



## Contact Centre: Comprehensive Feature List

This document provides a comprehensive list of Contact Centre features. As the product is continually evolving, this list may be updated and changed. Please consult your representative to ensure you have the most current version.

FEATURE	PRO	ELITE
INTERFACE FEATURES		
Access to integrated employee collaboration and advanced call handling within our UC platform	●	●
Agent desktop and browser-based apps app	●	●
Multiple audio connection options (desk phone, smartphone, headset, etc)	●	●
Web admin portal	●	●
Extensive knowledge base, and more technical articles	●	●
Multi-tenant option for partners - can administer client accounts	●	●
Virtual agent / telagent option - no software required; phone only	●	●

AGENT FUNCTIONS		
Real-time agent status and custom status	●	●
Agent chat nickname	●	●
Agent-driven task creation	●	●
Inter-agent direct and group chat	●	●
Broadcast messaging	●	●

● DOT = included with this package at no additional cost

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FEATURE	PRO	ELITE
Desktop notifications for incoming interactions	●	●
Conference and transfer interactions with context sharing	●	●
Call classifications and dispositions	●	●
Customise initial in-call status	●	●
Option to force status return to available	●	●
Flag interactions for supervisor	●	●
Post call wrap up	●	●

SUPERVISOR AND ADMIN FUNCTIONS		
Monitor (whisper & barge for voice, webchat, SMS & WhatsApp)	●	●
Authorised extensions or users for monitor, whisper, barge	●	●
Group users by location	●	●
Customisable alerts with escalation rules	●	●
Voice prompt management	●	●
Skills Management	●	●
Dynamic Queue Prioritisation	●	●
Active Agent Management	●	●
Call Bursting	●	●
Call and Screen Recordings	●	●

CUSTOMER INTERACTIONS - VOICE		
Automatic Call Distribution (ACD)	●	●
Customisable Interactive Voice Response (IVR)	●	●
Routing by skill, geography, dialed number and preferred agent	●	●
Queued callbacks and voicemails	●	●
In-queue messages (e.g. position in queue, estimated wait time, text to speech)	●	●
Dynamic call and overflow treatment	●	●
Inbound call information (caller id, queue, skill)	●	●
Multi-language Support (English (US, UK, AU), French (Canadian), German, Dutch, Spanish (Latin America), Italian, Japanese)	●	●

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FEATURE	PRO	ELITE
Outbound Calling	●	●
Call Scripting And Dynamic Prioritisation	●	●
Missed Call Treatment	●	●
Emergency Bulletins	●	●
Text-To-Speech Prompts And Speech Recognition	●	●

CUSTOMER INTERACTIONS - CHAT/SMS/WHATSAPP		
Customer-agent chat interactions	£	●
SMS*, Webchat, and WhatsApp* Queues	£	●
Up to 10 concurrent chat conversations	£	●
Historical conversations	£	●
Response templates and auto-replies	£	●
Position in queue and estimated wait time messaging	£	●
Reactive and proactive webchat mode	£	●
Queue messaging and agent presentation	£	●
Chat interaction personalisation and custom branding	£	●
Mobile-responsive chat experience	£	●
Customisable Interactive Chat Response (ICR)	£	●
Visitor-accessible transcripts	£	●
Custom webchat form fills	£	●
Automatic focus of chat window for new interactions		●

CUSTOMER INTERACTIONS - EMAIL		
Agent-initiated composition	£	●
Routing by keyword or phrases	£	●
Auto or manual response templates by team or queue	£	●
Default routing and last agent routing	£	●
Suspend and resume emails	£	●
Outbound emails by agent	£	●

\*Requires Twilio account configuration for SMS and MessageBird account configuration for WhatsApp

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FEATURE	PRO	ELITE
Email interaction suspension and resumption	£	●

DATA MANAGEMENT & COMPLIANCE (ARCHIVING)		
Inclusive 30 days Archiving retention – voice interactions, SMS, chat, email, screen recordings	●	●
Flexible extensible Archiving retention period (up to 10 years) - voice interactions, SMS, chat, email, screen recordings	£	£
Full query searching and multiple advanced filters	●	●
Interactions preview and playback with document viewer	●	●
Transcription, sentiment, events and classifications	●	●
Personal, manager and admin access (privacy and role-based access control)	●	●
Legal hold and audit reporting	●	●
Optional WORM (tamper-proof) storage available at request	●	●

