

CONTACT CENTER FEATURES & PRICING

THAT SCALE AS YOU DO



UNIFY+

The Unify+ seat includes all standard and professional level calling features including Enhanced Call Routing.

A cost conscious solution for a company that is dealing with high call volume, but doesn't need all the bells and whistles of a call center application, just the essentials.

- Call Queuing
- Multiple Distribution Strategies
- Custom Queue Music on Hold and Messaging
- Queue Labeling

\$25



STANDARD

CONTACT CENTER LITE

Contact Center Lite is an intermediate call center solution for the SMB market offering a cost effective product with standard call center features as well as quality assurance tools.

- Intelligent Routing
- Inbound Queue Recording
- Outbound Call Support
- Supervisor Monitoring with Listen, Whisper & Barge
- Custom Music on Hold & Messaging
- Agent Portal
- Agent Queue Monitoring
- Reporting
- Queue Call Back

\$49

** Free Supervisor

PREMIER

CONTACT CENTER ENTERPRISE

Contact Center Enterprise is a premium call center application that is capable of handling the highest call volume and multiple media type queues while offering best in class features.

- E-mail & Chat & SMS Queues
- Queue Prioritization
- Call-Back Functionality
- Post-Call Customer Surveys
- Skills Based Routing
- Advanced Call Reporting
- Call Recording
- Enhanced Dashboard
- Barge & Whisper Ability
- Desktop & Web Application
- CRM Integration
- Outbound Caller ID Selection

\$99

**Only pay for the max number of agents logged in at any given time

ENTERPRISE