



# Call Center Features and Descriptions



## Blue Platform

Feature	Standard	Premium	Description
Call Recording	Ala Carte	2GB/User Incl.	Record calls, configurable to all, inbound vs. outbound, day, percentage, etc.
Agent - ACD States	Yes	Yes	Agents can set the following ACD states: Sign-In, Available, Unavailable, Wrap-up, Sign-Out.
Agent - Dashboard	Yes	Yes	Agents can monitor a dashboard of their key performance indicators for each Call Center they are assigned to. Up to 50 can be monitored on the dashboard.
Agent - Reports	Yes	Yes	Allows the ability for the agent to run reports on themselves.
Alternate Comfort Message	No	Yes	An alternative message that can be played as callers are waiting in the queue.
Auto Answer Incoming Calls	Yes	Yes	Allows the ability to automatically present an inbound call to an agent; can be time configured.
Auto Post-Call Wrap up	Yes	Yes	Agents may be automatically placed in an unavailable state in the queue immediately after a call.
Bounced Routing Policies	Yes	Yes	Allows the ability to route calls that are not answered by available agents.
Call Transfers and Conferencing	Yes	Yes	Allows the ability to transfer and conference calls.
Call Wait Time	Yes	Yes	Allows the ability to configure the maximum wait time for calls in the queue.
Calling Party Name/Number	Yes	Yes	Will display calling party's name and number (if available).
Comfort Message	Yes	Yes	The file that is played to callers while they are waiting for an available agent.
Disposition Codes	No	Yes	Administrators create disposition codes for use within Call Center and assign them to calls for reporting. Up to 1000 codes can be defined for a Call Center.
Distinctive Ring	Yes	Yes	Will provide a different ring tone to agent's handsets on incoming ACD calls.
DNIS Name/Number	No	Yes	Support for Dialed Number Identification Service.
DNIS Prioritization and Custom Greetings	No	Yes	Allows for the ability to prioritize based on DNIS and provide custom announcements.
Entrance Greeting	Yes	Yes	An announcement that can be played to inbound callers.
Escalate Call to Supervisor (Consultative)	Yes	Yes	Allows for consultative escalation from an agent to an available supervisor.
Escalate Emergency Call to Supervisor	Yes	Yes	Allows for escalation from an agent to an available supervisor.
Escape from Queue	Yes	Yes	Enable option and configure the digit that callers can use to escape from the queue. The escape function routes the caller to the Busy destination which may be a configured destination or Voice Messaging.

# Call Center Features and Descriptions *continued*



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Forced Forwarding	Use Call Forwarding Always	Yes	Incoming calls can be temporarily diverted to a new destination. Does not affect calls already in queue.
Guard Timer	Yes	Yes	Agent Setting, when enabled delays the delivery of a new ACD call until the timer expires. Designed to prevent a new ACD call from being presented to the agent immediately after they end the previous call.
Held Call Notification	Yes	Yes	An audible notification will be played to the agent when a held call exceeds the assigned threshold.
Holiday Service Routing	Use Call Fwd Selective	Yes	Policy that permits calls to be processed differently during holiday schedule.
Inbound ACD Call	Yes	Yes	Inbound calls are distributed to the agents assigned to the call center.
Join/Un-Join Call Center	Yes	Yes	Agent Setting, agents must join the Call Center to receive calls. If they are not joined their ACD state and Line State are used to determine if/when they receive a call. Administrators can configure and lock their join status. Often used when an agent needs to temporarily join a queue during high volume of calls.
Last Agent Sign-Out Warning	No	Yes	Presents a visible warning to the last agent logging out of the queue, noting the number of callers in queue.
Max Calls Queued per Call Center	50	525	
Multiple DNIS Numbers per Call Center	No	Yes	Allows for the support of multiple DNIS assignments per queue.
Night Service Routing	Use Call Fwd Selective	Yes	Policy to perform different routing during hours that the queue is not in service.
Outbound ACD Call	No	Yes	Allows the ability to display the queue number as the outbound caller ID vs the agent's extension.
Overflow Routing Policies - Size	Yes	Yes	Route calls to another destination once the maximum queue size criteria has been met.
Overflow Routing Policies - Time	Yes	Yes	Route calls to another destination once the maximum queue wait time criteria has been met.
Priority Queuing	Yes	Yes	Allows the ability to assign a queue priority for agents that are in multiple queues.
Queue Placement Announcement	Yes	Yes	The announcement that plays to inform the caller of their place in the queue (or est wait time).
Screen Pop URL	Yes	Yes	Screen Pop settings are available to configure a URL that may be launched on incoming calls. Additional cost may be required for configuration.
Skills-Based Routing	No	Yes	Assign skill levels to agents that are in multiple queues based on their expertise in each area. Skills with higher priority are routed to high-skill agents first.
Stranded Calls - Unavailable Routing Policy - Premium	No	Yes	Allows the ability to route calls when all agents are unavailable, AND a specified number of agents have a specific configured unavailable code. Available actions, Leave in queue, perform busy treatment, transfer call AND Follow Night Service policy, playing until caller hangs up, play announcement until caller hangs up.

