

Integration Partner

Cloud Contact Center

Inbound And Outbound Cloud Contact Center For
Better CX And Sales.



CLOUD CONTACT CENTER

Yearly Plan

Cloud Contact Center - Inbound Team

All prices mentioned are exclusive of 18% GST

₹ 783	4	1,000	1 year
Monthly Cost	Minimum users	Free Outbound Minutes	Call Recording
₹ 0.59	3 months		
Call Rate	CDR (Call Detail Records)		

Cloud Contact Center - Inbound and outbound Team

All prices mentioned are exclusive of 18% GST

₹ 1,049	4	Unlimited	1 year
Monthly Cost	Minimum users	Free Outbound Minutes	Call Recording
1 year			
CDR (Call Detail Records)			

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)			

CLOUD CONTACT CENTER

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

Security

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,salesforce,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!

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Contact Us :



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