



Omni Channel Contact Center Packages & Pricing



Feature	Gold Contact Center	Platinum Contact Center
Admin Portal	●	●
Real-Time Agent Status	●	●
Inbound Voice Channel Queues	●	●
Automatic Call Distribution (ACD)	●	●
Position in Queue & Estimated Wait Time Messages	●	●
Supervisor functions (Monitor, Whisper, Barge-in)	●	●
Real-Time, Historical & Graphical Reports	●	●
Real-Time Dashboards	●	●
Call Recording	●	●
Agent Desktop & Web Application	●	●
Scheduled & Custom Reports	●	●
Customizable IVR	●	●
Skill-Based Routing	●	●
Geo-Routing	●	●
Advanced Rules-based Routing (Last agent, Preferred agent etc.)	●	●
Custom Agent Status	●	●
Real-Time Customizable Threshold Alerts	●	●
Queued Callback & Queued Voicemail	●	●
Emergency Queue Bulletins	●	●
Text-to-Speech	●	●
Outbound Voice & Blended Channel Queues	●	●
Outbound Dialer (Scheduled Power Dialing)	●	●

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Elastic Demand Support	●	●
Chat Channel Queues	Add-on	●
E-Mail Channel Queues	Add-on	●
SMS Channel Queues*	Add-on	●
Dynamic Notification (Voice, E-mail & SMS)*	Add-on	●
Pre-Built Integrations (Dynamics, Salesforce, Zendesk, Slack)	Add-on	●
Click to Dial from Salesforce.com	Add-on	●
SWAT notification service	Add-on	●
Post-Call Surveys	Add-on	●
Call Scripting	Add-on	●
Schedule Manager	Add-on	●
Evaluator (QA Templates & Scoring)	Add-on	●
Screen Recording	Add-on	●
Custom CRM Integration	Professional Services Available (NRC)	Professional Services Available (NRC)
Custom WFM Integration	Not Available	Professional Services Available (NRC)
Custom IVR Integrations & Self-service applications (DB Data Dips, Intelligent Routing, Payment IVRs etc.)	Not Available	Professional Services Available (NRC)
Speech Recognition Integration	Not Available	●

*SMS requires end user separate agreement with Twilio