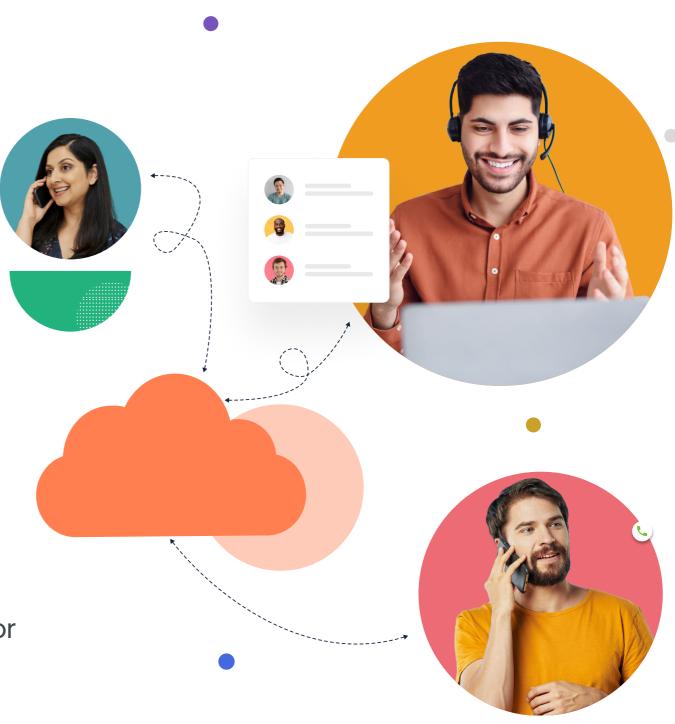


**Integration Partner** 

# Cloud Contact Center

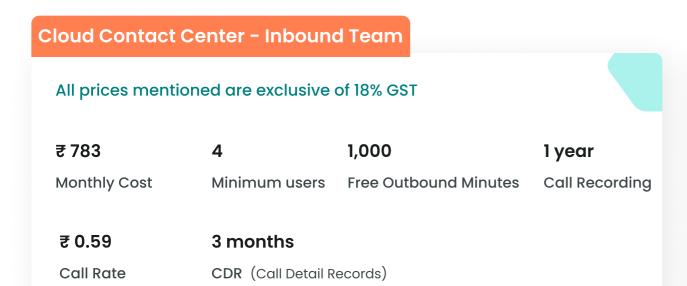
Inbound And Outbound Cloud Contact Center For

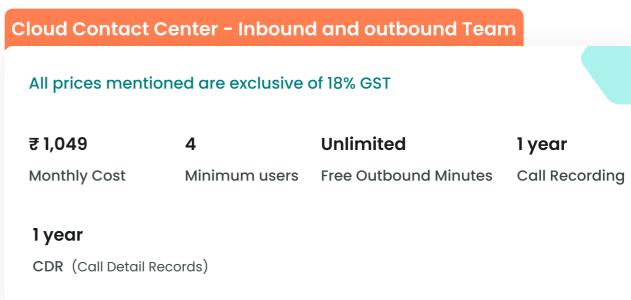
Better CX And Sales.











#### Integrated Inbound and Outbound Team Plan

All prices mentioned are exclusive of 18% GST

₹ 1,199 4 Unlimited 1 year

Monthly Cost Minimum users Free Outbound Minutes Call Recording

1 year

CDR (Call Detail Records)



**Monthly Plan** 

#### Cloud Contact Center - Inbound Team

#### All prices mentioned are exclusive of 18% GST

₹ 1,019 2 1,000 1 year

Monthly Cost Minimum users Free Outbound Minutes Call Recording

3 months ₹ 0.59 3 months

Contract Duration Call Rate CDR (Call Detail Records)

#### Cloud Contact Center - Inbound and outbound Team

#### All prices mentioned are exclusive of 18% GST

₹ 1,274 2 Unlimited 1 year

Monthly Cost Minimum users Free Outbound Minutes Call Recording

3 months 1 year

Contract Duration CDR (Call Detail Records)

#### Integrated Inbound and Outbound Team Plan

#### All prices mentioned are exclusive of 18% GST

₹ 1,359 2 Unlimited 1 year

Monthly Cost Minimum users Free Outbound Minutes Call Recording

3 months 1 year

Contract Duration CDR (Call Detail Records)

# Compare & Get your plan



Features	Basic	Premium	Enterprise
Encryption SRTP and DTLS/ TLS	•	•	•
Access Firewall			
User IP Whitelisting			
Audit Logs			
Two factor Authentication			

## **Advanced Call Routing**

Features	Basic	Premium	Enterprise
Skill Based Routing	•	•	•
Shift/Time Based Routing		•	•
Business Hour	•	•	•

Features	Basic	Premium	Enterprise
API Driven Call Routing		•	
Multiple Call Flow	•	•	
JSON Driven Call Flow Scripting		•	
Custom Call Flow Based On Caller			
ID			

## Multi Platform Call Handling

Features	Basic	Premium	Enterprise
Web APP(Chrome,Firefox)			
Chrome Extension			•
Desktop APP(Window,Mac,Linux)	•	•	•
IP Phone/Desk phone			

## **Advanced Analytics**

Features	Basic	Premium	Enterprise
Call Volume Analysis	•	•	•
Team Analysis		•	•
IVR Analytics			
Agent Performance Analysis		•	
Agent Occupancy Analysis		•	
Missed Call Analysis by Time		•	•
Call Answered Analysis by Time		•	•
Peak Call Time Identification			
Hangup Reason Analysis			
User Initiated Hangups			
Customer Initiated Hangups	•	•	

### **Advanced Features**

Features	Basic	Premium	Enterprise
Live Call Feeds	•	•	•
Multi-Level IVR	•	•	
Call Queuing			
Call Barging			
Call Blocklist			
Call Conferencing	•	•	
Call Forwarding	•	•	
Call Hold	•	•	
Call Masking	•	•	
Call Monitoring	•	•	
Call Recording	•	•	
Call Transfer	•	•	

Features	Basic	Premium	Enterprise
Call Whispering			•
Email Report			
Callback			
Comment On Calls			
Contact book			
Custom Call Filter	•		
Custom CallerID	•	•	
External Call Transfer	•	•	
Intercom System	•	•	
On Call Recording	•	•	
Personalised Greeting	•		
Ring Groups			

Features	Basic	Premium	Enterprise
Ring Teams	•		
SMS Facility	•	•	
Sticky Agent			
Supervisor Login			
Tags on Call			
Text To speech			
Pickup Group			
Voicemail			
Voting System			

## Integrations

Features	Basic	Premium	Enterprise
CRM(Zoho,Leadsquare,sal esforce,more)			
Open API			
Click-To-Call			
Web-hooks		•	
WebRTC SDK		•	

## **Decade Support**

Features	Basic	Premium	Enterprise
Email	•		
Phone			
Account Manager			

## International Voice Service

Features	Basic	Premium	Enterprise
USA	•		•
UK	•	•	
Australia			
Singapore			
Germany	•		
UAE	•	•	
Thailand	•	•	



# **THANK YOU!**

Migrate to TeleCMI hosted phone system today to overcome all your communication challenges

#### Contact Us:



