# CT Contact Center: Features Matrix

| FEATURE | PRO | ELITE |
|---|:---:|:---:|
| **PLATFORM** | | |
| Integrated collaboration via UC or Microsoft Teams | √ | √ |
| Agent desktop and browser-based apps | √ | √ |
| Flexible audio options (desk phone, mobile, headset) | √ | √ |
| Web-based admin portal | √ | √ |
| Multi-tenant admin access for partners | √ | √ |
| Softphone-only agent and telagent options | √ | √ |
| Contact Center support documentation access | √ | √ |
| **AGENT SHIFT MANAGEMENT & COLLABORATION** | | |
| Status & Queue Management | | |
| Agent status (real-time + custom) | √ | √ |
| Live queue dashboard | √ | √ |
| Join and leave queues | √ | √ |
| Auto-return to available status | √ | √ |
| Desktop alerts for new interactions | √ | √ |
| Task Management & Wrap-Up | | |
| Classification and disposition codes | √ | √ |
| Flag interactions for supervisor review | √ | √ |
| Create tasks from agent interface | √ | √ |
| Post-call wrap-up time | √ | √ |
| Internal Communication & Collaboration | | |
| Agent chat (direct + group) | √ | √ |
| Broadcast messaging | √ | √ |
| Custom chat nickname | √ | √ |
| Context-aware conference and transfer | √ | √ |

| FEATURE | PRO | ELITE |
|---|---|---|
| **SUPERVISOR REAL-TIME QUEUE MANAGEMENT** | | |
| Live SLA monitoring | √ | √ |
| Active agent management | √ | √ |
| Custom SLA alerts with escalation rules | √ | √ |
| Live call monitor, whisper, and barge | √ | √ |
| Call bursting | √ | √ |
| AI Supervisor Assist | Available with AI Advanced Add-On | Available with AI Advanced Add-On |
| AI evolving customer sentiment analysis | $ | $ |
| AI call summary and topics | $ | $ |
| AI call transcription | $ | $ |
| **OMNICHANNEL DIGITAL ENGAGEMENT** | | |
| Voice Queues | | |
| Call overflow handling/Missed call treatment | √ | √ |
| Queued callbacks & voicemail | √ | √ |
| Queue-specific audio bulletins | √ | √ |
| Voicemail-to-email delivery | √ | √ |
| Inbound call context (caller ID, queue, skill) | √ | √ |
| Recording retention settings | √ | √ |
| Simultaneous agent ringing | √ | √ |
| Pre-ring device alerts | √ | √ |
| Agent skill prioritization | √ | √ |
| Chat/SMS Queues | Available with Chat/SMS Queue Add-On | √ |
| Proactive/reactive chat mode | $ | √ |
| Chat interaction personalization and branding | $ | √ |
| Mobile-responsive chat experience | $ | √ |
| Customizable Interactive Chat Response (ICR) | $ | √ |
| Visitor-accessible transcripts | $ | √ |
| Custom webchat form fill | $ | √ |
| Automatic focus for new chat interactions | $ | √ |

| FEATURE | PRO | ELITE |
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| **OMNICHANNEL DIGITAL ENGAGEMENT CONT.** | | |
| Email Queues | Available with Email Queue Add-On | √ |
| Routing by keyword, default routing, last-agent routing | $ | √ |
| Agent-initiated email composition | $ | √ |
| Suspend/resume emails | $ | √ |
| Response templates by team or queue | $ | √ |
| Automated Outbound Notifications | Available with Dynamic Notification Add-On | √ |
| Multi-channel outreach (SMS, Email, Voice) | $ | √ |
| Customizable notification templates | $ | √ |
| Campaign scheduling and throttling | $ | √ |
| Campaign reporting | $ | √ |
| Connect to agent | $ | √ |
| Embedded links (SMS/Email) | $ | √ |
| Notification acknowledgement/confirmation | $ | √ |
| Outbound Power Dialing | √ | √ |
| Blended outbound dialing | √ | √ |
| List-based dialing campaigns | √ | √ |
| Contact import wizard | √ | √ |
| Multiple list support | √ | √ |
| Campaign segmentation | √ | √ |
| Campaign throttling | √ | √ |
| External ID support | √ | √ |
| Agent-initiated campaign entries | √ | √ |
| **INTELLIGENT CALL ROUTING & SELF-SERVICE** | | |
| Intelligent Call Routing & IVR: | | |
| Skills-based routing | √ | √ |
| Skill assignments with competency levels | √ | √ |
| Multi-language support for IVR prompts | √ | √ |

