



Contact Center: Full Feature Listing

This document contains a complete list of Contact Center features. As this is a constantly evolving product, the list is subject to changes and updates. Please ask your representative to ensure you have the latest version.

FEATURE	PRO	ELITE
INTERFACE		
Access to integrated employee collaboration and advanced call handling within Intermedia Unite	●	●
Agent Desktop App	●	●
Multiple audio connection options (desk phone, smartphone, headset, etc)	●	●
Web Admin Portal	●	●
Extensive knowledgebase, with both readily accessible and more technical articles	●	●
Multi-tenant option for Partners - can administer Client accounts	●	●
Agent Browser-based App	●	●
Virtual agent / telagent option - no software required; phone only	●	●
Broadcast messaging (e.g. What's New)	●	●
AGENT FUNCTIONS		
Real-time agent status	●	●
Inter-agent direct chat	●	●
Inter-agent group chat	●	●

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FEATURE	PRO	ELITE
Desktop notifications for incoming interactions, voice	●	●
Desktop notifications for incoming interactions, all types	●	●
Customize initial in-call status	●	●
Unlimited custom statuses	●	●
Option to force status return to available	●	●
Conference with context sharing	●	●
Transfer with context sharing	●	●
Classify interaction	●	●
Assign disposition to interaction	●	●
Flag interaction to Supervisor	●	●
Agent chat nickname	●	●
Outbound calls, captured in Contact Center data	●	●
Agent-driven task creation (for that agent)	●	●
Real time interaction statistical display	●	●

SUPERVISOR AND ADMIN FUNCTIONS		
Live monitor, call (listen)	●	●
Whisper, call (audible only to agent)	●	●
Barge, call (audible to customer as well)	●	●
Authorized Extensions or users for monitor, whisper, barge	●	●
High-level monitoring of cumulative data	●	●
Voice prompt management	●	●
Group agents by office	●	●
Live monitor, chat (observe conversation)	●	●
Whisper, chat (visible only to agent)	●	●
Barge, chat (visible to customer as well)	●	●

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FEATURE	PRO	ELITE
Customizable alerts	●	●
Manage individual skillsets	●	●
Customized event alerting with escalating tiers	●	●
Working hours	●	●
Manage scheduled telagents / virtual agents	●	●
Manage SWAT service (escalations)	●	●

CUSTOMER INTERACTIONS - VOICE		
Automatic Call Distribution (ACD)	●	●
Position in Queue messages	●	●
Estimated Wait Time Messages	●	●
Dynamic caller treatment by conditions (e.g. open/closed)	●	●
Emergency Bulletins	●	●
Caller-Directed Menu Routing	●	●
Include queue / skill name in caller ID (note - some networks may overwrite with their own labels)	●	●
Multi-language support	●	●
Outbound calling - dialpad	●	●
Outbound calling - phone book	●	●
Ring multiple agents simultaneously, via software	●	●
Customizable Interactive Voice Response (IVR)	●	●
Ring multiple agents simultaneously, using outside devices	●	●
Queued callbacks	●	●
Queued voicemails	●	●
Call Scripting for Agents	●	●
Dynamic interaction prioritization	●	●

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FEATURE	PRO	ELITE
Dynamic overflow and missed interaction treatment	●	●
Skills-based routing	●	●
Geo-routing	●	●
Preferred Agent Routing	●	●
Dialed Number Routing	●	●
Text-to-speech prompts & messaging	●	●
Directed dialogue speech recognition	●	●

CUSTOMER INTERACTIONS - CHAT

Customer-agent chat interactions	\$	●
Reactive chat mode (visitor-initiated)	\$	●
Proactive chat mode	\$	●
Proactive chat with visible queue waiting	\$	●
Proactive chat with live agent presentation	\$	●
Proactive Mode Chat Self-Service (Persona introduction and simulation with message delay, greeting messaging, Informational messages, etc)	\$	●
Dynamic overflow treatment	\$	●
Chat interaction personalization	\$	●
Custom branding & styling	\$	●
Customized context gathering from visitors	\$	●
Mobile-responsive website visitor chat experience	\$	●
Visitor-accessible transcripts	\$	●
Position in queue messaging	\$	●
Estimated wait time Messaging	\$	●
Custom waiting in queue, closed & unattended messaging	\$	●
Up to 10 concurrent Chat conversations		●
Chat response templates		●
Optional Automatic "in focus" of chat window for new chat interactions or new incoming message		●

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FEATURE	PRO	ELITE
CUSTOMER INTERACTIONS - E-MAIL		
Agent-initiated composition and sending	●	●
Key word or phrase routing	\$	●
Default routing	\$	●
Last agent routing	\$	●
Response templates	\$	●
Auto and manual response templates	\$	●
Template filters - by Team and by Queue delivery	\$	●
Email interaction suspension and resumption	\$	●

CUSTOMER INTERACTIONS - SMS		
SMS overall subscription - unlocks the below. Note: also requires Twilio account configuration	\$	●
SMS to web service endpoint mapping	\$	●
SMS to e-mail address mapping	\$	●
SMS number to Chat skill (queue) mapping	\$	●
SMS to chat interactions	\$	●
SMS recent message context presented to agent	\$	●

