

CCaaS COMPARISON MATRIX

Features



					
QUEUES					
Core ACD/IVR routing	✓	✓	✓	✓	✓
Advanced ACD/IVR routing	✓	✓	✓	✓	✓
Omni channel solution	✓	✓	✓	✓	✓
Priority call back requests	✓	✓	✓	✓	✓
In queue voicemail to email	✓	✓	✓	✓	✓
Call Delivery Circular	✓	✓	✓	✓	✓
Call Delivery Weighted Call Distribution	✓	✓	✓	✓	✓
Emergency Treatment	✓	✓	✓	✓	✓
Forced Forwarding	✓	×	×	✓	✓
Overflow Calls	✓	×	✓	✓	✓
Identity Routing (CRM)	×	✓	✓	✓	✓
Custom CRM and API Based call Routing	×	✓	✓	✓	✓
MS Teams API Presence Integration	✓	✓	✓	✓	✓
Embedded experience in Microsoft Team	✓	×	×	×	×
Automatic Payment IVR - API Processing	\$	✓	✓	✓	✓

					
CALL CENTER GROUP FEATURES					
Core Agent Application Features	✓	✓	✓	✓	✓
Configurable Alerts	✓	✓	✓	✓	✓
Multiple Language Support	✓	✓	✓	✓	✓
Screen Pop - Pre-Built CRM Integrations (SF, Zendesk)	✓	✓	✓	✓	✓
CRM Screen Pop - Web/URL Based	✓	✓	✓	✓	✓
CRM Screen Pop - Custom API Based	✓	\$	✓	✓	✓
SUPERVISOR CAPABILITIES					
Core Supervisor Features	✓	✓	✓	✓	✓
Quality Management/ Agent Evaluations	\$	✓	✓	✓	✓
Schedule mobile agents	✓	✓	✓	✓	×
AGENT CAPABILITIES					
Agent Available / Unavailable	✓	✓	✓	✓	✓
Agent Login / Logout	✓	✓	✓	✓	✓
Call History - Dialed, Received, Missed	✓	✓	30 Days	✓	✓
Conference In Supervisor	✓	✓	✓	✓	✓
Log into multiple Groups Simultaneously	✓	✓	✓	✓	✓
PC Desktop Agent Client	✓	✓	✓	✓	✓
Web Client - Agent	✓	✓	✓	✓	✓
Phone Book Directory	✓	✓	✓	✓	✓
Logged in agent directory and presence	✓	✓	✓	✓	✓
Voice Call Recording	✓	✓	✓	✓	✓
Agent Controlled Pause/Resume Call Recording	✓	✓	✓	✓	✓
Soft Phone	✓	✓	✓	✓	✓

					
AGENT PRODUCTIVITY					
Agent scripting tool	✓	✓	✓	✓	✓
AI automation and next steps	✓	✓	×	×	✓
AI Customer Sentiment	×	✓	×	✓	✓
Automatic summary and wrap up notes	×	✓	×	✓	✓
Post-Call Survey IVR	✓	✓	Add On	✓	×
REPORTING					
Core Agent Reporting	✓	✓	✓	✓	✓
Core ACD IVR Reporting	✓	✓	✓	✓	✓
First Call Resolution Reporting	✓	×	✓	✓	×
Advanced Analytics	✓	✓	✓	✓	✓
Agent Performance / Quality Management Reporting	✓	×	✓	✓	✓
Workforce Management Reporting	✓	×	✓	✓	×
Customized Reports	✓	×	✓	✓	✓
Schedule Reporting	✓	✓	✓	✓	✓
Open API's for Report data	✓	×	✓	✓	×
OUTBOUND DIALING					
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 Cmpgns	\$	✓	\$	✓	✓

					
DIRECTORY INTEGRATIONS					
Personal Directory	×	✓	×	×	✓
Logged in agent directory and presence	✓	✓	✓	✓	✓
Group Phone Book	✓	✓	✓	✓	✓
MS Teams Directory	✓	✓	✓	×	×
WORKFORCE OPTIMIZATION					
Schedule optimization	✓	✓	\$	✓	✓
Adherence (real-time & reporting)	✓	✓	\$	✓	✓
Agent shift-trade marketplace	✓	×	\$	✓	Coming Soon
Vacation Automation	\$	✓	\$	✓	✓
ARTIFICIAL INTELLIGENCE					
Schedule optimization	✓	✓	✓	✓	✓
Adherence (real-time & reporting)	✓	✓	✓	✓	✓
Agent shift-trade marketplace	✓	✓	✓	✓	✓
Vacation Automation	✓	✓	×	✓	✓
PROFESSIONAL/MANAGED SUPPORT					
Consulting Services	✓	✓	×	✓	✓
Core Implementation	✓	✓	✓	✓	✓
Prof Services Custom & Advanced Impl	✓	✓	×	✓	✓
Managed Services	✓	✓	×	✓	✓