

# Feature list.



**VOICE.**  
Basic Call  
center



**OMNI.**  
Advanced  
Contact Center

Core voice features	✓	✓
<b>Voice campaign management</b>	✓	✓
Inbound campaigns	✓	✓
Outbound campaigns	✓	✓
Blended campaigns	✓	✓
Softphone	✓	✓
Multiple Campaigns (at once)	✓	✓
Automatic Call Distribution (ACD)	✓	✓
Intelligent & Priority Routing	✓	✓
Call Queuing	✓	✓
Virtual Hold (Queue Callbacks)	✓	✓
Call Recordings	✓	✓
Screen Pop-Up	✓	✓
Wrap-Up Time	✓	✓
Conference Calling	✓	✓
Custom Breaks	✓	✓
After-Business Hours & Holiday Rules	✓	✓
Estimated Wait Time	✓	✓
Disposition Management/Category Codes	✓	✓
Call Monitoring	✓	✓

<b>Auto-dialers</b>	✓	✓
Predictive	✓	✓
Powerdialer	✓	✓
Preview	✓	✓
Progressive	✓	✓
Reverse Progressive	✓	✓
Voice Broadcast (Press-1 Campaigns)	✓	✓
Answering Machine Detection (AMD)	✓	✓
List mixing	✓	✓
Automatic List Recycling	✓	✓
Do-Not-Call-Registry List Management	✓	✓
<b>Voice automation</b>	✓	✓
Interactive Voice Response (IVR)	✓	✓
Outbound IVR	✓	✓
Text-To-Speech (TTS)**	✓	✓
Automatic Speech Recognition (ASR)**	✓	✓
<b>Omnichannel features.</b>		✓
Unified Inbox		✓
Unified Notification Center		✓
Transfer Interaction (between agents and/or groups).		✓
Disposition Management/Category Codes		✓
Post-interaction Satisfaction Surveys		✓
Omnichannel Interaction Recordings		✓
Bot Automation		✓

\*\*TTS & ASR not included in pricing & plans: third-party integration required (Google, Amazon Polly, or others).

<b>WhatsApp Business</b>		
Official WhatsApp Business Provider Integration*		✓
Inbound WhatsApp Business Campaigns		✓
Pre-approved Templates for Outbound Campaigns		✓
<b>Facebook &amp; Facebook Messenger</b>		
Facebook Wall Posts & Comments		✓
Facebook Messenger		✓
<b>WebChat</b>		
Audio Calls with Web RTC		✓
Video Calls with Web RTC		✓
Share Screen		✓
Request Screen		✓
<b>Email</b>		
Bulk & One-To-One Email Campaigns		✓
Send & Receive Attachments		✓
Customizable Email Templates		✓
<b>SMS &amp; MMS</b>		
Bulk & One-To-One SMS Campaigns		✓
Multimedia Messaging Service (MMS)		✓
SMS Chat Panel		
<b>Low-code Development Tools.</b>		
Workflow Designer	✓	✓
Report Generator & Designer	✓	✓
Data-Capturing Form Designer	✓	✓

\*Requires third-party integration with Facebook-certified WhatsApp Business Provider (Gupshup, Infobip, Wavy, or others) – with additional cost.

<b>Workforce Management</b>	✓	✓
Omnichannel Recordings		✓
Call Recordings	✓	✓
Screen Recordings	✓	✓
Agent Coaching (Spy, Whisper & Real-Time Feedback)	✓	✓
Satisfaction Surveys	✓	✓
<b>Reporting &amp; Analytics</b>	✓	✓
Real-Time Dashboards	✓	✓
Historical Reporting	✓	✓
Graphical Alerts	✓	✓
Omnichannel Reports	✓	✓
Standard & Customizable Reports	✓	✓
Schedule Reports	✓	✓
Real-Time Supervision	✓	✓
Survey Reports	✓	✓
Report Export (PDF, XLS, CSV).	✓	✓
<b>Gamification</b>		✓
Daily & Customizable Games & Challenges		✓
Objectives by Agent, Group or Area		✓
Rewards & Recognitions		✓
Avatars		✓
Customizable Games & Objectives		✓
Badges		✓
Rankings		✓
Dynamic Queries		✓

<b>Security &amp; Quality Monitoring</b>		
Quality Monitoring	✓	✓
Standard COPC	✓	✓
Encryption	✓	✓
Permissions per User-Type	✓	✓
<b>General / Technical Features</b>		
CRM Lite	✓	✓
100% Browser-Based	✓	✓
Home Agents	✓	✓
Customizable Breaks/Status	✓	✓
Simple Configuration	✓	✓
Multiple Languages (English, Spanish, Portuguese & Italian)	✓	✓