



Contact Center: Full Feature Listing

This document contains a complete list of Contact Center features. As this is a constantly evolving product, the list is subject to changes and updates. Please ask your representative to ensure you have the latest version.

FEATURE	GOLD	PLATINUM
INTERFACE		
Access to integrated employee collaboration and advanced call handling within Elevate	●	●
Agent desktop app	●	●
Multiple audio connection options (desk phone, smartphone, headset, etc)	●	●
Web admin portal	●	●
Extensive knowledgebase, with both readily accessible and more technical articles	●	●
Multi-tenant option for partners - can administer client accounts	●	●
Agent browser-based app	●	●
Virtual agent / telagent option - no software required; phone only	●	●
Broadcast messaging (e.g. What's New)	●	●
AGENT FUNCTIONS		
Real-time agent status	●	●
Inter-agent direct chat	●	●
Inter-agent group chat	●	●

● DOT= included with this package at no additional cost

□ BLANK = not possible with this package

💰 DOLLAR SIGN = possible with this package, but requires additional fee, add-on, etc.

FEATURE	GOLD	PLATINUM
Desktop notifications for incoming interactions, voice	●	●
Desktop notifications for incoming interactions, all types	●	●
Customize initial in-call status	●	●
Unlimited custom statuses	●	●
Option to force status return to available	●	●
Conference with context sharing	●	●
Transfer with context sharing	●	●
Classify interaction	●	●
Assign disposition to interaction	●	●
Flag interaction to supervisor	●	●
Agent chat nickname	●	●
Outbound calls, captured in Contact Center data	●	●
Agent-driven task creation (for that agent)	●	●
Real-time interaction statistical display	●	●

SUPERVISOR AND ADMIN FUNCTIONS		
Live monitor, call (listen)	●	●
Whisper, call (audible only to agent)	●	●
Barge, call (audible to customer as well)	●	●
Authorized extensions or users for monitor, whisper, barge	●	●
High-level monitoring of cumulative data	●	●
Voice prompt management	●	●
Group agents by office	●	●
Live monitor, chat (observe conversation)	●	●
Whisper, chat (visible only to agent)	●	●
Barge, chat (visible to customer as well)	●	●

FEATURE	GOLD	PLATINUM
Customizable alerts	●	●
Manage individual skillsets	●	●
Customized event alerting with escalating tiers	●	●
Working hours	●	●
Manage scheduled telagents / virtual agents	●	●
Manage SWAT service (escalations)	●	●

CUSTOMER INTERACTIONS - VOICE		
Automatic call distribution (ACD)	●	●
Position in queue messages	●	●
Estimated wait time messages	●	●
Dynamic caller treatment by conditions (e.g. open/closed)	●	●
Emergency bulletins	●	●
Caller-directed menu routing	●	●
Include queue / skill name in caller ID (note - some networks may overwrite with their own labels)	●	●
Multi-language support	●	●
Outbound calling - dialpad	●	●
Outbound calling - phone book	●	●
Ring multiple agents simultaneously, via software	●	●
Customizable interactive voice response (IVR)	●	●
Ring multiple agents simultaneously, using outside devices	●	●
Queued callbacks	●	●
Queued voicemails	●	●
Call scripting for agents	●	●
Dynamic interaction prioritization	●	●

FEATURE	GOLD	PLATINUM
Dynamic overflow and missed interaction treatment	●	●
Skills-based routing	●	●
Geo-routing	●	●
Preferred agent routing	●	●
Dialed number routing	●	●
Text-to-speech prompts and messaging	●	●
Directed dialogue speech recognition	●	●

CUSTOMER INTERACTIONS - CHAT

Customer-agent chat interactions	\$	●
Reactive chat mode (visitor-initiated)	\$	●
Proactive chat mode	\$	●
Proactive chat with visible queue waiting	\$	●
Proactive chat with live agent presentation	\$	●
Proactive mode chat self-service (persona introduction and simulation with message delay, greeting messaging, informational messages, etc)	\$	●
Dynamic overflow treatment	\$	●
Chat interaction personalization	\$	●
Custom branding and styling	\$	●
Customized context gathering from visitors	\$	●
Mobile-responsive website visitor chat experience	\$	●
Visitor-accessible transcripts	\$	●
Position in queue messaging	\$	●
Estimated wait time messaging	\$	●
Custom waiting in queue, closed and unattended messaging	\$	●
Up to 10 concurrent chat conversations		●
Chat response templates		●
Optional automatic "in focus" of chat window for new chat interactions or new incoming message		●

FEATURE	GOLD	PLATINUM
CUSTOMER INTERACTIONS - EMAIL		
Agent-initiated composition and sending	●	●
Key word or phrase routing	\$	●
Default routing	\$	●
Last agent routing	\$	●
Response templates	\$	●
Auto and manual response templates	\$	●
Template filters - by team and by queue delivery	\$	●
Email interaction suspension and resumption	\$	●

CUSTOMER INTERACTIONS - SMS		
SMS overall subscription - unlocks the following: (Requires Twilio account configuration for SMS and MessageBird account configuration for WhatsApp)	\$	●
• SMS/WhatsApp to web service endpoint mapping	\$	●
• SMS/WhatsApp to e-mail address mapping	\$	●
• SMS/WhatsApp number to Chat skill (queue) mapping	\$	●
• SMS/WhatsApp to chat interactions	\$	●
• SMS/WhatsApp recent message context presented to agent	\$	●

