



# CallSwitch

## FEATURE COMPARISON





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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 two products, **CallSwitch Lite** and **CallSwitch Business**.

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



FEATURES		CALLSWITCH LITE	CALLSWITCH BUSINESS	CALLSWITCH CALL CENTRE
<b>[KEY] AVAILABLE ● UNAVAILABLE ○</b>				
CALL DISTRIBUTION	<b>QUEUES</b>	1	8	8
	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 WRAPUP TIME	○	●	●
	WHISPER TRANSFER TO AGENT	○	●	●
	CUSTOM RINGTONE	○	●	●
	CALL PRIORITY	○	●	●
	CLI LABEL	○	●	●
	<b>RING GROUPS</b>	1	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	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



## FEATURES

	CALLSWITCH LITE	CALLSWITCH BUSINESS	CALLSWITCH CALL CENTRE
<b>[KEY] AVAILABLE ● UNAVAILABLE ○</b>			
<b>AUDIO CONFERENCING</b>	HANDSET AUDIO CONFERENCE MAX 3 USERS	HANDSET AUDIO CONFERENCE MAX 3 USERS	HANDSET AUDIO CONFERENCE MAX 3 USERS
<b>HANDSET BASED</b>	●	●	●
<b>SYSTEM BASED</b>	1	●	●
<b>DIRECT EXTERNAL ACCESS</b>	1 DDI	●	●
<b>EXTENSIONS</b>	10	UNLIMITED	●
<b>HANDSET TYPES</b>	1	<b>SELECTABLE</b>	●
<b>WIRELESS HANDSETS</b>	●	●	●
<b>ROAMING FOR WIRELESS HANDSETS</b>	○	●	●
<b>AUTO ANSWER</b>	○	●	●
<b>EXTENSIONS FEATURES</b>	<b>FIXED</b>	<b>VARIABLE</b>	●
<b>CLI DISPLAY</b>	●	●	●
<b>CALL PICKUP</b>	○	●	●
<b>DIRECTED CALL PICKUP</b>	○	●	●
<b>DND</b>	●	●	●
<b>DND AUTO OFF</b>	○	●	●
<b>CALL FORWARDING</b>	●	●	●
<b>PERSONAL HUNT LISTS</b>	○	●	●
<b>CALL FOLLOW ME</b>	○	●	●
<b>GROUP PAGING</b>	○	●	●
<b>1:1 PAGING</b>	●	●	●
<b>BLF/SPEED DIAL</b>	○	●	●
<b>VARIABLE RINGTIME/BUSY TIMEOUT</b>	○	●	●
<b>SELECTABLE CALL WAITING</b>	○	●	●
<b>CALL FILTERING</b>	○	●	●
<b>CUSTOM PHONE DIRECTORIES</b>	○	●	●
<b>CALL CENTRE</b>	○	○	●
<b>QUEUE CALLBACK VIA CALLER CLI</b>	○	○	●
<b>QUEUE CALLBACK VIA CALLER DIGIT INPUT IVR</b>	○	○	●
<b>CALL OVERFLOW TO SUB QUEUES</b>	○	○	●
<b>QUEUE CLOSE ON AGENT LOGOUT</b>	○	○	●
<b>SEQUENCED CALL DISTRIBUTION TO MULTIPLE QUEUES</b>	○	○	●
<b>AD HOC QUEUE LOGIN</b>	○	○	●
<b>VIRTUAL AGENTS</b>	○	○	●
<b>AGENT ROSTERING</b>	○	○	●



FEATURES

		CALLSWITCH LITE	CALLSWITCH BUSINESS	CALLSWITCH CALL CENTRE
		[KEY] AVAILABLE ● UNAVAILABLE ○		
CALL CENTRE (CONT.)	AGENT VARIABLE WRAPUP TIMES	○	○	●
	AGENT GROUPS	○	○	●
	AGENT BIND TO EXTENSION	○	○	●
	CUSTOM AGENT PAUSE REASONS	○	○	●
	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	REALTIME WALLBOARD	○	○	●
	REAL TIME CALL DISPLAY	○	○	●
	REAL TIME AGENT BEHAVIOUR	○	○	●
	CONTROL OF AGENT STATUS	○	○	●
	REALTIME QUEUE BEHAVIOUR	○	○	●
	CALL MONITORING	○	○	●
	ALERT PANEL	○	○	●
	AGENT MESSAGE PANEL	○	○	●
CALL STATISTICS GRAPHING	○	○	●	
STATISTICS PANEL	ADHOC REPORTING, AGENT QUEUE AND CALL BEHAVIOUR	○	○	●
	SCHEDULED REPORTING	○	○	●



## ABOUT TELCOSWITCH

TelcoSwitch is an innovative, fast growing company, bringing new ways of doing business to the telecoms sector. Its service is delivered exclusively through a dedicated partner programme of like-minded businesses. Its platform has been specifically designed to be intuitive and simple making communication effortless from installation through to operation. This is achieved by providing a dedicated reseller distribution network with access to our exciting new technology – CallSwitch, NetSwitch, SipSwitch and SimSwitch.

### FOR FURTHER INFORMATION PLEASE CONTACT:

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