



Harness the power of contact center-as-a-service

Cloud Contact Center

FEATURE PACKS

FEATURE	SILVER	GOLD	PLATINUM
SERVICE PROVIDER ADMINISTRATION			
Service provider administration portal	✓	✓	✓
IVR studio graphical IVR scripting tool	-	✓	✓
QUEUE FEATURES			
Blended voice agents (inbound/outbound)	-	-	✓
Callback request visibility	-	✓	✓
Change call priority or queue of call in real-time	✓	✓	✓
Change callback priority, retry period in real-time	-	✓	✓
Click-to-call queuing	-	-	✓
Email queuing	-	Optional	✓
Exit queue with voicemail	✓	✓	✓
In-queue caller ID/name display visibility	✓	✓	✓
In-queue priority callback requests	-	✓	✓

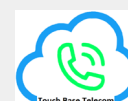


FEATURE	SILVER	GOLD	PLATINUM
In-queue voicemail to email	✓	✓	✓
Inbound voice queues	✓	✓	✓
Queued/automated outbound calls	-	✓	✓
Social media mail queuing (twitter/facebook)	-	-	✓
Universal ACD (multichannel/modal queues)	-	-	✓
Webchat queuing	-	Optional	✓
CALL CENTER GROUP FEATURES			
Agent logged into multiple queues	✓	✓	✓
Agent unavailable reason codes customizable	✓	✓	✓
Agent wrap timer	✓	✓	✓
Agent wrap-up (manual)	✓	✓	✓
Automatic agent logout (unanswered calls)	✓	✓	✓
Alerts when thresholds met	✓	✓	✓
Configurable alerts	✓	✓	✓
Configurable zero-out key	✓	✓	✓
Departments	✓	✓	✓
Disposition / wrap-up codes (customizable)- call level	✓	✓	✓
Dnis support	✓	✓	✓
Max calls in queue	✓	✓	✓
Max time in queue	✓	✓	✓
Multiple ACD groups	✓	✓	✓
Multiple DIDs per queue	✓	✓	✓
Multiple language support	✓	✓	✓

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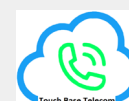


FEATURE	SILVER	GOLD	PLATINUM
Priority queuing	✓	✓	✓
Re-queue calls cnsanswered by ringing agent	✓	✓	✓
Screen pop - CRM integration	-	✓	✓
Service levels configurable	✓	✓	✓
Set max queue length	✓	✓	✓
Zero out of queue	✓	✓	✓
SUPERVISOR CAPABILITIES			
Alerting - customizable	✓	✓	✓
Barge-in	✓	✓	✓
Configurable thresholds for real-time display and email/SMS alerts	✓	✓	✓
Configure contact center settings	✓	✓	✓
Customizable agent statuses	✓	✓	✓
Email notification when thresholds are met	✓	✓	✓
Graphical statistics dashboards	✓	✓	✓
Login restrictions	✓	✓	✓
One-click business continuity capability	-	✓	✓
Real-time statistics display	✓	✓	✓
Role-based and granular access levels	✓	✓	✓
Schedule mobile agents	-	✓	✓
Silent monitor	✓	✓	✓
Supervisor real-time dashboard	✓	✓	✓
Supervisor web client	✓	✓	✓
View Agents in multiple queues simultaneously	✓	✓	✓

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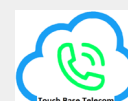


FEATURE	SILVER	GOLD	PLATINUM
Whisper	✓	✓	✓
QUALITY MANAGEMENT			
Call recording tagged with dispositions and agent notes	-	✓	✓
IVR survey (in queue, agent transfer, or auto transfer)	-	-	✓
Screen capture and recording	-	-	Optional
Quality evaluation	-	-	Optional
Agent chat logs	✓	✓	✓
Web chat logs	-	-	✓
AGENT CAPABILITIES			
Agent ACD pass code	✓	✓	✓
Agent available/unavailable	✓	✓	✓
Agent login/logout	✓	✓	✓
Phonebook directory	✓	✓	✓
Logged in agent directory	✓	✓	✓
Call history - dialed, received, missed	✓	✓	✓
CALL CONTROL (CONFERENCE, TRANSFER, HOLD)			
Conference in supervisor	✓	✓	✓
Log into multiple groups simultaneously	✓	✓	✓
Initiate/interrupt recording	-	✓	✓
PC desktop agent client (English, French, Spanish)	✓	✓	✓
Web client - agent (English, French, Spanish)	✓	✓	✓
AGENT PRODUCTIVITY			
CRM-integrated screen pop	-	✓	✓

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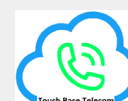


FEATURE	SILVER	GOLD	PLATINUM
IVR data and call info screen pop	-	-	✓
Agent scripting tool	-	✓	✓
Inter-agent presence view	✓	✓	✓
Inter-agent chat	✓	✓	✓
Integrated agent view of queues/wait times	✓	✓	✓
Global daily statistics view	✓	✓	✓
Personal agent statistics view	✓	✓	✓
GUI call transfer (agent, queue, external)	✓	✓	✓
Configurable hot keys	✓	✓	✓
Ergonomic features (minimum keystrokes, body neutral posture)	✓	✓	✓
AGENT EVALUATION			
Evaluation templates	-	Optional	✓
Send evaluation to agent	-	Optional	✓
STANDARD REPORTS - GENERAL			
IVRoverall	✓	✓	✓
After-hours calls	✓	✓	✓
Abandoned calls	✓	✓	✓
Unanswered calls	✓	✓	✓
Calls distribution	✓	✓	✓
Volume of calls	✓	✓	✓
Voicemail analysis with details	✓	✓	✓
Complete call and email detail records	-	-	✓

