With Conterra's Contact Center, provide a better experience for your customers while also standing out in an increasingly competitive market. Gold and Platinum packages are available to meet the needs of Contact Center businesses of all sizes.

PACKAGES & FEATURE	GOLD	PLATINUM
Per Concurrent Agent Licensing (Required)	✓	✓
M&S Included in License Price	✓	✓
Monthly Recurring Agent License	✓	✓
Per Queue Pricing	–	–
Per Supervisor Pricing	–	–
24x7x365 Data Center Monitoring	✓	✓
Automatic Software Updates	✓	✓
Core Component System Redundancy	✓	✓
Geographical Survivability	✓	✓
High-Availability Server Architecture	✓	✓
On-Demand Scalability	✓	✓

AGENT CAPABILITIES	GOLD	PLATINUM
Agent ACD Passcode	✓	✓
Agent Available / Unavailable	✓	✓
Agent Login / Logout	✓	✓
Call History - Dialed, Received, Missed	✓	✓
Conference In Supervisor	✓	✓
Log in to Multiple Groups Simultaneously	✓	✓
Logged-In Agent Directory and Presence	✓	✓
Pause / Restart Call Recording	✓	✓
PC Desktop Agent Client	✓	✓
Phone Book Directory	✓	✓
Web Client	✓	✓

AGENT PRODUCTIVITY	GOLD	PLATINUM
Agent Scripting Tool	✓	✓
Configurable Hot Keys	✓	✓
CRM Integrated Screen Pop	✓	✓
Ergonomic (Minimum keystrokes, body neutral posture)	✓	✓
Global Daily Statistics View	✓	✓
GUI Call Transfer (Agent, queue, external)	✓	✓
Integrated Agent View of Queues/Wait times	✓	✓
Inter-Agent Chat	✓	✓
Inter-Agent Presence View	✓	✓
IVR Data and Call Info Screen Pop (API Integration)	–	✓
Personal Agent Statistics View	✓	✓

ANNOUNCEMENT	GOLD	PLATINUM
In Queue	✓	✓
Dynamic Messages — Queue Position and Estimated Wait	✓	✓
Entrance Message	✓	✓
Estimated Wait Message	✓	✓
Music On Hold Message	✓	✓
Periodic/Multiple Announcements	✓	✓
Whisper Message	✓	✓

CALL RECORDING	GOLD	PLATINUM
Always	✓	✓
API	✓	✓
Bring Your Own Cloud Storage	✓	✓
On Demand	✓	✓
Screen Recording	–	✓

DIRECTORY INTEGRATIONS	GOLD	PLATINUM
Group Phonebook	✓	✓
Logged in Agent Directory and Presence	✓	✓
Personal Directory	✓	✓

GROUP CAPABILITIES	GOLD	PLATINUM
Agent Logged into Multiple Queues	✓	✓
Agent Unavailable on Phone with Visual Indicator	✓	✓
Agent Unavailable Reason Codes Customizable	✓	✓
Agent Wrap Timer	✓	✓
Agent Wrap Up (Manual)	✓	✓
Agents Behind SIP Trunks	✓	✓
Allow Call Waiting	✓	✓
Automatic Agent Logout (Unanswered Calls)	✓	✓
Configurable Alerts	✓	✓
Configurable Zero Out Key	✓	✓
Departments / Workgroups	✓	✓
Disposition / Wrap Up Codes (Customizable) - Call Level	✓	✓
DNIS Support	✓	✓
Max Agents in Queue	✓	✓
Max Calls in Queue	✓	✓
Max Time in Queue	✓	✓
Multiple ACD Groups	✓	✓
Multiple DIDs Per Queue	✓	✓
Multiple Language Support	✓	✓
Priority Queuing	✓	✓
Re-Queue Calls Unanswered by Ringing Agent	✓	✓
Route Calls in Queue When Agents Log Out	✓	✓
Screen Pop - CRM Integration	✓	✓
Service Levels Configurable	✓	✓
Set Max Queue Length	✓	✓
Zero Out of Queue	✓	✓

IVR	GOLD	PLATINUM
Easy IVR	✓	✓
IVR Design Studio (Advanced)	✓	✓
Create and Modify Queues	✓	–
Create and Modify Simple Menu	✓	–
Upload Prompts	✓	–
Call in Prompt Recording	✓	✓
IVR Bulletins	✓	✓
Multi-Lingual Support	✓	✓
Outbound IVR Notification (with reconnect to queue option)	–	✓
Prompt File Uploads	✓	✓
Queue Bulletins	✓	✓
Self-Service IVR with Data Dips (Read/Write)	–	✓
Transcription and Sentiment Analysis (Call Recording)	–	✓
Transcription and Sentiment Analysis (Voicemails)	–	✓