CUSTOMER INTERACTIONS - RECORDINGS		
Doubles the storage space included with Unite	●	
Voice recordings	●	●
Standard 30 days voice interaction recording storage		●
Recording toggle option (screen recording optional under Advanced)		●
Screen Recording with % of interaction settings and media merge		●
Optional extended voice interaction recording storage		●
"Bring your own storage" option with custom retention and encryption settings		●
Parameter-enabled interaction recording search and playback (download or streaming)		●
Custom Call Recording definitions by Inbound / Outbound & transfers		●
Chat interaction transcript recording		

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FEATURE	PRO	ELITE
CUSTOMER INTERACTIONS - OUTREACH / FEEDBACK		
Post-call surveys	●	●
Survey auto-connect option	●	●
Blended outbound, list-based power dialing	●	●
Ability to combine voice, SMS, and/or & E-mail notifications (Any combination in a single campaign)	●	●
E-mail queues	\$	●
Customer can be connected back to the contact center when responding (SMS to queue, e-mail, or web service endpoint responses)	\$	●
Voice Notification Text to Speech or Recorded Audio messaging	\$	●
Contact import wizard	\$	●
Multiple import lists	\$	●
Custom contact by contact data-driven messaging	\$	●
Segmentation by Campaign	\$	●
Campaign Throttling	\$	●
"External ID" for contacts (to relate a notification object to other systems' entities)	\$	●
Voice notification replays, retries and acknowledgement	\$	●
Voice notification return to queue or transfer number	\$	●
Filterable campaign contact status and acknowledgement exporting	\$	●
Agent-initiated contact entries into campaigns	\$	●

SKILLS-BASED ROUTING		
Skillsets matched to teams of agents, with competency levels	●	●
Dynamic skillsets matched to teams, on schedules (Note: Preview Mode)	●	●
Multi-channel, blended interactions	\$	●

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WORKFORCE MANAGEMENT / OPTIMIZATION		
Schedule Management	\$	●
Shift Management	\$	●
Shift Trade ability	\$	●
Vacation management	\$	●
Holiday management	\$	●
Adherence tool	\$	●
Evaluator: choose voice interaction to evaluate	\$	●
Evaluator: choose chat interaction to evaluate	\$	●
Evaluator: custom template development	\$	●
Evaluator: evaluate external work by agents (outside of customer interactions, e.g. documents)	\$	●
Evaluator schedules, with evaluation targets by teams	\$	●
Evaluator: Pass/Fail option for each evaluation	\$	●
Evaluation collaboration mode	\$	●
Evaluator: points scoring option	\$	●
Evaluator auto-fail option	\$	●
Evaluator N/A scoring (won't count for or against score)	\$	●
Evaluator notify agent of evaluation	\$	●
Evaluator Agent Acknowledgement	\$	●
BUSINESS INTELLIGENCE		
Real-time dashboards	●	●
Shareable wallboards	●	●
Executive Dashboard	●	●
Real-time Metrics	●	●
Real-time Reports	●	●

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FEATURE	PRO	ELITE
Historical Reports	●	●
AI-powered analysis of customer calls with sentiment tagging and automated alerts for key phrases.	\$	●
RTD highlights current service conditions (color-coded)	●	●
Report Scheduling	●	●
Multiple-format Report Exporting	●	●
Library w/hundreds of pre-built reports	●	●

EXTENSIBILITY		
Pre-built Integrations: Dynamics	●	●
Pre-built Integrations: Salesforce.com	●	●
Pre-built Integrations: Zendesk	●	●
IVR Studio tool (note: access must be granted)	●	●
Slack integration	●	●
Callflow-driven Integration into Salesforce.com	●	●
Salesforce.com case searching from IVR	●	●
Salesforce.com contact and account search	●	●
Salesforce.com agent screen pop	●	●
Salesforce.com click-to-dial	●	●
Salesforce.com posting of recording links to contacts, opps, or cases	●	●
Salesforce.com activity logging	●	●
Callflow-Driven Integration into Zendesk	●	●
Zendesk ticket searching from IVR	●	●
Zendesk agent screen pop of tickets (existing or new)	●	●
Zendesk agent screen pop of customer records	●	●
Zendesk screen pop with call recording links	●	●
Historical Data Retrieval via REST API	●	●
Real-time statistics data retrieval	●	●

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Daily agent & queue statistics data retrieval	●	●
Extensible Call Recording Retrieval	●	●
Local host Desktop Agent API for controlling agent status and interactions	●	●
Point-and-click integration into Twilio for SMS messaging (note: assumes SMS subscription)	\$	●
Point-and-click SFTP export for call recordings and interaction detail records	●	●
Bring your own Recording Storage Account - prebuilt integration into Amazon S3 and Azure Blob storage	●	●
Agent Related Events webhook	●	●
Cloud Notification engine providing for Agent related events to be pushed to published APIs	●	●
Option for Prof. Services CRM integration	●	\$
Option for Prof. Services WFM integration	\$	\$
Option for Prof. Services Custom IVR Integrations & Self-service applications		\$
Social media e-mail alerts: Facebook		\$
Social media e-mail alerts: Twitter		\$
Social media e-mail alerts: Instagram		\$
SECURITY		
SPAM filtering / protection service	●	●
Roles-Based Access	●	●
"External User" role to allow access interaction recordings by assigned queue	●	●
Authorized sign-in phone numbers for agents	●	●
Authorized voice live monitoring phone numbers	●	●
Custom user Authentication security policies	●	●
Voice call recording encryption	●	●
PCI secure data collection and transactional Interactive Voice Response (IVR) applications		●

QUESTIONS? CONTACT US TODAY!

Function4

281-565-1100

info@function-4.com
<https://www.function-4.com/>