

Contact Center Features	Gold	Platinum
Per Concurrent Agent Pricing	✓	✓
Admin Portal	✓	✓
Supervisor Real-Time Dashboard	✓	✓
Announcements. In Queue, Queue Position, and Estimated Wait Time	✓	✓
Whisper	✓	✓
Alerting. Configurable Thresholds for Real-Time Display and Email/SMS Alerts	✓	✓
Traffic Analysis	✓	✓
Workforce Scheduling including Events, Vacations, and Shift Trading	-	✓
Call Recording	✓	✓
Contact Center Agent. Web and Desktop (Windows) app	✓	✓
Custom Call Flows	✓	✓
Custom Built IVR	✓	✓
IVR and Queue Bulletins	✓	✓
Multi-Lingual Support	✓	✓
Transcription and Sentiment Analysis (Call Recording and Voicemail)	-	✓
Integrations. Any REST API	✓	✓
Directory	✓	✓
CRM Integrated Screen Pop	✓	✓
IVR Data Screen Pop (API Integration)	-	✓
Notifications with Campaign Dashboard	-	✓
Email, SMS, Voice, and Multi-Language Text-to-Speech	-	✓
Queue Channels. Multi and Omni-Channel		
Voice and SMS	✓	✓
Email, Social Media (Twitter/Facebook), Voicemail, and Webchat	-	✓
Reporting. Real-Time, Historical, and Graphical Reports	✓	✓
Customized Reports	-	✓
Routing. Skills, Schedule, Location, and Rules-Based	✓	✓
ANI or Geography-Based Routing, Identity, and CRM-based	-	✓