



UNIFIED COMMUNICATIONS (UC) CONTACT CENTER FEATURE LIST



This document provides a comprehensive list of Contact Center features. As the product is continually evolving, this list may be updated and changed.

FEATURE	PRO	ELITE
PLATFORM		
Integrated collaboration via UC or Microsoft Teams	✓	✓
Agent desktop and browser-based apps	✓	✓
Flexible audio options (desk phone, mobile, headset)	✓	✓
Web-based admin portal	✓	✓
Multi-tenant admin access for partners	✓	✓
Softphone-only agent and telagent options	✓	✓
Contact Center support documentation access	✓	✓
AGENT SHIFT MANAGEMENT & COLLABORATION		
Status & Queue Management		
Agent status (real-time + custom)	✓	✓
Live queue dashboard	✓	✓
Join and leave queues	✓	✓
Auto-return to available status	✓	✓
Desktop alerts for new interactions	✓	✓

✓ **CHECK** = included with this package at no additional cost

☐ **BLANK** = not possible with this package

💰 **DOLLAR SIGN** = possible with this package, but requires additional fee, add-on, etc.

FEATURE	PRO	ELITE
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AGENT SHIFT MANAGEMENT & COLLABORATION CONTINUED

Task Management & Wrap-Up		
Classification and disposition codes	✓	✓
Flag interactions for supervisor review	✓	✓
Create tasks from agent interface	✓	✓
Post-call wrap-up time	✓	✓
Internal Communication & Collaboration		
Agent chat (direct + group)	✓	✓
Broadcast messaging	✓	✓
Custom chat nickname	✓	✓
Context-aware conference and transfer	✓	✓

SUPERVISOR REAL-TIME QUEUE MANAGEMENT

Live SLA monitoring	✓	✓
Active agent management	✓	✓
Custom SLA alerts with escalation rules	✓	✓
Live call monitor, whisper, and barge	✓	✓
Call bursting	✓	✓
AI Supervisor Assist	Available with AI Advanced Add-On	Available with AI Advanced Add-On
AI evolving customer sentiment analysis	\$	\$
AI call summary and topics	\$	\$
AI call transcription	\$	\$

OMNICHANNEL DIGITAL ENGAGEMENT

Voice Queues		
Call overflow handling/Missed call treatment	✓	✓
Queued callbacks & voicemail	✓	✓
Queue-specific audio bulletins	✓	✓
Voicemail-to-email delivery	✓	✓
Inbound call context (caller ID, queue, skill)	✓	✓
Recording retention settings	✓	✓
Simultaneous agent ringing	✓	✓
Pre-ring device alerts	✓	✓
Agent skill prioritization	✓	✓

FEATURE	PRO	ELITE
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OMNICHANNEL DIGITAL ENGAGEMENT CONTINUED

Chat/SMS Queues	Available with Chat/SMS Queue Add-On	✓
Proactive/reactive chat mode	\$	✓
Chat interaction personalization and branding	\$	✓
Mobile-responsive chat experience	\$	✓
Customizable Interactive Chat Response (ICR)	\$	✓
Visitor-accessible transcripts	\$	✓
Custom webchat form fill	\$	✓
Automatic focus for new chat interactions	\$	✓
Email Queues	Available with Email Queue Add-On	✓
Routing by keyword, default routing, last-agent routing	\$	✓
Agent-initiated email composition	\$	✓
Suspend/resume emails	\$	✓
Response templates by team or queue	\$	✓
Automated Outbound Notifications	Available with Dynamic Notification Add-On	✓
Multi-channel outreach (SMS, Email, Voice)	\$	✓
Customizable notification templates	\$	✓
Campaign scheduling and throttling	\$	✓
Campaign reporting	\$	✓
Connect to agent	\$	✓
Embedded links (SMS/Email)	\$	✓
Notification acknowledgement/confirmation	\$	✓
Outbound Power Dialing	✓	✓
Blended outbound dialing	✓	✓
List-based dialing campaigns	✓	✓
Contact import wizard	✓	✓
Multiple list support	✓	✓
Campaign segmentation	✓	✓
Campaign throttling	✓	✓
External ID support	✓	✓
Agent-initiated campaign entries	✓	✓

