

Xima Contact Center

Xima Contact Center enables service providers to enhance their business voice offerings with modern, in-demand customer engagement features—ranging from basic call handling to advanced features like skills-based routing, queue management, and interactive communication across voice, chat, email, and SMS.

With end-to-end lifecycle insights, bespoke reporting, and real-time wallboards, the license options are designed to meet SMB and mid-market needs while allowing providers to quickly stand-up differentiated services that integrate seamlessly with their existing portfolios.

Packages & Features

Feature	Essential	Professional	Elite
Concurrent Agent Licensing	✓	✓	✓
Minimum Agent Seats	5	5	10
Automatic Software Updates	✓	✓	✓
Core Component System Redundancy	✓	✓	✓
Geographical Survivability	✓	✓	✓
High-Availability Server Architecture	✓	✓	✓
On-Demand Scalability	✓	✓	✓
TDM and VoIP Network agnostic	✓	✓	✓

Agent Capabilities

Feature	Essential	Professional	Elite
Agent Available / Unavailable	✓	✓	✓
Agent Login / Logout	✓	✓	✓
Call History Dialed, received, missed	✓	✓	✓
Conference-in Supervisor	✓	✓	✓
Log into Multiple Groups Simultaneously	✓	✓	✓

Feature	Essential	Professional	Elite
Logged-in Agent Directory & Presence	✓	✓	✓
Pause / Restart Call Recording	✓	✓	✓
PC Desktop Agent Client	✓	✓	✓
Phone Book Directory	✓	✓	✓
Web Client	✓	✓	✓

Agent Productivity

Feature	Essential	Professional	Elite
Agent Client	✓	✓	✓
AI Messaging Bot SMS, Web Chat, and WhatsApp	–	Add-on	✓
CRM Integrated Screen-Pop	✓	✓	✓
Ergonomic Features Minimum keystrokes, neutral posture	✓	✓	✓
Global Daily Statistics View	✓	✓	✓
GUI Call Transfer Agent, queue, external	✓	✓	✓
Integrated View of Queues / Wait Times	✓	✓	✓
Inter-Agent Presence View	✓	✓	✓
IVR Data and Call Info Screen Pop API integrations	✓	✓	✓
Microsoft Teams Integration	✓	✓	✓
Personal Agent Statistics View	✓	✓	✓

Announcements

Feature	Essential	Professional	Elite
In Queue Announcements	✓	✓	✓
Dynamic Announcements Queue position and estimated wait time	✓	✓	✓

Feature	Essential	Professional	Elite
Entrance Message	✓	✓	✓
Estimated Wait Message	✓	✓	✓
Music On Hold Message	✓	✓	✓
Periodic / Multiple Announcements	✓	✓	✓
Whisper Message	✓	✓	✓

Call Recording

Feature	Essential	Professional	Elite
Always	✓	✓	✓
API	✓ ¹	✓ ¹	✓ ¹
Bring Your Own Cloud Storage	–	–	–
On Demand	✓	✓	✓
Screen Recording	Add-on ²	Add-on ²	✓

Group Capabilities

Feature	Essential	Professional	Elite
Agent Logged into Multiple Queues	✓	✓	✓
Agents Behind SIP Trunks	✓	✓	✓
Agent Unavailable Reason Codes Customizable	✓	✓	✓
Agent Wrap Timer	✓	✓	✓
Agent Wrap-Up Manual	✓	✓	✓
Allow Call Waiting	✓	✓	✓
Automatic Agent Logout Upon unanswered calls	✓	✓	✓

¹ Pause and resume via API

² Available with the Workforce Optimization add-on

END USER FEATURES DATA SHEET



Feature	Essential	Professional	Elite
Configurable Alerts	✓	✓	✓
Configurable Zero-Out Key	✓	✓	✓
Departments / Workgroups	✓	✓	✓
Disposition / Wrap-Up Codes	✓	✓	✓
DNIS Support	✓	✓	✓
Group Phonebook	✓	✓	✓
Max Agents in Queue	✓	✓	✓
Max Calls in Queue	✓	✓	✓
Max Time in Queue	✓	✓	✓
Multiple ACD Groups	✓	✓	✓
Multiple DID per Queue	✓	✓	✓
Multiple Language Support	✓	✓	✓
Priority Queuing	✓	✓	✓
Re-Queue Calls Unanswered	✓	✓	✓
Route Calls in Queue Upon Log Out	✓	✓	✓
Screen Pop CRM Integration	✓	✓	✓
Service Levels Configurable	✓	✓	✓
Set Max Queue Length	✓	✓	✓
Zero-Out of Queue	✓	✓	✓

IVR

Feature	Essential	Professional	Elite
Easy IVR	✓	✓	✓
Create and Modify Queues	✓	✓	✓
Create and Modify Simple Menu	✓	✓	✓
Upload Prompts	✓	✓	✓

Feature	Essential	Professional	Elite
Advanced IVR	✓	✓	✓
IVR Bulletins	✓	✓	✓
IVR Design Studio	✓	✓	✓
Multi-Lingual Support	✓	✓	✓
Prompt File Uploads	✓	✓	✓
Queue Bulletins	✓	✓	✓
Self-Service IVR with Data Dips Read and write	✓	✓	✓
Send SMS from IVR	✓	✓	✓
Transcription and Sentiment Analysis	Add-on ¹	Add-on ^{Error!} Bookmark not defined.	✓
Voice Queue Opt-Out Caller option to receive SMS instead	✓	✓	✓

