

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



## End-User Feature Guide