CUSTOMER ENGAGEMENT		
<b>Post-Call Surveys:</b>		
Post-call surveys	●	●
Survey auto-connect option	●	●
Chat interaction transcript recording	£	●
<b>Power Dialing:</b>		
Blended outbound, list-based power dialing	●	●
Contact import wizard	£	●
Multiple import lists	£	●
Segmentation by campaign	£	●
Campaign throttling	£	●
"External ID" for contacts (to relate a notification object to other systems' entities)	£	●
Agent-initiated contact entries into campaigns	£	●
<b>Dynamic Two-Way Notifications:</b>		
Ability to combine voice, SMS, and/or & email notifications (Any combination in a single campaign)	£	●
Email queues	£	●

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FEATURE	PRO	ELITE
Customer can be connected back to the contact centre when responding (SMS to queue, email, or web service endpoint responses)	£	●
Voice notification text to speech or recorded audio messaging	£	●
Custom contact by contact data-driven messaging	£	●
Voice notification replays, retries and acknowledgment	£	●
Voice notification return to queue or transfer number	£	●
Filterable campaign contact status and acknowledgment exporting	£	●

SKILLS-BASED ROUTING		
Skillsets matched to teams of agents, with competency levels	●	●
Dynamic skillsets matched to teams, on schedules (Note: preview mode)	●	●
Multi-channel, blended interactions	£	●

WORKFORCE ENGAGEMENT		
Vacation and holiday management	£	●
Trade shifts	£	●
Adherence tool: measures agent compliance with scheduled working hours and breaks, providing real-time monitoring, automatic alerts, and detailed reporting	£	●
<b>AI Agent Evaluator:</b>		
Identifies conversation topics & sentiments, pinpoints keywords for quick insights, and analyses agent behavior for coaching	£	●
Choose voice and chat interactions to evaluate	£	●
Custom template development	£	●
Evaluate external work by agents (outside of customer interactions, e.g. documents)	£	●
Scheduled evaluations	£	●
Collaboration mode with agent notification and acknowledgment	£	●
Flexible scoring options including points-based and Pass/Fail for each evaluation criteria	£	●
Auto-fail option	£	●
N/A scoring (won't count for or against score)	£	●
Integrated audio and playback with transcriptions	£	●
Annotations - post notes or comments directly in-line within the transcription tab	£	●

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FEATURE	PRO	ELITE
ENVISION ANALYTICS		
Real-time dashboards, shareable wallboards, and executive dashboard	●	●
Comprehensive historical reports and analytics	●	●
Multiple-format report exporting and pre-built reports	●	●
Report scheduling	●	●
Queues Productivity Dashboard	●	●
Agent Dashboard	●	●
Call Details Dashboard	●	●
Call Summary Dashboard	●	●
AI INTERACTION INSIGHTS POWERED BY IGNITE AI		
AI Transcriptions	£	●
AI Transcription Redaction	£	●
AI Interaction Summary	£	●
AI Sentiment Analysis	£	●
AI Agent Evaluator	£	●
EXTENSIBILITY		
IVR Studio tool and integrations into Salesforce and Zendesk	●	●
Real-time statistics data retrieval	●	●
Historical data retrieval via REST API	●	●
Extensible call recording retrieval	●	●
Twilio integration for SMS messaging	£	●
Custom recording storage integration	●	●
Professional services for CRM, WFM, and IVR integrations	£	£
SECURITY		
SPAM filtering / protection service	●	●
Roles-based access	●	●
External User role to allow access interaction recordings by assigned queue	●	●

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FEATURE	PRO	ELITE
Authorised sign-in phone numbers for agents	●	●
Authorised voice live monitoring phone numbers	●	●
Custom user authentication security policies	●	●
Voice call recording encryption	●	●

CONTACT CENTRE INTEGRATIONS		
Authorize.net	£	●
OpenEdge	£	●
Adyen	£	●
Elavon	£	●
ConnectWise	£	●
Activix CRM	£	●
Acumatica CRM	£	●
Atlas CRM	£	●
Moneris	£	●
Microsoft Teams	●	●
Microsoft Dynamics 365	£	●
Salesforce	£	●
ServiceNow	£	●
Slack	£	●
Zendesk	£	●

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QUESTIONS? CONTACT US TODAY!

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