Call Center and Call Center Pro Feature Comparison

	Call Center	Call Center Pro
User Interface	Configuration in dropdown Basic Config Agent Behavior all together	Configuration in multi-screens Steps using a Wizard style setup
Basic Info	- Name - Ext. / # / Buy	- Name - Ext. / # / Buy
Configuration	5 Queue Routing - Hold Treatment audio file - Timeout - Queue Call Limit - Timeout if empty - Escalation queue - Escalation callflow after timeout	5 Queue Routing - Hold Treatment audio file - Timeout - Queue Call Limit - Timeout if empty - Escalation queue - Escalation callflow after timeout - Additional options for Hold (see below) - Record all calls in queue
Routing Strategy	- Most Idle - Least Calls Handled - Least Offered made - Round Robin	- Most Idle - Least Calls Handled - Least Offered made - Round Robin - Skill based (Loose) - Skill based (Strict)
Hold Treatment	Media file	- Media file - Announce Position - Announce Wait - Pause - Build your own order
Agent Behavior	- Agent Connect Timeout - Force Away on Rejected/Missed - Agent Recovery Time	- Agent Connect Timeout - Force Away on Rejected/Missed - Agent Recovery Time - Allow Recovery Time Extension - Allow multiple recovery time extensions

Call Center and Call Center Pro Feature Comparison, *continued*

	Call Center	Call Center Pro
Member Assignment	• Drag from *System* list to queue • Separate list for Agents and Managers • Members list in drop down drawer • Summary page with all members	• Drag from *Member* list to queue • List previews how many queues member is already assigned to • Members list in new window • Agents and Managers displayed in the same list
Agent Summary bar	• Total Calls • Missed Calls • Calls Handled • Avg. Handle Time • Session Duration	• Total Calls • Missed Calls • Calls Handled
List of queues page status preview	• Agents Active • Average Wait • Calls in Queue • Missed Calls • Abandoned Calls in dropdown, each agent in box shows • Agent away notice • Logged in time duration	• Agents Active • *Longest* Wait • Calls in Queue • ~~Missed Calls~~ • Abandoned Calls • Paused / Activate button • Agents Ready • Agents Busy • Agents Away • Call Handling performance bar
Queue Reporting Activity Logs	N/A	• Shows all events in queue • Search by agent, event, phone # • Filter by Activity • Sort by single agent or all agents • Download .csv or print results
Queue Reporting Member List	N/A	• Name • Role • Status • Handling • Session length • Time Marked as away • Assign Skills • Sort hi to lo on any variable

Call Center and Call Center Pro Feature Comparison, *continued*

	Call Center	Call Center Pro

Queue Reporting Calls in queue	N/A	• Review calls in list
		• Admins and Managers can
		  ○ Eavesdrop
		  ○ Whisper
		  ○ Barge

Performance Reports Activity Breakdown	N/A	• Filter by agent and/or queue • Shows current session • Compare multiple Agents or single agent, multiple queues • Download .csv or print results

Call Center Members Summary	• Display list of members
	• Add available users as member
		• Display list of members
		• Add available users as member
		• Summary shows
		  ○ member
		  ○ session duration
		  ○ Assigned Queues (# + name)
		  ○ Call recording on / off
		  ○ Skills tags
		• Manage / Edit Skills
		  ○ Use 1 or more rules
		  ○ Assign multiple skill tags per agent
		  ○ Set loose / strict criteria in routing strategy