


# CCaaS COMPARISON MATRIX









## Features











								
QUEUES	CT Cloud Voice	Cloud CC Silver	Cloud CC Gold	Cloud CC Platinum	Five9	Webex Standard	Webex CC Premium	Solgari
DTMF-enabled IVR		✓	✓	✓	✓	✓	✓	✓
Speech-enabled IVR			✓	✓	✓		✓	✓
Automated queuing of abandoned calls				✓	✓	✓	✓	✓
Blended agents (inbound/outbound)				✓	✓	✓	✓	✓
Call back request visibility			✓	✓	✓	✓	✓	✓
Change call priority or queue of call in real-time		✓	✓	✓	✓	✓	✓	✓
Change callback priority, retry period in real-time			✓	✓				✓
Email queuing			\$	✓	✓		✓	✓
Voice queues		✓ (5 MAX)	✓	✓		✓	✓	✓
Chat queuing			\$	✓	✓		✓	✓
SMS queuing			\$	✓	✓		✓	✓
In queue priority call back requests			✓	✓	✓		✓	✓
In queue voicemail to email		✓	✓	✓	✓		✓	✓
Queued/automated outbound calls			✓	✓	✓	\$	\$	✓
Social media queuing (Twitter/Facebook)				✓	✓		✓	✓
Universal ACD (multi-channel/modal queues)			\$	✓	✓		✓	✓
Webchat queuing			\$	✓	✓		✓	✓









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CALL CENTER GROUP FEATURES	CT Cloud Voice	Cloud CC Silver	Cloud CC Gold	Cloud CC Platinum	Five9	Webex Standard	Webex CC Premium	Solgari
Agent Logged into Multiple Queues	✓	✓	✓	✓	✓	✓	✓	✓
Agent Wrap Timer	✓	✓	✓	✓	✓	✓	✓	✓
Automatic Agent Logout (Unanswered Calls)	✓	✓	✓	✓	✓	✓	✓	✓
Configurable Alerts		✓	✓	✓	✓		✓	✓
Disposition / Wrap Up Codes (Customizable) - Call Level	✓	✓	✓	✓	✓	✓	✓	✓
Multiple ACD Groups	✓	✓	✓	✓	✓	✓	✓	✓
Multiple Language Support	✓	✓	✓	✓	✓	✓	✓	✓
Priority Queuing		✓	✓	✓	✓	✓	✓	✓
Route Calls In Queue when agents log out	✓		✓	✓	✓	✓	✓	✓
Screen Pop - Pre-Built CRM Integrations (SF, Zendesk)			✓	✓		✓	✓	✓
CRM Screen Pop - Web/URL Based	\$		✓	✓	✓	✓	✓	✓
CRM Screen Pop - Custom API Based			\$	✓	✓			✓
Click to Dial from Salesforce.com Classic			✓	✓	✓			✓
Post-Call Survey IVR			✓	✓	✓	ADD-ON	ADD-ON	✓
Service Levels Configurable		✓	✓	✓	✓	✓	✓	✓

								
SUPERVISOR CAPABILITIES	CT Cloud Voice	Cloud CC Silver	Cloud CC Gold	Cloud CC Platinum	Five9	Webex Standard	Webex CC Premium	Solgari
Barge-In	✓	✓	✓	✓	✓		✓	✓
Configurable thresholds for real-time display & email/sms		✓	✓	✓	✓		✓	✓
Graphical Statistics Dashboards	✓	✓	✓	✓	✓		✓	✓
Real-time Statistics Display	✓	✓	✓	✓	✓		✓	✓
Role based & granular access levels	✓	✓	✓	✓	✓		✓	✓
Schedule IVR dial outs			✓	✓	✓		✓	✓
Schedule mobile agents	✓		✓	✓	✓		✓	✓
Silent Monitor	✓	✓	✓	✓	✓		✓	✓
Supervisor Web Client	✓	✓	✓	✓	✓		✓	✓
Agent Evaluations			\$	✓	✓		✓	✓
Whisper / Agent Coaching	✓	✓	✓	✓	✓		✓	✓

