

# CONTACT CENTER PACKAGES

	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.