NOTIFICATIONS	GOLD	PLATINUM
Campaign Dashboard	–	✓
Dynamic Text to Speech Reminder Messages	–	✓
Email	–	✓
Multi-Language Text to Speech	–	✓
SMS	–	✓
Voice	–	✓

QUALITY MANAGEMENT	GOLD	PLATINUM
Call Recording (Tagged with Dispositions and Agent Notes)	–	✓
IVR Survey (In Queue, Agent Transfer, or Auto Transfer)	–	–
Agent Chat Logs	✓	✓
Web Chat Logs	–	✓
Secure Recording, Reporting, and CDR Transfer	–	✓

QUEUES	GOLD	PLATINUM
Automated Queuing of Abandoned Calls	–	✓
Blended Agents (Inbound/Outbound)	✓	✓
Call Back Request Visibility	✓	✓
Change Call Priority or Queue of Call in Real-Time	✓	✓
Change Callback Priority, Retry Period in Real-Time	✓	✓
Email Queuing	–	✓
In-Queue Caller ID / Name Display Visibility	✓	✓
In-Queue Priority Call Back Requests	✓	✓
In-Queue Voicemail to Email	✓	✓
Inbound Voice Channel Queues	✓	✓
Queued/Automated Outbound Calls	✓	✓
SMS Queueing	–	✓
Social Media Queuing (Twitter/Facebook)	–	✓
Dashboard Universal ACD (multi-channel/modal queues)	–	✓
Voicemail Queuing	–	✓
Webchat Queuing	–	✓

REPORTING	GOLD	PLATINUM
Ad-Hoc On-Screen Reports	✓	✓
After Hours Calls	✓	✓
Agent/Supervisor Activity	✓	✓
Agent Activity	✓	✓
Agent Performance	✓	✓
Agent Summary	✓	✓
Agent Utilization Report	✓	✓
Call Detail by Agent	✓	✓
Call Detail by Time Zone	✓	✓
Call Duration Summary	✓	✓
Call Leg Detail	✓	✓
Call Log	✓	✓
Calls Abandoned	✓	✓
Calls by Day	✓	✓
Customized Reports	–	✓
Daily Traffic	✓	✓
Email Reports - Scheduled	✓	✓

	GOLD	PLATINUM
Export Reports	✓	✓
First Call Resolution	✓	✓
Frequent Caller Summary	✓	✓
Group Call Statistics	✓	✓
Hourly Usage	✓	✓
Inbound Number Statistics	✓	✓
Outbound Calls	✓	✓
Private Line Calls	✓	✓
Queue Performance Analysis	✓	✓
Queue Summary	✓	✓
Scheduled Reports	✓	✓
Service Level Report	✓	✓
Short Calls Report	✓	✓
Summary by Account	✓	✓
Threshold Adherence	✓	✓
Time Allocation	✓	✓

ROUTING	GOLD	PLATINUM
After-Hours Routing	✓	✓
Agent Priority Routing	✓	✓
ANI or Geography-Based Routing	–	✓
Configurable Outbound Caller ID (by Team, Agent, Call)	✓	✓
CRM-Based Routing	–	✓
Emergency Treatment	✓	✓
Forced Forwarding	✓	✓
Holiday Routing	✓	✓
Identity Routing (by CLID, DNIS, CRM)	–	✓
Overflow Calls	✓	✓
Overflow Number	✓	✓
Overflow Secondary	✓	✓
Queue priority routing	✓	✓
Re-Queue if Unanswered	✓	✓
Routing by DNIS	✓	✓
Routing by Time of Day	✓	✓
Routing by Type of Day	✓	✓
Skills Based Routing	✓	✓
Stir/Shaken Caller ID Client Attestation	✓	✓

SUPERVISOR	GOLD	PLATINUM
Supervisor Functions (Monitor, Whisper, Barge-in)	✓	✓
Alerting - Customizable	✓	✓
Barge-In	✓	✓
Configurable Thresholds (for Real-Time Display and Email/SMS Alerts)	✓	✓
Configure Contact Center Settings	✓	✓
Customizable Agent Statuses	✓	✓
Email Notification when Thresholds are Met	✓	✓
Graphical Statistics Dashboards	✓	✓
Login Restrictions	✓	✓
One-Click Business Continuity Capability	✓	✓
Real-Time Statistics Display	✓	✓
Role-Based and Granular Access Levels	✓	✓
Schedule IVR Dial Outs	✓	✓
Schedule Mobile Agents	✓	✓
Silent Monitor	✓	✓
Supervisor Real-Time Dashboard	✓	✓
Supervisor Web Client	✓	✓
Traffic Analysis	✓	✓
View Agent Private Line Calls	✓	✓
View Agents in Multiple Queues Simultaneously	✓	✓
Whisper/Agent Coaching	✓	✓

WORKFORCE SCHEDULING	GOLD	PLATINUM
Event Management	–	✓
Vacation Management	–	✓
Scheduling	–	✓
Reports	–	✓
Shift Trades	–	✓