



## Security & Compliances

- ✓ HIPAA Compliant
- ✓ GSA IT Schedule 70 Certified
- ✓ Was SAS 70 Type 2
- ✓ PCI DDS 2.0 Compliant
- ✓ SSAE 16 Compliant
- ✓ Audit & Reporting Standard

### Queue Features

- Inbound Voice Queue
- Automated Thresholds
- Queued Outbound
- Queued Callbacks
- Priority Queues
- Place in Queues
- Estimated Wait Time
- Queue Bulletins
- Multi-skill Routing
- Unlimited Queues
- Unlimited Agents
- IVR Self Service
- Call Recording
- Identity Routing
- CRM Routing
- Chat Queues
- SMS Queues
- Email Queues
- Social Media Queues
- Abandoned Callbacks
- Blended Agents
- Call Surveys

### Supervisor Features

- Executive Dashboard
- Supervisor Dashboard
- Monitor/Whisper/Barge
- Alerting via Email
- Live Queue Control
- Agent Scripting
- Custom Agent Status
- Multi-Level Disposition
- Agent Coaching/Eval.
- Traffic Analysis
- 260+ Reports
- Agent Chat Logs
- Forecasting
- Automated Scheduling
- Schedule Optimization
- Shift Trades
- Real-Time Adherence
- Callback Management
- Survey Management
- Custom Reports
- Deferred Email Mgmt

### Agent Features

- Agent Dashboard
- Agent Chat
- Agent Scripts
- Agent Presence
- CRM Screenpop
- Agent Activities/Status
- Call Classifications
- Agent Skillsets
- Custom Agent Status
- Multi-Level Disposition
- Agent Session Stats

Please Note: Features may vary based on the package/modules chosen.