

Call Center License Feature Mapping

Feature	Basic	Standard	Premium
General Operational Features			
Call Center Creation Wizard	√	√	√
Queue Addressing/DNIS support <ul style="list-style-type: none"> • Assign full DN or Extension to queue • Assign SIP Alias to queue • Assign multiple DNIS per Queue 	√	√	√
Assign Agents to queues <ul style="list-style-type: none"> • Assign to multiple queues (skill groups) 	√	√	√
Assign Supervisors <ul style="list-style-type: none"> • Assign Supervisors to Queues (skill groups) • Assign Agents to Supervisors Note: Supervisors do not require a Call Center license unless they are assigned as an Agent in a Queue		√	√
ACD Call Types			
Inbound ACD calls	√	√	√
Video ACD calls	√	√	√
Outbound ACD calls			√
Announcement and Queue Media			
Entrance Announcement	√	√	√
Mandatory Entrance Announcement	√	√	√
Play Estimated Wait Time/Location in Queue	√	√	√
Music on Hold / Video on Hold	√	√	√
Comfort Message	√	√	√
Comfort Message Bypass			√
Whisper Message to Agent			√
Customizable Announcements (all) by Queue	√	√	√
Customizable Announcements per DNIS within Queue			√
Play Ringing when offering call to Agent	√	√	√
High Definition Audio and Video playback (all files) <ul style="list-style-type: none"> • G722 Audio Announcements • 720p (H.264) Video Announcements 	√	√	√
Load media files via web portal	√	√	√
Retrieve media files via URL/server	√	√	√
Chain up to 4 media files per announcement	√	√	√
Stream Music/Video on Hold from external source	√	√	√
Assign preferred codec for internal and external calls	√	√	√



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Routing/Distribution Policies			
Call Distribution policies <ul style="list-style-type: none"> • Ordered – start at top ('Regular') • Ordered – start at next agent ('Circular') • Most Idle ('Uniform') • Weighted • Simultaneous • Directory Number Hunting 	√	√	√
Queue Priority Settings <ul style="list-style-type: none"> • Longest Waiting Call • Highest Priority Queue • Prioritize DNIS within a Queue 	√	√	√
Escape from Queue	√	√	√
Overflow routing policy <ul style="list-style-type: none"> • Time-based overflow • Size-based overflow • Transfer call • Transfer to voicemail • Play ringback to caller • Play announcement prior to treatment 	√	√	√
Bounced call routing policy <ul style="list-style-type: none"> • Route to next agent • Change agent ACD state after bounced calls • Transfer call 		√	√
Stranded call routing policy <ul style="list-style-type: none"> • Leave call in queue • Transfer call • Transfer to voicemail • Apply Night Service • Play ringback to caller • Play announcement to caller (loop) 		√	√
Night Service <ul style="list-style-type: none"> • Assign Selective Call Forwarding service • Integrated Night Service settings • Play announcement prior to treatment • Allow manual activation, with custom announcement 	√	√	√
Holiday Service <ul style="list-style-type: none"> • Assign Selective Call Forwarding service • Integrated Holiday Service settings • Play announcement prior to treatment 	√	√	√
Forced Forwarding <ul style="list-style-type: none"> • Use Call Forwarding Always or DND service • Integrated Forced Forwarding settings • Play announcement prior to treatment 	√	√	√



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Agent Features			
Display Inbound call information (Client and device) <ul style="list-style-type: none"> • Calling Party Name • Calling Party Number • Caller Wait Time • Number of Calls in Queue • Wait time of Longest Waiting call in queue • DNIS Name • DNIS Number • Custom DNIS CLID 	√	√	√
Guard Timer	√	√	√
Call Center membership <ul style="list-style-type: none"> • Activate/deactivate agents in queues ('Join') • Allow/disallow agents to change membership status 	√	√	√
Allow/disallow Call Waiting for agents	√	√	√
Distinctive Ringing for ACD calls (4 alert options)	√	√	√
Agent Mobility <ul style="list-style-type: none"> • Deliver call to alternate device (Shared Call Appearance, Remote Office, BroadWorks Anywhere) • Present DNIS number to mobile device 	√	√	√
Set ACD states <ul style="list-style-type: none"> • Sign-In • Sign-Out • Available • Unavailable (additional details below) • Wrap-Up, including set max wrap up timer 		√	√
Custom Unavailable Codes (eg Lunch, Break, etc) <ul style="list-style-type: none"> • Up to 1000 custom codes per company • Create Unavailable codes for each company 		√	√
Set post call ACD state (eg timed wrap up)		√	√
Call Escalation to Supervisor <ul style="list-style-type: none"> • Normal escalation (consultative) • Emergency escalation (immediate conference) 		√	√
Held Call Treatment <ul style="list-style-type: none"> • Alert agent of held calls • Bounce calls held past threshold 		√	√
Call Center FAC/Star Code support <ul style="list-style-type: none"> • Escalate call to Supervisor • Place Outbound ACD or Personal call 		√	√
Assign Disposition Code <ul style="list-style-type: none"> • Up to 1000 custom codes per company • Create Disposition codes for each queue 			√
Auto-answer calls via Call Center setting			√



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Supervisor Features (via Supervisor client)			
All Agent features (if assigned a CC license)		√	√
Monitor/manage agents <ul style="list-style-type: none"> • View call and ACD state • Change ACD state • View queue memberships and Join status • Barge-in on calls • Send email (if configured) • Answer alerting calls • Transfer alerting calls 		√	√
Monitor/manage queued calls <ul style="list-style-type: none"> • View status of queue • Retrieve queued call • Transfer queued call • Reorder queued call • Move to higher priority bucket within queue 		√	√
Silent Monitoring <ul style="list-style-type: none"> • Active calls with agents • Next call to agent • Next call to queue • Barge-in on monitored calls 			√
Call Center FAC/Star Code support <ul style="list-style-type: none"> • Silent Monitor call • Silent Monitor next call • Night Service activation/deactivation • Forced Forwarding activation/deactivation 			√
Call Center Administration Features (via Group or Department Admin portal)			
Manage Call Center settings <ul style="list-style-type: none"> • Assign Agents to queues • Activate/deactivate agent membership in queues ('Join' status) • Configure queue thresholds/settings • Load announcements 	√	√	√



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Reporting Features			
Real time Dashboard (via Supervisor client)		√	√
Agent Reports <ul style="list-style-type: none"> • Call Detail Report • Call Report • Duration Report • Activity Report • Summary Report • Unavailability Report • Sign-In/Sign-Out Report • Disposition Code Report 		√	√
Queue Reports <ul style="list-style-type: none"> • Call Detail Report • Call Center Report • Incoming Calls Report • Presented Calls Report • Summary Report • Abandoned Call Report • Service Level Report • Overflow Matrix • Disposition Code Report 		√	√
Scheduled Reports <ul style="list-style-type: none"> • Create scheduled reports 		√	√
Custom Reports <ul style="list-style-type: none"> • Access custom reports Note: Recommend custom reports are created by Service Provider		√	√
Report Filters		√	√
Export Reports as XLS and PDF		√	√
Report Branding		√	√
Assignable Services to a Call Center (sample list only)			
Alternate Numbers	√	√	√
Call Forwarding Always	√	√	√
Call Forward Selective	√	√	√
Call Notify	√	√	√
Custom Ringback	√	√	√
Call Me Now	√	√	√
Do Not Disturb	√	√	√
Pre-Alerting Announcement	√	√	√
Privacy	√	√	√
Selective Call Acceptance/Rejection	√	√	√
Voice Messaging	√	√	√
Message Waiting Indicator	√	√	√

