

## Call pilot Call Center Features comparison

Feature	Description	Basic Call Center	Enhanced Call center
Activity Codes	Allow agents to allocate calls to more than one activity.	No	Yes
Agent ID	Each agent is assigned a unique ID number. Call statistics are collected and reported for each ID number.	Yes	Yes
Agent Record a Call	If an agent or supervisor has voice messaging, they can use the messaging feature Record a Call to record their conversations. Both the agent and the caller will receive notification that the conversation is being recorded and the recorded call is deposited in the agent's voice mailbox.	Yes	Yes
Agent Priority	Incoming call priority, agents with higher priorities receive calls before agents with low priority.	Yes	Yes
Automatic Answer	Automatic Answer force-delivers calls to an agent. If enabled, the agent hears a tone that indicates that a call is delivered. The agent is automatically in the handsfree mode. If not enabled, calls ring at the agent's telephone and the agent must answer calls manually.	Yes	Yes

Feature	Description	Basic Call Center	Enhanced Call Center
CLID/ANI or DNIS/DID Priority	The administrator can determine the order in which the routing decisions are made (for example, check DNIS then CLID or CLID then DNIS).	No	Yes
Control Directory Number	The Control Directory Number (CDN) is the extension associated with the skillset. Incoming calls transfer to the CDN of each skillset from extensions, the Automated Attendant or Custom Call Routing. The CDN is the skillset mailbox number.	Yes	Yes
Day of Week Service	Specify the start and the end times for the day and night skillset for each day of the week	Yes	Yes
Delegated Call Center Administration	The system administrator can create a password to give a call center administrator or supervisor access to call center administration.	Yes	Yes
Expected Wait Time	A greeting step that plays an expected wait time greeting to the caller.	No	Yes
Forced Announcement	This is a routing command that plays an announcement without interruption.	Yes	Yes
Forced and Manual Call Presentation	Based on skill set the call is either forced onto an agent or the agent must manually answer the call. When the call is forced on the agent the agent should receive an audible tone to indicate that a call has been presented.	Yes	Yes
Intelligent Routing -Basic	The ability to route a call to an Operator, automated Attendant, skillset mailbox, or CCR Tree.	Yes	Yes
Intelligent Routing -Advanced	the ability to route a call to another extension, skillset or an external number. Caller can enter a sequence of DTMF tones that will determine how routing occurs.	No	Yes
Intelligent Routing - CLD/ANI	Routes incoming calls based on the number from which the caller is calling.	No	Yes
Intelligent Routing - DNIS/DID	Routes incoming calls based on the number that the caller dialed.	No	Yes
Intelligent Overflow Routing	Rules created to overflow, change the priority of, and move calls to multiple skillset mailbox, an internal or external number, a mailbox, the Automated Attendant or an operator.	Yes	Yes
Line Priority	A priority can be assigned to a call based on the line it comes in on (for example, a toll free 1-800 number)	Yes	Yes
Missed Call option	Controls how a call is treated if an agent does not answer the call. Make Not ready assigns an agent's telephone to respond as it does with the Not Ready feature enabled. Automatic Logout automatically logs and agent out of their skillset if they do not answer a call.	Yes	Yes

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Mode of Operation	Different call routing can be set based on time of day using Day and Night modes of operation.	Yes	Yes
Name	An agent name can be assigned.	Yes	Yes
Silent Monitor	Silent Monitor allows call center supervisors to monitor calls to ensure that the highest levels of customer service are being maintained.	No	Yes
Skillsets Mailboxes	Each skillset has a mailbox that stores messages left by callers. A skillset mailbox is created automatically when you set up a skillset. There is one skillset mailbox for each skillset. The skillset mailbox number is the same as the Control Directory Number (CDN) of the skillset.	Yes	Yes
Skillsets	Skillset answer and distribute calls to agents as they become available. Skillsets hold calls for different call center departments, such as sales and technical support.	Yes	Yes
Supervisor	Super represents the status of the agent. No means that an agent that does not have supervisor status. Yes means that an agent has supervisor status.	Yes	Yes
Supervisor Help	An agent on a call can request help from you by pressing a programmed feature button. The agent can send an urgent request for help without interrupting the call, and without the called being aware of the help request.	No	Yes
Supervisor Monitor	Allows the supervisor to access an agent call. The agent is notified that the supervisor has entered the call.	Yes	Yes
Wallboard Support	Call center supports wallboards that can be used to display vital call center statistics.	Yes	Yes