

Feature	Agent	Supervisor	Optional
Complete Technical Support	X	X	
Moves/Adds/Changes Support	X	X	
Call Queueing and Automated Call Distribution	X	X	
Multiple Queues and Call Routing	X	X	
Customizable Queueing and Call Routing	X	X	
Position in Queue Announcements	X	X	
Queue Wait Time Announcements	X	X	
Queue Login/Logout/Wrap-Up	X	X	
Customizable Music on Hold (Per Queue)	X	X	
Real-time Wallboard	X	X	
Automated Queue Callback	X	X	
Queue Failover/Overflow	X	X	
Queue Mailbox	X	X	
Returning Caller Prioritization	X	X	
Call Attached Data	X	X	
Voicemail Mailbox	X	X	
Voicemail Transcription	X	X	
Voicemail to E-mail Delivery	X	X	
Unified Communication Desktop Client	X	X	
Unified Communication Mobile App (iOS/Android)	X	X	
Integrated Desktop/Mobile UC Softphone	X	X	
Presence & Chat	X	X	
Group Chat & File Sharing	X	X	
ScreenDial Click-to-Call	X	X	
Unlimited Business Text Messaging (SMS)	X	X	
Real-time Queue Monitoring		X	
Real-time Agent Monitoring		X	
Superview Multi-Queue Monitoring		X	
Silent Monitoring		X	
Barge-In		X	
Whisper Page		X	
Queue Call Prioritization		X	
Real-time Queue/Call Management		X	

Feature	Agent	Supervisor	Optional
Real-time Agent Management		X	
Contact Center Reporting		X	
Customized Reports Designer		X	
Chart/Graph Report Visualization		X	
Automated/Scheduled Report Delivery		X	
Interactive Voice Response (IVR) Engine			X
IVR Third Party Database Integration			X
Custom IVR Scripting			X
Salesforce.com Integration			X
Third Party Web/Application Integration			X
CRM Integration			X
Outbound Campaign Dialer			X
Automated Call Recording			X
Call Recording Reporting & Management			X
Agent Screen Capture			X
Agent Scoring & Quality Monitoring			X
Call Recording/Screen Capture Archiving			X
Integrated Web Chat			X
Website Integrated Click-to-Call			X