



CallSwitch

FEATURE COMPARISON

TELCOSWITCH.COM



CALLSWITCH FEATURE COMPARISON

Our CallSwitch products offer a strong set of business telephony features that are essential to any Unified Communications offer. Check the main feature differentiators between our three products, CallSwitch Lite, CallSwitch Business and CallSwitch Contact Centre.

| FEATURES | | CALLSWITCH LITE | CALLSWITCH BUSINESS | CALLSWITCH CONTACT CENTRE |
|--|---------------------------------------|-------------------|---------------------|---------------------------|
| [KEY] AVAILABLE ● UNAVAILABLE ○ OPTIONAL ◐ | | | | |
| SYSTEM WIDE | HD AUDIO | ○ | ● | ● |
| | SELECTABLE MOH | ○ | ● | ● |
| | TIME BASED ROUTING | ○ | ● | ● |
| | CALL RECORDING | ◐ | ● | ● |
| | CALL MONITORING | ○ | ● | ● |
| | USER DEPARTMENTS | ○ | ● | ● |
| | EXTENSION MOBILITY | ○ | ● | ● |
| | HOT DESKING | ○ | ● | ● |
| INBOUND | DDI | PER EXTENSION + 1 | UNLIMITED | UNLIMITED |
| | UK GEOG, XON GEOG, 0808 | ● | ● | ● |
| | INTERNATIONAL | ○ | ● | ● |
| | MODIFY CLI | ○ | ● | ● |
| | CUSTOM RING TONE | ○ | ● | ● |
| | CLI FILTERING | ○ | ● | ● |
| | TIME BASED ROUTING | ○ | ● | ● |
| | AUTO-ATTENDANT | 1 | 8 | 8 |
| | MULTI LAYER IVR | ○ | ● | ● |
| | LOCAL DIALLING | ● | ● | ● |
| | REPEAT GREETING | ● | ● | ● |
| | IVR DEFAULT DESTINATION, NO KEY PRESS | ○ | ● | ● |
| | CUSTOM RING/MUSIC | ○ | ● | ● |
| | LABEL AGAINST CALLER ID | ○ | ● | ● |
| TIME BASED ROUTING | ○ | ● | ● | |

FEATURES

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|---|--|-----------------------|---------------------|---------------------------|
| [KEY] AVAILABLE ● UNAVAILABLE ○ OPTIONAL ◐ | | | | |
| CALL DISTRIBUTION | QUEUES | 1 | 8 | UNLIMITED |
| | OPTIONAL AGENT LOGIN | ● | ● | ● |
| | INBOUND CALL LIMIT | ● | ● | ● |
| | TIME BASED ROUTING | ○ | ● | ● |
| | AUTO CLOSE ON AGENT LOGOUT | ○ | ● | ● |
| | SELECTABLE MOH | ○ | ● | ● |
| | CUSTOM GREETING | ○ | ● | ● |
| | SELECTABLE RINGING ALGORITHMS | ○ | ● | ● |
| | QUEUE POSITION ANNOUNCE | ○ | ● | ● |
| | CALLER TIMEOUT TO ALTERNATIVE DESTINATION | ○ | ● | ● |
| | ADJUSTABLE RING DURATIONS | ● | ● | ● |
| | QUEUE EXIT DIGIT TO VOICEMAIL | ○ | ● | ● |
| | SELECTABLE WRAP UP TIME | ○ | ● | ● |
| | WHISPER TRANSFER TO AGENT | ○ | ● | ● |
| | CUSTOM RINGTONE | ○ | ● | ● |
| | CALL PRIORITY | ○ | ● | ● |
| | CLI LABEL | ○ | ● | ● |
| | RING GROUPS | ◐ | 25 | UNLIMITED |
| | SELECTABLE RING ALGORITHMS | ○ | ● | ● |
| | SELECTABLE TIMEOUT/ RING DURATION | ○ | ● | ● |
| | REPEAT RING CYCLES | ○ | ● | ● |
| | SELECTABLE EXIT DESTINATION | ○ | ● | ● |
| | CUSTOM GREETING | ○ | ● | ● |
| | TIMEOUT ANNOUNCE | ○ | ● | ● |
| | EXIT DIGIT TO ALT DESTINATION | ○ | ● | ● |
| | WHISPER TRANSFER | ○ | ● | ● |
| | VOICEMAIL | PER USER VMAIL | ● | ● |
| VOICEMAIL TO EMAIL | | ● | ● | ● |
| PER USER SUSPEND VM | | ● | ● | ● |
| MESSAGE WAIT DISTRIBUTION TO OTHER USERS | | ○ | ● | ● |
| GROUP MAILBOXES | | ○ | ● | ● |
| PER USER WEB ADMIN | | ● | ● | ● |
| PERSONAL GREETING | | ● | ● | ● |
| UPLOAD OF STORED PERSONAL GREETING | | ○ | ● | ● |
| SYSTEM VOICEMAIL | | 1 | UNLIMITED | UNLIMITED |