CUSTOMER INTERACTIONS - RECORDINGS		
Doubles the storage space included with Elevate	●	
Voice recordings	●	●
Standard 30 days voice interaction recording storage		●
AI-powered transcriptions for inbound and outbound voice and voicemail queues	\$	●
AI-powered transcription redaction to remove sensitive information.	\$	●
Recording toggle option (screen recording optional under Advanced)		●
Screen recording with % of interaction settings and media merge		●
Optional extended voice interaction recording storage		●
"Bring your own storage" option with custom retention and encryption settings		●
Parameter-enabled interaction recording search and playback (download or streaming)		●

FEATURE	GOLD	PLATINUM
CUSTOMER INTERACTIONS - OUTREACH / FEEDBACK		
Custom call recording definitions by inbound / outbound & transfers		●
Chat interaction transcript recording		
Post-call surveys	●	●
Survey auto-connect option	●	●
Blended outbound, list-based power dialing	●	●
Ability to combine voice, SMS, and/or & email notifications (Any combination in a single campaign)	●	●
Email queues	\$	●
Customer can be connected back to the contact center when responding (SMS to queue, email, or web service endpoint responses)	\$	●
Voice notification text to speech or recorded audio messaging	\$	●
Contact import wizard	\$	●
Multiple import lists	\$	●
Custom contact by contact data-driven messaging	\$	●
Segmentation by campaign	\$	●
Campaign throttling	\$	●
"External ID" for contacts (to relate a notification object to other systems' entities)	\$	●
Voice notification replays, retries and acknowledgment	\$	●
Voice notification return to queue or transfer number	\$	●
Filterable campaign contact status and acknowledgment exporting	\$	●
Agent-initiated contact entries into campaigns	\$	●

SKILLS-BASED ROUTING		
Skillssets matched to teams of agents, with competency levels	●	●
Dynamic skillssets matched to teams, on schedules (Note: preview mode)	●	●
Multi-channel, blended interactions	\$	●

FEATURE	GOLD	PLATINUM
WORKFORCE MANAGEMENT / OPTIMIZATION		
Schedule management	\$	●
Shift management	\$	●
Shift trade ability	\$	●
Vacation management	\$	●
Holiday management	\$	●
Adherence tool	\$	●
Evaluator: use AI-powered sentiment analysis to choose which voice interactions to evaluate	\$	●
Evaluator: choose chat interactions to evaluate	\$	●
Evaluator: custom template development	\$	●
Evaluator: evaluate external work by agents (outside of customer interactions, e.g. documents)	\$	●
Evaluator schedules, with evaluation targets by teams	\$	●
Evaluator: pass/fail option for each evaluation	\$	●
Evaluation collaboration mode	\$	●
Evaluator: points scoring option	\$	●
Evaluator auto-fail option	\$	●
Evaluator N/A scoring (won't count for or against score)	\$	●
Evaluator notify agent of evaluation	\$	●
Evaluator agent acknowledgment	\$	●
Evaluator: integrated audio and playback with transcriptions	\$	●
Evaluator: annotations - post notes or comments directly in-line within the transcription tab	\$	●
BUSINESS INTELLIGENCE		
Real-time dashboards	●	●
Shareable wallboards	●	●
Executive dashboard	●	●
Real-time metrics	●	●
Real-time reports	●	●

FEATURE	GOLD	PLATINUM
Historical reports	●	●
AI-powered analysis of customer calls with sentiment tagging and automated alerts for key phrases.	\$	●
Analytics Dashboards- Queues	●	●
Analytics Dashboards- Agent	●	●
RTD highlights current service conditions (color-coded)	●	●
Report scheduling	●	●
Multiple-format report exporting	●	●
Library with hundreds of pre-built reports	●	●

EXTENSIBILITY		
Pre-built integrations: dynamics	●	●
Pre-built integrations: salesforce.Com	●	●
Pre-built integrations: zendesk	●	●
IVR Studio tool (note: access must be granted)	●	●
Slack integration	●	●
Callflow-driven integration into Salesforce.com	●	●
Salesforce.com case searching from IVR	●	●
Salesforce.com contact and account search	●	●
Salesforce.com agent screen pop	●	●
Salesforce.com click-to-dial	●	●
Salesforce.com posting of recording links to contacts, opps, or cases	●	●
Salesforce.com activity logging	●	●
Callflow-driven integration into Zendesk	●	●
Zendesk ticket searching from IVR	●	●
Zendesk agent screen pop of tickets (existing or new)	●	●
Zendesk agent screen pop of customer records	●	●
Zendesk screen pop with call recording links	●	●
Historical data retrieval via REST API	●	●

FEATURE	GOLD	PLATINUM
Real-time statistics data retrieval	●	●
Daily agent & queue statistics data retrieval	●	●
Extensible call recording retrieval	●	●
Local host desktop agent API for controlling agent status and interactions	●	●
Point-and-click integration into Twilio for SMS messaging (note: assumes SMS subscription)	\$	●
Point-and-click SFTP export for call recordings and interaction detail records	●	●
Bring your own recording storage account - prebuilt integration into Amazon S3 and Azure Blob storage	●	●
Agent related events webhook	●	●
Cloud notification engine providing for agent related events to be pushed to published APIs	●	●
Option for prof. Services CRM integration	●	\$
Option for prof. Services WFM integration	\$	\$
Option for prof. Services custom IVR integrations and self-service applications		\$
Social media email alerts: Facebook		\$
Social media email alerts: X (Twitter)		\$
Social media email alerts: Instagram		\$

SECURITY		
SPAM filtering / protection service	●	●
Roles-based access	●	●
“External User” role to allow access interaction recordings by assigned queue	●	●
Authorized sign-in phone numbers for agents	●	●
Authorized voice live monitoring phone numbers	●	●
Custom user authentication security policies	●	●
Voice call recording encryption	●	●
PCI secure data collection and transactional Interactive voice response (IVR) applications		●

QUESTIONS? CONTACT US TODAY!