

# Utility VoIP Contact Center

## Features & License Sets

### Agent Client

- Call Controls (Answer, End, Hold, Transfer, Conference)
- Agent Controls (Login, Logout, Ready, Wrap Up)
- Disposition Codes (with Multiple Levels)
- Unavailable (DND) Codes
- Online Directories (with Custom Widget)
- Supervisor Escalation
- Call History
- Call Recording Controls
- Custom Scripting (DNIS & Queue)
- Screen Survey Tools
- Custom Screen Layout
- Outgoing Calling Line ID Selection (with Dialer)
- Outbound Campaigns
- Outbound Auto Dialer
- Knowledge Base

### Supervisor Client

- Silent Monitoring (Listen)
- Whisper Coaching
- Barge-in
- Intercept / Answer Inbound Calls
- View / Change Agent Status
- Real-time Queue Monitoring / Management
- Enable Alternate Routing
- Historical Reports
- Real-time Reports
- Call Center Dashboard

### Auto Attendant

- Single Level with IVR
- Multiple Levels (Nested Menus)
- Custom IVR with Data Dips (Additional Professional Services required)

## Call Recording

- Voice Recording
- Call Scoring (with Question Builder)
- Call Tagging, Search and Playback
- PCI Redaction (Using Agent Controls)
- Download / Forward Recordings
- Speech Analytics / Transcription (3rd Party)

## Reporting

- Dashboard
- Real-time Reports - Queue
- Real-time Reports - Agents
- Historical Reports - Queue
- Historical Reports - Agents
- Flexible & Configurable Report Scheduling and Subscriptions
- Ad-hoc Report Creation (SSRS)
- Customizable Reporting (SSRS)
- Third-party Data in Reporting (Additional Professional Services required)

## Global Settings

- Custom Disposition Codes
- Custom Unavailable (DND) Code
- Agent Thresholds / Notifications
- Agent Default Settings

## Per Call Center / ACD Settings

- Call Center Priority
- Agent Control Settings
- Agent Profiles
- Default Agent Settings
- Queue Size

## Announcements, Greetings

- MOH
- Entrance Message
- Comfort Message
- Alternate Comfort Message (Short Wait Time)
- Service Announcements
- Estimated Wait Time
- Call Whisper Message

## Call Distribution Policies

- Ordered
- Uniform Distribution
- Simultaneous
- Weighted
- Call Selection (LWT, Highest Priority)

## Call Routing Policies

- Bounced Call Routing
- Overflow Call Routing
- Stranded Call Routing
- Skill-based Routing (Single & Multi-skill)
- Skill Profiles

## ***Per Call Center / ACD Settings Cont'd***

### **Alternate Routing Policies**

- Night Service
- Holiday Service
- Forced Forwarding
- Multi-team Routing and Distribution
- Multi-site Routing and Distribution
- Routing Across Third-Party Contact Centers
- Queue Threshold / Notification
- Analytics-driven Routing (additional Professional Services required)

### **DNIS**

- DNIS Prioritization
- Promote Due to Wait Time
- DNIS Outbound Calling Name / Number
- Custom DNIS Announcements

### **Omni-channel – CC Complete Seat**

- Chat Interaction
- Email Interaction
- SMS Interaction
- Fax Interaction
- Social Interaction

## **Data Integration**

(additional Professional Services required)

- CRM
- ERP
- Auto Dialer
- Outbound Campaigns
- IVR

## **Workforce Management**

(Future Release)

- Agent Scheduling
- Adherence Tracking and Reporting
- Forecasting
- Agent Performance Reporting
- PTO Management

## **Call Flow Builder**

- Scripting Actions (DNIS-based)
- API Integration (SQL, SOAP, HTTPS, REST, etc.)

- Queue Integration

Auto-Dialer

- Preview Dialing – Push and Pull
- Power Dialing with Throttle
- Voice Broadcast (Pre-recorded Message)

## **Call Flow Builder Cont'd**

- SMS-Text & Email Broadcast
- Campaign Address Widget
- Schedules and Dialing Window (by Time Zone)
- Group List and Group Broadcast
- Automatic Disposition
- Zero Out to Queue, Extension, DID
- Automated Call List and Import Mapping
- File Upload Capability
- API Integration (additional Professional Services required)

## **IVR**

- Voice, SMS & Email
- Appointment Reminders
- Surveys
- Automated Bill Pay
- Past Due Billing Collections
- Community Announcements
- File Upload Capability
- API Integration (additional Prof. Services required)

## **Contact Center Licenses**

### **Contact Center Voice-Only Seat**

- Queuing
- Unlimited
- Call Back in Queue (CBIQ)
- Intelligent Call Routing
- ACD data-driven
- Skill-based
- Team-based
- Business-nit based
- Real-time Monitoring and Reporting
- Robust Reporting – 100+
- Interactive dashboard reporting
- Historical Reporting
- Queue performance
- Agent performance
- Media performance
- Data Capture Reporting
- Call Recording
- Includes scoring ability
- No storage limits
- FTP Offload Option
- Searchable via a number of criteria
- Quality Management System
- Quality Controls of all Communications

### **Contact Center Voice-Only Seat Cont'd**

- Quality Assurance Tools for Supervisors
- Data Capture Tool
- Survey – During and Post
- Interaction Notes
- Interactive Scripting
- Survey Tools
- Interactive
- Automated
- Ad Hock
- Outbound Campaigns
- Even Broadcast System (EBS)
- Voice (Requires Call Path)
- SMS (1 message per second) no CP
- SMS inbound reply requires OMNI
- Email (not recommended)
- List Loader
- Uses a call path
- Auto Dialer
- Preview Dialer with Push and Pull
- Power Dialer with Throttle
- Data Integration Capable
- 1 Call Path
- 5 Seat Minimum
- Chrome Browser Required
- Can run in Soft-phone or Hard-phone Mode

### **Contact Center Complete Seat**

- All Features & Requirements of Voice-Only Seat
- Omni-Channel or Multi Mode Interactions
- Voice Interactions
- Chat Interaction
- Email Interaction
- SMS Interaction
- Fax Interaction
- Social Interaction