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AGENT CAPABILITIES								
	CT Cloud Voice	Cloud CC Silver	Cloud CC Gold	Cloud CC Platinum	Five9	Webex Standard	Webex CC Premium	Solgari
Agent Available / Unavailable	✓	✓	✓	✓	✓	✓	✓	✓
Agent Login / Logout	✓	✓	✓	✓	✓	✓	✓	✓
Call History - Dialed, Received, Missed	✓	✓	✓	✓	✓	30 Days	30 Days	✓
Conference In Supervisor	✓	✓	✓	✓	✓	✓	✓	✓
Log into multiple Groups Simultaneously	✓	✓	✓	✓	✓	✓	✓	✓
PC Desktop Agent Client	✓	✓	✓	✓	✓	✓	✓	
Web Client - Agent	✓	✓	✓	✓	✓	✓	✓	✓
Phone Book Directory	Native	✓	✓	✓	✓	✓	✓	✓
Logged in agent directory and presence	✓	✓	✓	✓	✓	✓	✓	✓
Voice Call Recording	\$		✓	✓	✓	✓	✓	✓
Agent Controlled Pause/Resume Call Recording	\$		✓	✓	✓	✓	✓	✓
Soft Phone					✓	✓	✓	✓









AGENT PRODUCTIVITY								
	CT Cloud Voice	Cloud CC Silver	Cloud CC Gold	Cloud CC Platinum	Five9	Webex Standard	Webex CC Premium	Solgari
Agent scripting tool			✓	✓	✓	✓	✓	✓
Inter-agent presence view	✓	✓	✓	✓	✓	✓	✓	✓
Inter-agent chat	✓	✓	✓	✓	✓	✓	✓	✓
Integrated agent view of queues/wait times	✓	✓	✓	✓	✓	✓	✓	✓
Global daily statistics view	Email Report	✓	✓	✓	✓	✓	✓	✓
Personal agent statistics view	✓	✓	✓	✓	✓	✓	✓	✓
GUI call transfer (agent, queue, external)	✓	✓	✓	✓	✓	✓	✓	✓

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
REPORTING								
	CT Cloud Voice	Cloud CC Silver	Cloud CC Gold	Cloud CC Platinum	Five9	Webex Standard	Webex CC Premium	Solgari
After Hours Calls	✓	✓	✓	✓	✓			
Agent / Supervisor Activity	✓	✓	✓	✓	✓	✓	✓	✓
Agent Activity	✓	✓	✓	✓	✓	✓	✓	✓
Agent Performance	✓	✓	✓	✓	✓	✓	✓	✓
Agent Summary	✓	✓	✓	✓	✓	✓	✓	✓
Agent Utilization Report	✓	✓	✓	✓	✓	✓	✓	✓
Call Detail by Time Zone		✓	✓	✓	✓	✓	✓	
Call Duration Summary	✓	✓	✓	✓	✓	✓	✓	✓
Call Leg Detail	✓	✓	✓	✓	✓	✓	✓	✓
Call Log	✓	✓	✓	✓	✓	✓	✓	✓
Calls Abandoned	✓	✓	✓	✓	✓	✓	✓	✓
Calls By Day	✓	✓	✓	✓	✓	✓	✓	✓
Customized Reports	✓			✓	✓	✓	✓	✓
Daily Traffic	✓	✓	✓	✓	✓	✓	✓	✓
Email Reports - Scheduled	✓	✓	✓	✓	✓	✓	✓	
Export Reports	✓	✓	✓	✓	✓	✓	✓	✓
First Call Resolution		✓	✓	✓	✓	✓	✓	✓
Frequent Caller Summary	✓	✓	✓	✓	✓	✓	✓	
Group Call Statistics	✓	✓	✓	✓		✓	✓	✓
Hourly Usage	✓	✓	✓	✓				✓
Inbound Number Statistics	✓	✓	✓	✓		✓	✓	✓
Outbound Calls	✓	✓	✓	✓	✓	✓	✓	✓
Private Line Calls	✓	✓	✓	✓				✓
Queue Performance Analysis	✓	✓	✓	✓	✓	✓	✓	✓
Queue Summary	✓	✓	✓	✓	✓	✓	✓	✓
Scheduled Reports	✓	✓	✓	✓	✓	✓	✓	✓
Service Level Report	✓	✓	✓	✓	✓	✓	✓	✓
Short Calls Report	✓	✓	✓	✓				✓
Summary by Account		✓	✓	✓				
Threshold Adherence		✓	✓	✓	✓	✓	✓	✓
Time Allocation	✓	✓	✓	✓	✓	✓	✓	
Workforce Management			Third Party	Third Party	✓		✓	Third Party
Schedule Manager Tool			\$	✓	✓		✓	Third Party