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|---|---|--|--|--|
| [KEY] AVAILABLE ● UNAVAILABLE ○ OPTIONAL ◐ | | | | |
| AUDIO CONFERENCING | HANDSET BASED | HANDSET AUDIO CONFERENCE MAX 3 USERS | HANDSET AUDIO CONFERENCE MAX 3 USERS | HANDSET AUDIO CONFERENCE MAX 3 USERS |
| | SYSTEM BASED | 1 | ● | ● |
| | DIRECT EXTERNAL ACCESS | 1 DDI | ● | ● |
| | BRANDED GREETINGS | ○ | ● | ● |
| EXTENSIONS FEATURES | NUMBER OF EXTENSIONS | 10 | UNLIMITED | UNLIMITED |
| | SELECTABLE CLI DISPLAY | ○ | ● | ● |
| | CALL PICKUP | ● | ● | ● |
| | DIRECTED CALL PICKUP | ○ | ● | ● |
| | DND | ● | ● | ● |
| | DND AUTO OFF | ○ | ● | ● |
| | CALL FORWARDING | ● | ● | ● |
| | PERSONAL HUNT LISTS | ○ | ● | ● |
| | CALL FOLLOW ME | ○ | ● | ● |
| | GROUP PAGING | ○ | ● | ● |
| | 1:1 PAGING | ● | ● | ● |
| | BLF/SPEED DIAL | ○ | ● | ● |
| | VARIABLE RINGTIME/BUSY TIMEOUT | ○ | ● | ● |
| | SELECTABLE CALL WAITING | ○ | ● | ● |
| | CALL FILTERING | ○ | ● | ● |
| CUSTOM PHONE DIRECTORIES | ○ | ● | ● | |
| CALL CENTRE | QUEUE CALLBACK VIA CALLER CLI | ○ | ○ | ● |
| | QUEUE CALLBACK VIA CALLER DIGIT INPUT IVR | ○ | ○ | ● |
| | CALL OVERFLOW TO SUB QUEUES | ○ | ○ | ● |
| | QUEUE CLOSE ON AGENT LOGOUT | ○ | ○ | ● |
| | SEQUENCED CALL DISTRIBUTION TO MULTIPLE QUEUES | ○ | ○ | ● |
| | AD HOC QUEUE LOGIN | ○ | ○ | ● |
| | VIRTUAL AGENTS | ○ | ○ | ● |
| | AGENT ROSTERING | ○ | ○ | ● |
| | AGENT VARIABLE WRAP UP TIMES | ○ | ○ | ● |
| | AGENT GROUPS | ○ | ○ | ● |
| | AGENT BIND TO EXTENSION | ○ | ○ | ● |
| | CUSTOM AGENT PAUSE REASONS | ○ | ○ | ● |

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|---|--|-----------------|---------------------|---------------------------|
| [KEY] AVAILABLE ● UNAVAILABLE ○ OPTIONAL ● | | | | |
| CALL CENTRE (CONT.) | AGENT DUTY STATUS | ○ | ○ | ● |
| | AGENT PAUSE | ○ | ○ | ● |
| | AGENT PAUSE TIMER | ○ | ○ | ● |
| | ANNOUNCE CALLER HOLD TIME TO AGENT | ○ | ○ | ● |
| | AGENT AUTO ANSWER | ○ | ○ | ● |
| | AUTO ANSWER ALERT | ○ | ○ | ● |
| | AGENT AUTO ANSWER | ○ | ○ | ● |
| | AUTO ANSWER DELAY | ○ | ○ | ● |
| | AGENT AUTO PAUSE ON MISSED CALLS | ○ | ○ | ● |
| | AGENT FORCED ANSWER (DYNAMIC ANSWER) | ○ | ○ | ● |
| | CALL REJECT | ○ | ○ | ● |
| AGENT COMMUNICATOR | DISPLAY - SELECTED QUEUE STATUS | ○ | ○ | ● |
| | DISPLAY SELECTED AGENTS STATUS | ○ | ○ | ● |
| | AGENT MANUAL OR AUTO LOGIN | ○ | ○ | ● |
| | ALERT SUPERVISOR | ○ | ○ | ● |
| SUPERVISOR COMMUNICATOR | REAL-TIME WALLBOARD | ○ | ● | ● |
| | REAL TIME CALL DISPLAY | ○ | ● | ● |
| | REAL TIME AGENT BEHAVIOUR | ○ | ● | ● |
| | CONTROL OF AGENT STATUS | ○ | ○ | ● |
| | REAL-TIME QUEUE BEHAVIOUR | ○ | ○ | ● |
| | CALL MONITORING | ○ | ○ | ● |
| | ALERT PANEL | ○ | ○ | ● |
| | AGENT MESSAGE PANEL | ○ | ○ | ● |
| | CALL STATISTICS GRAPHING | ○ | ● | ● |
| STATISTICS PANEL | ADHOC REPORTING, AGENT QUEUE AND CALL BEHAVIOUR | ○ | ○ | ● |
| | SCHEDULED REPORTING | ○ | ○ | ● |



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