

CONTACT CENTER PACKAGES

FEATURE	CONTACT CENTER PRO	CONTACT CENTER ELITE
CC License Type	Concurrent Seats ⁴	Concurrent Seats ⁴
UC Bundling	Sold with ELEVATE or Standalone ⁵	Sold with ELEVATE or Standalone ⁵
Access to integrated employee collaboration and advanced call handling within Elevate	●	●
Admin Portal	●	●
Supervisor App	●	●
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	●	●

FEATURE	CONTACT CENTER PRO	CONTACT CENTER ELITE
Pre-Built Integrations (Dynamics, Salesforce, Zendesk, Slack) ¹	●	●
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	●	●
Post-Call Surveys	●	●
Text-to-Speech	●	●
Call Scripting	●	●
Outbound Voice & Blended Channel Queues	●	●
Outbound Dialer (Scheduled Power Dialing)	●	●
Elastic Demand Support ²	●	●
Chat Channel Queues	Add-on (+\$)	●
Email Channel Queues	Add-on (+\$)	●
SMS Channel Queues	Add-on (+\$)	●
Dynamic Notification (Voice, Email & SMS) ³	Add-on (+\$)	●
Schedule Manager	Add-on (+\$)	●

FEATURE	CONTACT CENTER PRO	CONTACT CENTER ELITE
Evaluator (QA Templates & Scoring)	Add-on (+\$)	●
Screen Recording	Add-on (+\$)	●
Custom CRM Integration	Prof. Services (+\$)	Prof. Services (+\$)
Custom WFM Integration		Prof. Services (+\$)
Custom IVR Integrations & Self-service applications (DB Data Dips, Intelligent Routing, Payment IVRs etc.)		Prof. Services (+\$)
Speech Recognition Integration		●

1. Includes SFDC Classic, Lightning (no click-to-call), Dynamics, Zendesk & Slack integrations
2. Contact Center Bursting limited to 50% of subscribed seat capacity. Billing will be for peak concurrent sign-ons during period- no min. usage duration and be reflected on next bill cycle. "Burst & release" model - billing in advance for next period reflects subscribed seat count (not previous period's peak). Does not apply to ELEVATE named user services.
3. Desired channels add-ons (Email & SMS) - Sold separately
4. Number of users signed-in
5. Each concurrent seat provides 6,000 minutes per month of Domestic/Long-distance usage. Addition Domestic/Long-distance minutes will be charged at \$0.01990 per minute. The 6,000 minutes do not cover International outbound calling. Toll-free packages or per minute plans available and sold separately.

Questions? Contact Us Today!