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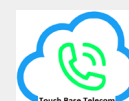


FEATURE	SILVER	GOLD	PLATINUM
Call distribution with chats and emails	-	-	✓
Dialout calls	✓	✓	✓
Dialout attempts	✓	✓	✓
STANDARD REPORTS - QUEUE			
Queue productivity by 30-minute intervals	✓	✓	✓
Daily queue productivity	✓	✓	✓
Weekly queue productivity	✓	✓	✓
Monthly queue productivity	✓	✓	✓
Yearly queue productivity	✓	✓	✓
Daily queue summary	✓	✓	✓
Monthly queue summary	✓	✓	✓
Queue callback stats	✓	✓	✓
Missed callbacks	✓	✓	✓
Individual callback stats	✓	✓	✓
Queue productivity by 30 minutes with chat and emails	-	-	✓
Daily queue productivity with chats and emails	-	-	✓
Monthly queue productivity with chats and emails	-	-	✓
Weekly queue productivity with chats and emails	-	-	✓
Yearly queue productivity with chats and emails	-	-	✓
STANDARD REPORTS - AGENTS			
Agent activity by 30 minute intervals	✓	✓	✓
Daily agent activity	✓	✓	✓
Weekly agent activity	✓	✓	✓

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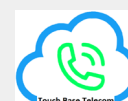


FEATURE	SILVER	GOLD	PLATINUM
Monthly agent activity	✓	✓	✓
Yearly agent activity	✓	✓	✓
Agent performance	✓	✓	✓
Agent utilization	✓	✓	✓
Agent utilization total average	✓	✓	✓
Agent status trace	✓	✓	✓
Agent login-logout time	✓	✓	✓
Daily agent activity (with missed calls)	✓	✓	✓
Daily agent activity (with chats and emails)	-	-	✓
STANDARD REPORTS - CALL TRACKING			
Call tracking with grouping	✓	✓	✓
Call tracking without grouping	✓	✓	✓
Call tracking (all fields)	✓	✓	✓
Call tracking with grouping (with subsubjects)	✓	✓	✓
Outbound call tracking	✓	✓	✓
Call tracking summary - inbound/outbound	✓	✓	✓
Call tracking with outbound calls (all fields)	✓	✓	✓
Inbound-outbound calls tracking	✓	✓	✓
Inbound/outbound call tracking with grouping	✓	✓	✓
CUSTOMIZED REPORTING			
Optional report customizations	-	-	✓
ROUTING CAPABILITIES			
After-hours routing	✓	✓	✓

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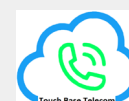


FEATURE	SILVER	GOLD	PLATINUM
Call delivery circular	✓	✓	✓
Call delivery next available	✓	✓	✓
Emergency treatment	✓	✓	✓
Forced forwarding	✓	✓	✓
Holiday routing	✓	✓	✓
Overflow calls	✓	✓	✓
Overflow secondary	✓	✓	✓
Overflow number	✓	✓	✓
Re-queue if unanswered	✓	✓	✓
Skills-based routing	✓	✓	✓
INTELLIGENT ROUTING			
Identity routing (by CLID, CRM)	-	-	✓
ANI or geography-based routing	-	-	✓
Routing by DNIS	✓	✓	✓
Routing by type of day	✓	✓	✓
Routing by time of day	✓	✓	✓
Queue priority routing	✓	✓	✓
Agent priority routing	✓	✓	✓
CRM-based routing	-	-	✓
Configurable outbound caller ID (by team, agent, call)	✓	✓	✓
ANNOUNCEMENTS			
Comfort message	✓	✓	✓
Dynamic announcements - queue position/wait time	✓	✓	✓

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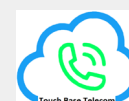


FEATURE	SILVER	GOLD	PLATINUM
Entrance message	✓	✓	✓
Estimated wait message	✓	✓	✓
Music-on-hold message	✓	✓	✓
Periodic/multiple announcements	✓	✓	✓
Whisper message on answer	-	✓	✓
ADVANCED IVR			
GUI IVR development	-	✓	✓
Self-service IVR with data dips (read/write)	-	-	✓
Call-in prompt recording	✓	✓	✓
Prompt file uploads	✓	✓	✓
IVR bulletins	-	✓	✓
Queue bulletins	-	✓	✓
Multilingual support (English, Spanish, French)	-	✓	✓
Outbound IVR notification with reconnect to queue option	-	-	✓
DYNAMIC NOTIFICATIONS			
Dynamic notifications	-	Optional	✓
SMS			
SMS Queuing	-	Optional	✓
DIRECTORY INTEGRATIONS			
Logged-in agents directory	✓	✓	✓
Personal directory (phonebook)	✓	✓	✓
CALL RECORDING			
Call record always	-	✓	✓
Call record on demand	-	✓	✓

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FEATURE	SILVER	GOLD	PLATINUM
WORKFORCE SCHEDULING			
Schedule optimization	-	Optional	✓
Adherence (real-time and reporting)	-	Optional	✓
Vacation automation	-	Optional	✓
Agent shift-trade marketplace	-	Optional	✓

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