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
								
ROUTING CAPABILITIES	CT Cloud Voice	Cloud CC Silver	Cloud CC Gold	Cloud CC Platinum	Five9	Webex Standard	Webex CC Premium	Solgari
After Hours Routing	✓	✓	✓	✓	✓	✓	✓	✓
Call Delivery Circular	✓	✓	✓	✓				✓
Call Delivery Next Available	✓	✓	✓	✓	✓	✓	✓	✓
Call Delivery Uniform	✓	✓	✓	✓				
Call Delivery Weighted Call Distribution	✓		✓	✓				
Emergency Treatment		✓	✓	✓	✓	✓	✓	✓
Forced Forwarding		✓	✓	✓				✓
Holiday Routing	✓	✓	✓	✓	✓	✓	✓	✓
Overflow Calls	✓	✓	✓	✓		✓	✓	✓
Overflow Secondary	✓	✓	✓	✓				✓
Overflow Number	✓	✓	✓	✓				✓
Re-Queue if unanswered	✓	✓	✓	✓	✓	✓	✓	✓
Skills Based Routing		✓	✓	✓	✓	✓	✓	✓

								
INTELLIGENT ROUTING	CT Cloud Voice	Cloud CC Silver	Cloud CC Gold	Cloud CC Platinum	Five9	Webex Standard	Webex CC Premium	Solgari
Identity Routing (CRM)				✓	✓	✓	✓	✓
Rules-Based Routing (ANI, DNIS, CLID) or Geography-Based Routing			✓	✓	✓	✓	✓	✓
Routing by DNIS	✓	✓	✓	✓	✓	✓	✓	✓
Routing by Type of Day	✓	✓	✓	✓	✓	✓	✓	✓
Routing by Time of Day	✓	✓	✓	✓	✓	✓	✓	✓
Queue priority routing		✓	✓	✓	✓	✓	✓	✓
Agent priority routing		✓	✓	✓	✓	✓	✓	✓
Custom CRM and API Based call Routing				✓	✓	✓	✓	✓
Configurable Outbound Caller ID (by team, agent, call)		✓	✓	✓	✓	✓	✓	✓
CRM Integration & Routing w/ Salesforce, Zendesk or Dynamics			✓	✓	✓		✓	✓
MS Teams API Presence Integration			✓	✓	✓			✓
Automatic Payment IVR - API Processing			\$	✓	✓			✓

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OUTBOUND DIALING	CT Cloud Voice	Cloud CC Silver	Cloud CC Gold	Cloud CC Platinum	Five9	Webex Standard	Webex CC Premium	Solgari
Power (Multiple Connections and Dialing Modes)			✓	✓	✓		✓	✓
Progressive (Automatic Phone Call Software)					✓		\$	✓
Preview (Agent Controlled Automated Dialer)			✓	✓	✓		\$	✓
Predictive (Auto Phone Dialer Software)					✓		\$	✓
Dynamic Voice/SMS Notification Campaigns			\$	✓	✓		\$	✓

								
DIRECTORY INTEGRATIONS	CT Cloud Voice	Cloud CC Silver	Cloud CC Gold	Cloud CC Platinum	Five9	Webex Standard	Webex CC Premium	Solgari
Personal Directory	✓				✓			✓
Logged in agent directory and presence	✓	✓	✓	✓	✓	✓	✓	✓
Group Phonebook	Native	✓	✓	✓	✓	✓	✓	✓
MS Teams Directory		✓	✓	✓	✓	✓	✓	✓

								
WORKFORCE OPTIMIZATION	CT Cloud Voice	Cloud CC Silver	Cloud CC Gold	Cloud CC Platinum	Five9	Webex Standard	Webex CC Premium	Solgari
Schedule optimization					✓		\$	Third Party
Adherence (real-time & reporting)			✓	✓	✓		\$	Third Party
Vacation Automation			\$		✓		\$	Third Party
Agent shift-trade marketplace			✓	✓	✓		\$	Third Party

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