Outbound Notifications

Feature	Essential	Professional	Elite
Text-to-Speech Reminder Messages Multiple languages supported	Add-on ²	Add-on ²	Add-on ²
Email Notifications	Add-on ²	Add-on ²	Add-on ²
Campaign Dashboard	Add-on ²	Add-on ²	Add-on ²
SMS Notifications	Add-on ²	Add-on ²	Add-on ²
Voice Notifications	Add-on ²	Add-on ²	Add-on ²
Webchat Notifications	Add-on ²	Add-on ²	Add-on ²

¹ Available with Transcription & Speech Analytics add-on

² Available with Dialer add-on

Quality Management

Feature	Essential	Professional	Elite
Call Recording Tagged with dispositions and agent notes	✓	✓	✓
IVR Survey In-queue, agent transfer, or auto-transfer	✓	✓	✓
Secure Recording, Reporting, and CDR Transfer	✓	✓	✓
Web Chat Logs	✓	✓	✓

Queues

Feature	Essential	Professional	Elite
Automated Queuing of Abandoned Calls	✓	✓	✓
Call Back Request Visibility	✓	✓	✓
Change Call Priority or Queue in Real-Time	✓	✓	✓
Change Callback Priority, Retry Period in Real-Time	✓	✓	✓
Cross-Channel Transfer	✓	✓	✓
Email Queuing	–	✓	✓
In-Queue Caller ID / Name Visibility	✓	✓	✓
In-Queue Priority Call Back Requests	✓	✓	✓
Mixed Queue Agents	✓	✓	✓
SMS Queuing	–	✓	✓
Inbound Voice Queues	✓	✓	✓
Queued / Automated Outbound Calls	Add-on ¹	Add-on ¹	Add-on ¹
Universal ACD Multi-channel/modal queues	–	✓	✓
Voicemail Queuing	–	✓	✓
Webchat Queuing	–	✓	✓

¹ Available with Dialer add-on

Feature	Essential	Professional	Elite
WhatsApp Queuing	✓	✓	✓

Reporting

Feature	Essential	Professional	Elite
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	✓	✓	✓
Custom Report Creator	✓	✓	✓
Daily Traffic	✓	✓	✓
Email Reports	✓	✓	✓
Export Reports	✓	✓	✓
First Call Resolution	✓	✓	✓
Frequent Caller Summary	✓	✓	✓
Group Call Statistics	✓	✓	✓
Hourly Usage	✓	✓	✓

END USER FEATURES DATA SHEET



Feature	Essential	Professional	Elite
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	✓	✓	✓
Unified Reporting End-to-end reporting across all channels	✓	✓	✓

Routing Capabilities

Feature	Essential	Professional	Elite
After-Hours Routing	✓	✓	✓
Agent Priority Routing	✓	✓	✓
ANI / Geography-based Routing	✓	✓	✓
Call Delivery Circular	✓	✓	✓
Call Delivery Next Available	✓	✓	✓
Call Delivery Uniform Linear routing	✓	✓	✓
Call Delivery Weighted Call Distribution	✓	✓	✓
Configurable Outbound Caller ID By team, agent, call	✓	✓	✓
CRM-Based Routing	✓	✓	✓
Emergency Treatment	✓	✓	✓

END USER FEATURES DATA SHEET



Feature	Essential	Professional	Elite
Forced Forwarding	✓	✓	✓
Holiday Routing	✓	✓	✓
Identity Routing By CLID, DNIS, CRM	✓	✓	✓
Overflow Calls	✓	✓	✓
Overflow Secondary	✓	✓	✓
Overflow Number	✓	✓	✓
Queue Priority Routing	✓	✓	✓
Re-Queue if Unanswered	✓	✓	✓
Routing by DNIS	✓	✓	✓
Routing by Type of Day	✓	✓	✓
Routing by Time of Day	✓	✓	✓
Skills-based Routing	✓	✓	✓

Supervisor Capabilities

Feature	Essential	Professional	Elite
Customizable Alerts	✓	✓	✓
Barge-In	✓	✓	✓
Configurable Thresholds for Real-Time Display & Email/SMS Alerts	✓	✓	✓
Configure Contact Center Settings	✓	✓	✓
Customizable Agent Statuses	✓	✓	✓
Graphical Statistics Dashboards	✓	✓	✓
Login Restrictions	✓	✓	✓
Real-Time Statistics Display	✓	✓	✓
Real-Time Wallboard Customization	✓	✓	✓
Role Based & Granular Access Levels	✓	✓	✓

END USER FEATURES DATA SHEET



Feature	Essential	Professional	Elite
Schedule IVR Dial-Outs	Add-on ¹	Add-onError! Bookmark not defined.	Add-onError! Bookmark not defined.
Silent Monitor	✓	✓	✓
Supervisor Real-Time Dashboard	✓	✓	✓
Supervisor Web Client	✓	✓	✓
Traffic Analysis	✓	✓	✓
View Agents in Multiple Queues Simultaneously	✓	✓	✓
Whisper / Agent Coaching	✓	✓	✓

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¹ Available with Dialer add-on