

Products details					
Product	Cloud call center	Bronze	Silver	Gold	Platinum
Package features					
Price	Per user	Contact Us	Contact Us	Contact Us	Contact Us
subscription or purchase	Annual subscription	Annual subscription	Annual subscription	Annual subscription	Annual subscription
Support number of employees		5 - 10	10 - 50	50 -100	< 100
Support maximum number of lines	Depending on the subscription	Depending on the subscription	Depending on the subscription	Depending on the subscription	Depending on the subscription
How long to store call recordings	Depending on the subscription	500 free minutes	500 free minutes	500 free minutes	500 free minutes
Is it possible to move to the higher package in the future?	Yes	Yes	Yes	Yes	Yes
General features					
Dash board	Yes	Yes	Yes	Yes	Yes
Managing users and groups	Yes	Yes	Yes	Yes	Yes
Security management	Yes	Yes	Yes	Yes	Yes
Backup feature	Yes	Yes	Yes	Yes	Yes
Characteristics of the telecommunications company					
<u>To add external lines, it is necessary to add appropriate devices to connect the lines to the system</u>					
Connection with Analog lines	Yes	Yes	Yes	Yes	Yes
Connection with SIP or DID/DOD lines	Yes	Yes	Yes	Yes	Yes
Connecting with mobile SIM cards	Yes	Yes	Yes	Yes	Yes
Reporting properties	Yes	Yes	Yes	Yes	Yes
Basic reports	Yes	Yes	Yes	Yes	Yes
Detailed reports	Yes	Yes	Yes	Yes	Yes
Call recording screen	Yes	Yes	Yes	Yes	Yes
Ways to make calls					
Using Web Phone (WebRTC)	Yes	Yes	Yes	Yes	Yes
Using the Softphone on the computer	Yes	Yes	Yes	Yes	Yes
Using the Softphone on the mobile phone	Yes	Yes	Yes	Yes	Yes
Using IP phone desk phones	Yes	Yes	Yes	Yes	Yes
Communication features					
Transfers to employees	Yes	Yes	Yes	Yes	Yes

The feature of blocking annoying numbers	Yes	Yes	Yes	Yes	Yes
Voice mail	Yes	Yes	Yes	Yes	Yes
Follow me feature for mobile conversion	Yes	Yes	Yes	Yes	Yes
IVR automatic response feature	Yes	Yes	Yes	Yes	Yes
Waiting lists feature for call center customers	Yes	Yes	Yes	Yes	Yes
Ring group feature	Yes	Yes	Yes	Yes	Yes
The feature of setting the working time via a voice message	Yes	Yes	Yes	Yes	Yes
Audio meeting feature (Conference call)	Yes	Yes	Yes	Yes	Yes
The feature of setting a password for outgoing employee communications	Yes	Yes	Yes	Yes	Yes
Advanced professional features					
Feature to Reply from outside the office	Yes	Yes	Yes	Yes	Yes
Remote employees feature	Yes	Yes	Yes	Yes	Yes
<u>Connecting local branches Or international unless there are any reservations from that country's service providers regarding VOIP services</u>	Yes	Yes	Yes	Yes	Yes
Online reporting feature (remotely)	Yes	Yes	Yes	Yes	Yes
The feature of linking with CRM is to know the caller's information when receiving a call	Yes	Yes	Yes	Yes	Yes
Email feature	Yes	Yes	Yes	Yes	Yes
Technical support and after-sales services					
System training	Yes	Yes	Yes	Yes	Yes
Free remote support for two years	Yes	Yes	Yes	Yes	Yes