Competitive Matrix

| Feature | Infortel Select | MicroCall | MindCTI | Avotus | Veramark – Now Calero |
| --- | --- | --- | --- | --- | --- |
| **Arcitecture/Deployment Methods** |  |  |  |  |  |
| Database Type | SQL | SQL | SQL | SQL[[1]](#footnote-1) | SQL |
| Max System size | No limit | No limit | No limit | No limit | No Limit |
| Station/TrUnknown capacity limits | None | None | None | None | None |
| Web Interface | Yes | Reports Only | Yes | Yes | Yes |
| Client Interface | Yes | Yes | No | Unknown | No |
| On-site Deployment | Yes | Yes | Yes | Yes | Yes |
| Hosted Deployment | Yes | No[[2]](#footnote-2) | Yes | Yes | Yes |
| Supports Virtualization | Yes | Yes | Yes | Yes | Unknown |
| Data Retention | Limited by disk space | Limited by disk space | Limited by disk space | Unknown | Limited by disk space |
| **Certifications/Compliance** |  |  |  |  |  |
| Cisco IVT certified | Yes | Yes | Yes | Yes | Yes |
| Microsoft certified | Yes | No[[3]](#footnote-3) | Yes | No | Yes |
| Avaya certified | Yes | Yes | Yes | Yes | Yes |
| HIPPA Compliant | Yes | No | No | No | Yes |
| **Reporting** |  |  |  |  |  |
| Traffic analytics | Yes | Yes | Yes | Limited | Limited |
| # standard reports | > 150 | Hundreds[[4]](#footnote-4) | 40 | Unknown | ~24 |
| Report Designer/Writer Text | Yes | Yes | Yes | Yes | Yes |
| Report Designer/Writer Graphical | No | No | Yes | No | Yes |
| # PBX vendors supported | 100+ | 30 | Unknown[[5]](#footnote-5) | 57 | Unknown |
| DNIS reporting | Yes | Yes | Yes | Unknown | Unknown |
| ANI | Yes | Yes | Yes | Yes | Yes |
| Organizational reports | Yes | Yes | Yes | Yes | Yes |
| Report Scheduler | Yes | Yes | Yes | Yes | Yes |
| Schedule based on user GMT, not server GMT | Yen | Unknown | Unknown | Unknown | Unknown |
| Email merge | Yes | Yes[[6]](#footnote-6) | Unknown | Unknown | Yes |
| Toll Fraud Reports | Yes | Yes | Yes | Yes | Yes |
| Microsoft Lync Response Group Reporting | Yes | Unknown | No | Unknown | Yes |
| Cisco Hunt Group Reporting | Yes | Yes | No | Unknown | Yes |
| QOS/QOE Reporting | Yes | No | Yes | Yes | Yes |
| UCCX Reporting | No | No | No | Unknown | No |
| Report Portal | Yes | Yes | No | Unknown | No |
| Call Exploration | Yes | Yes[[7]](#footnote-7) | No[[8]](#footnote-8) | Unknown | No |
| Device Type Reporting | Yes | Yes | Limited[[9]](#footnote-9) | Yes | No |
| Conference Call Reporting | Yes | Yes | No | Unknown | No |
| Concurrent Call Reports | Yes | No | No | Unknown | No |
| **Dashboard** |  |  |  |  |  |
| Configurable Dashboard | Yes | No | Yes | Yes | Yes |
| Allows creation of Dashboards | No | No | No | No | No |
| **Directory** |  |  |  |  |  |
| Directory Import:  File  Active Directory  Cisco integration | Yes  Yes Yes | Yes Yes Unknown |  | Unknown Yes Yes | Yes Unknown Unknown |
| Max # of Org Levels | 4 | 9 | Unknown | Unknown | Unknown |
| Flexible Organization Structure | No | No | Yes | Unknown | Unknown |
| Fixed Charge Import | Yes | Yes | No | Unknown | Optional |
| One-time Charge Import | Yes | Unknown | No | Unknown | Optional |
| **Costing** |  |  |  |  |  |
| Flexible Costing | Yes | Yes | Yes[[10]](#footnote-10) | Yes | Optional |
| Account/Matter Code support | Yes | Yes | Yes | Unknown | Yes |
| Authorization Code Support | Yes | Yes | Yes | Yes | Yes |
| Multi-currency support | Yes | No | Yes | Yes | No |
| **Security** |  |  |  |  |  |
| NT Authentication | Yes | Unknown | Yes | Yes | Unknown |
| SQL Authentication | Yes | Unknown | Yes | Yes | Yes |
| LDAP Authentication | Yes | Unknown | Yes | Yes | Unknown |
| Module based access | Yes | Unknown | Yes | Unknown | Yes |
| Organizational based access | Yes | Unknown | Yes | Unknown | Unknown |
| SSL support for web | Yes | Unknown | Yes | Unknown | Yes |
| **Additional Modules** |  |  |  |  |  |
| Hospitality | Yes | No | Yes | No | No |
| Accept Carrier Feeds | Yes | Yes | Yes | Yes | Yes |
| Accept Wireless Feeds | Yes | Yes | Yes | Yes | Yes |
| Carrier Call Matching | Yes | No | Yes | Unknown | Optional |
| Tandem Call Matching | Yes | No | No | Yes | Yes |
| Call Recording | Yes | No | Yes | No | No |
| **Alarms** |  |  |  |  |  |
| Alarms – call based | Yes | Yes | Yes[[11]](#footnote-11) | Yes | Yes |
| Alarms – No CDR/Bad CDR | Yes | No | Yes | Unknown | Unknown |
| Real Time 911 Alert | No | Yes | No | No | No |
| **Miscellaneous** |  |  |  |  |  |
| Integration with Avaya Site Administration | No | Yes | No | Yes | Yes |
| Multi-language support | Limited | No | Yes | Unknown | Unknown |

1. States they support 2005 and 2008. Does not mention 2012 or 2014. [↑](#footnote-ref-1)
2. They don’t do a hosted system but they do offer a Managed Service which is hosted on the customer’s site but Microcall does all of the management of the system. [↑](#footnote-ref-2)
3. List Lync as a supported PBX but they are not certified as of 6/1/2014. [↑](#footnote-ref-3)
4. In reading their descriptions of reports, hundreds is achieved by using a basic report and then applying various constraints. If you count it that way, ISI has thousands of reports. [↑](#footnote-ref-4)
5. Lists 16 specific vendors but states that you can create your own filters for any PBX. [↑](#footnote-ref-5)
6. Called “Distributed Reporting” [↑](#footnote-ref-6)
7. Referred to as “Browser Reports” [↑](#footnote-ref-7)
8. Dashboards do link to standard reports [↑](#footnote-ref-8)
9. MindCTI device reporting is based on user definable categories such as Phone, Fax, Modem, or IP. Select’s device reporting is based on the device types provided in the call detail records such as Soft Phone, Hard Phone, various mobile clients, etc. With MindCTI it appears that any given extension can only have one device type where with Select the same extension can be reported with multiple devices depending on which device was used for the call, e.g. Hard Phone vs. Soft Phone. [↑](#footnote-ref-9)
10. It appears that users have to build their own costing, it is not provided for them. They also don’t seem to support call types beyond Inbound, Outbound, and Internal. [↑](#footnote-ref-10)
11. Appears to be an extra module. It is not clear if there is an extra charge for it. [↑](#footnote-ref-11)