

Cloud Contact Center

Inbound and outbound cloud contact center for better CX and sales.



Cloud Contact Center plans

Yearly plan

Monthly plan

 Basic plan	 Premium plan	 Enterprises team
₹ 1007 /monthly	₹ 1,259 /monthly	₹ 1,343 /monthly
<ul style="list-style-type: none">✓ 4 Minimum Users✓ 1,000 Free Minutes✓ 1 Year Call Recording✓ ₹ 0.59 Call Rate✓ 3 Months Call Detail Records✓ 1 DID Number	<ul style="list-style-type: none">✓ 4 Minimum Users✓ Unlimited Minutes✓ 1 Year Call Recording✓ 1 Year Call Detail Records✓ 1 DID Number	<ul style="list-style-type: none">✓ Unlimited Calling UK, US and AUS*✓ Open API & SDK✓ Desk phone/IP phone support✓ Minimum 4 Users✓ 1 Year Call Recording✓ 1 Year Call Detail Records✓ 1 DID Number

*All prices mentioned are exclusive of 18% GST

Cloud Contact Center plans

Yearly plan

Monthly plan

Basic plan

₹ 1,259 /monthly

- ✓ 10 Minimum Users
- ✓ 1,000 Free Minutes
- ✓ 1 Year Call Recording
- ✓ 3 Months Contract Duration
- ✓ ₹ 0.59 Call Rate
- ✓ 3 Months Call Detail Records
- ✓ 1 DID Number

Premium plan

₹ 1,574 /monthly

- ✓ 10 Minimum Users
- ✓ Unlimited Minutes
- ✓ 1 Year Call Recording
- ✓ 3 Months Contract Duration
- ✓ 1 Year Call Detail Records
- ✓ 1 DID Number

Enterprises team

₹ 1679 /monthly

- ✓ Unlimited Calling UK, US and AUS*
- ✓ Open API & SDK
- ✓ Desk phone/IP phone support
- ✓ Minimum 10 Users
- ✓ 1 Year Call Recording
- ✓ 3 Months Contract Duration
- ✓ 1 Year Call Detail Records
- ✓ 1 DID Number

*All prices mentioned are exclusive of 18% GST

Volume based discount

Monthly		3 Months	
30+ users	3% OFF	30+ users	4% OFF
100+ users	6% OFF	100+ users	8% OFF
500+ users	9% OFF	500+ users	12% OFF
1000+ users	12% OFF	1000+ users	16% OFF
6 Months		Yearly	
30+ users	5% OFF	30+ users	3% OFF
100+ users	10% OFF	100+ users	5% OFF
500+ users	15% OFF	500+ users	8% OFF
1000+ users	20% OFF	1000+ users	10% OFF

*Discount is not applicable for basic plan

Explore the top features

Security

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

Advanced Call Routing

Features	Basic plan	Premium plan	Enterprise plan
Skill Based Routing	✓	✓	✓
Shift/Time Based Routing	✓	✓	✓

Features	Basic plan	Premium plan	Enterprise plan
Business Hour	✓	✓	✓
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 plan	Premium plan	Enterprise plan
Web APP(Chrome,Firefox)	✓	✓	✓
Chrome Extension	✓	✓	✓
Desktop APP(Window,Mac,Linux)	✓	✓	✓
IP Phone/Desktop phone			✓

Advanced Analytics

Features	Basic plan	Premium plan	Enterprise plan
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 plan	Premium plan	Enterprise plan
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 plan	Premium plan	Enterprise plan
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	✓	✓	✓
Ring Teams	✓	✓	✓

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

Dedicated Support

Features	Basic plan	Premium plan	Enterprise plan
Email	✓	✓	✓
Phone		✓	✓
Account Manager			✓

International Voice Service

Features	Basic plan	Premium plan	Enterprise plan
United States of America	✓	✓	✓
United Kingdom	✓	✓	✓
Australia	✓	✓	✓
Singapore	✓	✓	✓
Germany	✓	✓	✓
United Arab Emirates	✓	✓	✓
Thailand	✓	✓	✓

Integrations

Features	Basic plan	Premium plan	Enterprise plan
CRM(Zoho,Leadsquare,salesforce,more..)	✓	✓	✓
Open API	✓	✓	✓
Click-To-Call		✓	✓
Web-hooks		✓	✓
WebRTC SDK		✓	✓

Thank you

✉ info@telecmi.com

📞 1800 890 3305