# Call Center Features and Descriptions *continued*



Feature	Standard	Premium	Description
Stranded Calls - Unavailable Routing Policy - Standard	Yes	Yes	Allows the ability to route calls when all agents are unavailable, AND a specified number of agents have a specific configured unavailable code. Available actions, Leave in queue, perform busy treatment, transfer call.
Stranded Routing Policy -Premium	No	Yes	Allows the ability to route calls when no agents are logged into the queue by: Leave in Queue, Perform busy treatment - CFB or Voice Messaging, Call Transfer AND follow Night Service Policy, play ringing until caller hangs up, or play announcement until caller hangs up.
Stranded Routing Policy - Standard	Yes	Yes	Allows the ability to route calls when no agents are logged into the queue by: Leave in Queue, Perform busy treatment - CFB or Voice Messaging, Call Transfer
Supervisor - All Agent Features	Yes	Yes	Supervisors can be assigned as Agents in any Call Center and can utilize all supported agent features.
Supervisor - Barge-in On Call	Yes	Yes	Allows the ability for a supervisor to immediately join an active call between a caller in the queue and the agent. All parties are conferenced together.
Supervisor - Dashboard	Yes	Yes	Supervisors can monitor a dashboard of key performance indicators for queues and agents. Threshold alerts can be configured to trigger a visual alert, yellow or red on the supervisor dashboard and on the agents.
Supervisor - Monitor and Manage Agents	Yes	Yes	Supervisors can monitor the real-time activity of agents including viewing and changing agent ACD states, viewing active call information and barging in on active calls.
Supervisor-Monitor and Manage Queued Calls	Yes	Yes	Supervisors can monitor the real time activity of queues using the Supervisor Client. They can view individual queued calls, retrieve calls from queue, change position of calls in queue and transfer calls out of the queue.
Supervisor - Reports	Yes	Yes	Allows the ability for the supervisor to run scheduled, historical, real time reports.
Supervisor - Silently Monitor Call	No	Yes	Supervisors can silently monitor the following calls: Active call with Agent, Next call to Agent, and Next Call to Call Center.
Threshold Alerts	Yes	Yes	Yellow and Red visual indicators are available on the dashboard when a call reaches threshold values configured by the administrator.
Unavailable Codes	Yes	Yes	Assign unique unavailable codes for agents (at lunch, in a meeting, etc).
Unique Music on Hold	Yes	Yes	The file that is played to callers when an agent places them on hold.
Video Support	Yes	Yes	Allows the ability to play a video file, if the incoming caller has a video-capable device.
Whisper Message	No	Yes	An audible notification that will be played to an agent when presented with an inbound call from the queue.

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