FEATURE	PRO	ELITE
INTELLIGENT CALL ROUTING & SELF-SERVICE		
Intelligent Call Routing & IVR:		
Skills-based routing	✓	✓
Skill assignments with competency levels	✓	✓
Multi-language support for IVR prompts	✓	✓
AI Intent Routing	✓	✓
Google Dialogflow support for voice-enabled IVR	✓	✓
Dynamic queue prioritization	✓	✓
Call treatment scripting	✓	✓
Customizable IVR menus and prompts	✓	✓
In-queue messaging (position, wait time, text-to-speech)	✓	✓
IVR Studio for advanced call flow design	✓	✓
Preferred/Last agent routing	✓	✓
Self-Service:		
DTMF (touch-tone) input recognition	✓	✓
Multi-language support for IVR prompts	✓	✓
Integration with external databases or CRMs	\$	✓
Self-service options for hours, locations, etc.	✓	✓
Custom error handling and fallback actions	✓	✓
Escape to agent option	✓	✓
Interactive Chat Response (ICR) configuration	✓	✓
AI AGENT ASSIST (REAL-TIME AI)		
Before Interacting:	Available with AI Standard Add-On	✓
Prior Call Summary	\$	✓
During the Interaction:	Available with AI Advanced Add-On	Available with AI Advanced Add-On
Real-time AI transcription	\$	\$
Real-time AI sentiment analysis	\$	\$
AI-powered, chat-based knowledge retrieval	Available with AI Standard Add-On	✓

FEATURE	PRO	ELITE
AI AGENT ASSISTANT (REAL-TIME AI) CONTINUED		
After the Interaction:	Available with AI Advanced Add-On	Available with AI Advanced Add-On
Immediate, editable AI Recap	\$	\$
AI QUALITY MANAGEMENT		
Post-Call AI Insights	Available with AI Standard Add-On	✓
AI Recap (standard processing)	\$	\$
AI Sentiment Analysis (post-call)	\$	\$
AI Transcription (post-call)	\$	\$
AI Transcription Redaction (PII, PHI, PCI)	\$	\$
AI Agent Evaluator	Available with Evaluator Add-On	✓
Evaluate voice, chat, and external work	\$	✓
Custom evaluation templates	\$	✓
Scheduled evaluations	\$	✓
Pass/fail, N/A scoring, auto-fail logic	\$	✓
Collaboration mode with agent notification/acknowledgment	\$	✓
AI-powered Performance Insight	Available with AI Standard Add-On	✓
Automated call assignment based on keyword	\$	✓
Integrated playback with transcription	\$	✓
Inline transcription annotations	\$	✓
Evolving sentiment analysis for customer, agent, and overall tone	\$	✓
Sentiment tagging by transcript line	\$	✓
Keyword & agent behavior analysis	\$	✓
Post Call Surveys		
Auto-connect post interaction		✓
Survey opt-in rules		✓
Survey organized by agent		✓
Customizable survey questions		✓
Survey reporting		✓

FEATURE	PRO	ELITE
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AI QUALITY MANAGEMENT CONTINUED

Scheduler:	Available with Scheduler Add-On	
Vacation and holiday management	\$	✓
Shift trading	\$	✓
Adherence monitoring and alerts	\$	✓
Skills-based scheduling alignment	\$	✓
Screen Recording	\$	✓

ENVISION DATA INTELLIGENCE

Dashboards		
Real-time dashboards, wallboards, executive views	✓	✓
Agent, queue, call summary, and call details dashboards	✓	✓
Reporting		
Historical reports with advanced filters	✓	✓
Pre-built templates and custom reports	✓	✓
Scheduled delivery & multi-format exports	✓	✓

ARCHIVING

30-day default retention (voice, SMS, chat, email, screen recordings)	✓	✓
Extendable retention (up to 10 years)	\$	\$
WORM (tamper-proof) storage	✓	✓
Full search and filtering capabilities	✓	✓
Document viewer with playback	✓	✓
Transcription and sentiment metadata tagging	✓	✓
Role-based access (agent, manager, admin)	✓	✓
Legal hold and audit logging	✓	✓

FEATURE	PRO	ELITE
CUSTOM INTEGRATIONS		
Embedded experience in Microsoft Teams	✓	✓
CRM Integrations (Salesforce, ServiceNow, ZenDesk, Microsoft Dynamics 365, ConnectWise, and more)	\$	✓
Electronic Health Record Integrations (Athenahealth, Epic, eClinicalWorks, MEDITECH, NextGen, Oracle, Veradigm (Allscripts))		✓
Payment Processing Integrations (Authorize.net, OpenEdge, Adyen)	\$	✓
Custom integrations based on system of record's API availability	\$	✓
SECURITY		
Triple Shield Security™	✓	✓
End-to-End Encryption	✓	✓
Secure Data Centers	✓	✓
Multi-Factor Authentication (MFA)	✓	✓
Role-Based Access Controls (RBAC)	✓	✓
Regular Security Audits	✓	✓

