

Telemarketing



Core



Business



Professional

Contact Center



Business



Enterprise

Telephone exchange

Call Management	✓	✓	✓	✓	✓
Internal Calls/Extensions	✓	✓	✓	✓	✓
Individual and Shared Voicemail	✓	✓	✓	✓	✓
Music on Hold	✓	✓	✓	✓	✓
Call recording	✓	✓	✓	✓	✓
Conference calls	—	✓	✓	✓	✓
Call Handling Groups	✓	✓	✓	✓	✓
Queues	—	✓	✓	✓	✓
IVR (Interactive Voice Response)	—	✓	✓	✓	✓
Call Distribution (ACD)	✓	—	✓	✓	✓
Opening hours	✓	✓	✓	✓	✓
Touch the Speakers	✓	—	—	✓	✓
100% Web Operator Portal	✓	✓	✓	✓	✓
WebRTC technology	✓	✓	✓	✓	✓
International calls	✓	—	✓	✓	✓






Contact Center

CRM

Contact Management	✓	✓	✓	✓	✓
Custom fields	✓	✓	✓	✓	✓
Contact labels	✓	✓	✓	✓	✓
Static and Dynamic Groups (Coming soon)	✓	✓	✓	✓	✓
Call and conversation history	✓	✓	✓	✓	✓
Calendar of activities	✓	✓	✓	✓	✓
Task Management	✓	✓	✓	✓	✓
Task queues	✓	✓	✓	✓	✓

Call Management

Pop Inbound Call	—	✓	—	✓	✓
Call Notes	—	—	—	✓	✓
Forms	—	—	—	✓	✓
Call Types	—	✓	—	✓	✓
Call labels	—	✓	—	✓	✓
Web Callback	—	✓	—	✓	✓
Queued Callback	—	✓	—	✓	✓
Automatic Callback	—	✓	—	✓	✓
Callback scheduling	—	✓	—	✓	✓
Skill Based Routing	—	✓	—	✓	✓
Caller Language	—	✓	—	✓	✓
Dedicated/Exclusive Agent	—	✓	—	✓	✓
Contact owner	—	✓	—	✓	✓
Last Agent connected by Webhook	—	✓	—	✓	✓
Blocking unwanted numbers	—	✓	—	✓	✓
VIP	—	✓	—	✓	✓
Personalized IVR	—	✓	—	✓	✓
Post-call Survey	—	✓	—	✓	✓
Wallboard	—	✓	—	✓	✓

	Telemarketing		Contact Center		
	 Core	 Business	 Professional	 Business	 Enterprise
Omnichannel communication					
SMS (add on)	—	✓	—	✓	✓
E-Mail (add on)	—	✓	—	✓	✓
WhatsApp (add on)	—	✓	—	✓	✓
Facebook Messenger (add on)	—	✓	—	✓	✓
Internal chat (add on)	—	✓	—	✓	✓
SMS and E-Mail templates (add on)	—	✓	—	✓	✓
Campaign Management					
Predictive Marker	—	—	✓	✓	✓
Progressive Marker	—	—	✓	✓	✓
Semi-Automatic Manual Marker	—	—	✓	✓	✓
Blacklist	—	—	—	✓	✓
Callback scheduling	—	—	✓	✓	✓
Click-to-Call	—	—	—	✓	✓
Scripts	—	—	✓	✓	✓
Dynamic Scripts	—	—	✓	✓	✓
Forms	—	—	✓	✓	✓
Configurable call types	—	—	✓	✓	✓
Call labels	—	—	✓	✓	✓
Importing Contacts (csv or Excel)	—	—	✓	✓	✓
Automatic field creation on import	—	—	✓	✓	✓
Duplicate Campaigns	—	—	✓	✓	✓
Webhook when launching calls	—	—	✓	✓	✓
Monitoring and Statistics					
Call listening	✓	✓	—	—	✓
Pause control	—	✓	—	—	✓
Agents' Activity Log	✓	✓	—	—	✓
Queue Monitoring	✓	✓	—	—	✓
Agent monitoring	✓	✓	—	—	✓