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|---|---|---|
| **INTELLIGENT CALL ROUTING & SELF-SERVICE CONT.** | | |
| AI Intent Routing | √ | √ |
| Google Dialogflow support for voice-enabled IVR | √ | √ |
| Dynamic queue prioritization | √ | √ |
| Call treatment scripting | √ | √ |
| Customizable IVR menus and prompts | √ | √ |
| In-queue messaging (position, wait time, text-to-speech) | √ | √ |
| IVR Studio for advanced call flow design | √ | √ |
| Preferred/Last agent routing | √ | √ |
| Self-Service: | | |
| DTMF (touch-tone) input recognition | √ | √ |
| Multi-language support for IVR prompts | √ | √ |
| Integration with external databases or CRMs | $ | √ |
| Self-service options for hours, locations, etc. | √ | √ |
| Custom error handling and fallback actions | √ | √ |
| Escape to agent option | √ | √ |
| Interactive Chat Response (ICR) configuration | √ | √ |
| **AI AGENT ASSIST (REAL-TIME AI)** | | |
| Before Interacting: | Available with AI Standard Add-On | √ |
| Prior Call Summary | $ | √ |
| During the Interaction: | Available with AI Advanced Add-On | Available with AI Advanced Add-On |
| Real-time AI transcription | $ | $ |
| Real-time AI sentiment analysis | $ | $ |
| AI-powered, chat-based knowledge retrieval | Available with AI Standard Add-On | √ |
| After the Interaction: | Available with AI Advanced Add-On | Available with AI Advanced Add-On |
| Immediate, editable AI Recap | $ | $ |

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| **AI QUALITY MANAGEMENT** | | |
| Post-Call AI Insights | Available with AI Standard Add-On | √ |
| AI Recap (standard processing) | $ | √ |
| AI Sentiment Analysis (post-call) | $ | √ |
| AI Transcription (post-call) | $ | √ |
| AI Transcription Redaction (PII, PHI, PCI) | $ | √ |
| AI Agent Evaluator | Available with Evaluator Add-On | √ |
| Evaluate voice, chat, and external work | $ | √ |
| Custom evaluation templates | $ | √ |
| Scheduled evaluations | $ | √ |
| Pass/fail, N/A scoring, auto-fail logic | $ | √ |
| Collaboration mode with agent notification/acknowledgment | $ | √ |
| AI-powered Performance Insight | Available with AI Standard Add-On | √ |
| Automated call assignment based on keyword | $ | √ |
| Integrated playback with transcription | $ | √ |
| Inline transcription annotations | $ | √ |
| Evolving sentiment analysis for customer, agent, and overall tone | $ | √ |
| Sentiment tagging by transcript line | $ | √ |
| Keyword & agent behavior analysis | $ | √ |
| Post Call Surveys | | |
| Auto-connect post interaction | | √ |
| Survey opt-in rules | | √ |
| Survey organized by agent | | √ |
| Customizable survey questions | | √ |
| Survey reporting | | √ |

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| **AI QUALITY MANAGEMENT CONT.** | | |
| Scheduler: | Available with Scheduler Add-On | |
|    Vacation and holiday management | $ | √ |
|    Shift trading | $ | √ |
|    Adherence monitoring and alerts | $ | √ |
|    Skills-based scheduling alignment | $ | √ |
| Screen Recording | $ | √ |
| **ENVISION DATA INTELLIGENCE** | | |
| Dashboards | | |
|    Real-time dashboards, wallboards, executive views | √ | √ |
|    Agent, queue, call summary, and call details dashboards | √ | √ |
| Reporting | | |
|    Historical reports with advanced filters | √ | √ |
|    Pre-built templates and custom reports | √ | √ |
|    Scheduled delivery & multi-format exports | √ | √ |
| **ARCHIVING** | | |
| 30-day default retention (voice, SMS, chat, email, screen recordings) | √ | √ |
| Extendable retention (up to 10 years) | $ | $ |
| WORM (tamper-proof) storage | √ | √ |
| Full search and filtering capabilities | √ | √ |
| Document viewer with playback | √ | √ |
| Transcription and sentiment metadata tagging | √ | √ |
| Role-based access (agent, manager, admin) | √ | √ |
| Legal hold and audit logging | √ | √ |

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| **CUSTOM INTEGRATIONS** | | |
| Embedded experience in Microsoft Teams | √ | √ |
| CRM Integrations (Salesforce, ServiceNow, ZenDesk, Microsoft Dynamics 365, ConnectWise, and more) | $ | √ |
| Electronic Health Record Integrations (Athenahealth, Epic, eClinicalWorks, MEDITECH, NextGen, Oracle, Veradigm (Allscripts)) | | √ |
| Payment Processing Integrations (Authorize.net, OpenEdge, Adyen) | $ | √ |
| Custom integrations based on system of record's API availability | $ | √ |
| **SECURITY** | | |
| Triple Shield Security™ | √ | √ |
| End-to-End Encryption | √ | √ |
| Secure Data Centers | √ | √ |
| Multi-Factor Authentication (MFA) | √ | √ |
| Role-Based Access Controls (RBAC) | √ | √ |
| Regular Security Audits | √ | √ |

## Questions? **Let's Connect.**