

	Standard	Premium
ACD Analytics	●	●
ACD Predictive Analytics-Driven Routing	●	●
Agent Presence and State Management	●	●
Agent Screen Pop	●	●
Call Recording and Monitoring	●	●
Global Voice ACD Queing and Distribution	●	●
Productized CRM Integration	●	●
Skills-Based Routing	●	●
Voice/Web Call Back		●
Omni-Channel Contact Center		●
360° Analytics with Cross-system Insight		●
Multi-System Predictive Analytic-Driven Routing		●

Workforce Optimization Features

Available Upon Request

- Workforce Management
- Quality Management
- WFO Analytics
- WFO Analytics w/Transcription
- WFO Bundle

Additional Features

Available Upon Request

- Speech-Enabled IVR Concurrent
- Outbound Campaigns Concurrent
- Integration
- Implementation
- Setup

Feature Definitions

ACD Analytics enables you to analyze customer interaction data to better customer experience.

ACD Predictive Analytics-Driven Routing pairs the customer with the optimal agent to best meet the specified customer need.

Agent Presence and State Management allows you to view whether each agent is available, idle, or talking, giving you clarity on how contact center agents are performing.

Agent Screen Pop displays relevant caller and account information from integrated systems on the contact center agent's screen.

Call Recording and Monitoring records any active call and enable supervisors access and visibility to live calls to monitor and evaluate agent performance.

Global Voice ACD Queing and Distribution allows incoming calls to be answered while extensions are busy with other calls. Then the call is distributed to the next available agent.

Productized CRM Integration navigates CRM data to provide agents rich contextual information for each customer interaction.

Skills-Based Routing matches caller needs with agents who have the skills to best meet these needs.

Voice/Web Call Back enables customers to request a call back from your contact center to avoid long wait times.

Omni-Channel contact center combines voice, email, and chat communication in a unified environment providing seamless customer experience.

360° Analytics with Cross-system Insight integrates all of the organization's raw, structured and unstructured data, unifies it into organized and intelligent visualizations, and delivers key performance management insights that are easily explorable, shareable, and actionable.

Multi-System Predictive Analytic-Driven Routing enhances big data analysis to understand your customer's journey, predict needs and identify the top performing agents to deliver optimal results.

Workforce Management forecasts staffing needs based on historical data and automatically schedules employees based on skills, interaction types, and other factors.

Quality Management captures and monitors relevant call data to evaluate and engage agents through dashboards and gamification.

WFO Analytics is a multi-channel, all-in-one solution that allows organizations to analyze customer interactions and agent activity.

WFO Analytics w/Transcription enables transcription with WFO Analytics.

WFO Bundle includes Workforce Management, Quality Management, and WFO Analytics w/Transcription.

Speech-Enabled IVR utilizes virtual agents with embedded voice and chat capabilities through on-demand collaboration reducing first-contact resolution time and enhancing the customer experience.

Outbound Campaigns Concurrent automates outbound calls for sales and marketing.

