

# 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

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

## Cloud Contact Center - Inbound and outbound Team

All prices mentioned are exclusive of 18% GST

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

## Integrated Inbound and Outbound Team Plan

All prices mentioned are exclusive of 18% GST

<b>₹ 1,199</b>	<b>4</b>	<b>Unlimited</b>	<b>1 year</b>
Monthly Cost	Minimum users	Free Outbound Minutes	Call Recording
<b>1 year</b>			
CDR (Call Detail Records)			

# CLOUD CONTACT CENTER

Monthly Plan

## Cloud Contact Center - Inbound Team

All prices mentioned are exclusive of 18% GST

<b>₹ 1,199</b>	<b>10</b>	<b>1,000</b>	<b>1 year</b>
Monthly Cost	Minimum users	Free Outbound Minutes	Call Recording
<b>3 months</b>	<b>₹ 0.59</b>	<b>3 months</b>	
Contract Duration	Call Rate	CDR (Call Detail Records)	

## Cloud Contact Center - Inbound and outbound Team

All prices mentioned are exclusive of 18% GST

<b>₹ 1,499</b>	<b>10</b>	<b>Unlimited</b>	<b>1 year</b>
Monthly Cost	Minimum users	Free Outbound Minutes	Call Recording
<b>3 months</b>	<b>1 year</b>		
Contract Duration	CDR (Call Detail Records)		

## Integrated Inbound and Outbound Team Plan

All prices mentioned are exclusive of 18% GST

<b>₹ 1,599</b>	<b>10</b>	<b>Unlimited</b>	<b>1 year</b>
Monthly Cost	Minimum users	Free Outbound Minutes	Call Recording
<b>3 months</b>	<b>1 year</b>		
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!

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

Contact Us :



[info@telecmi.com](mailto:info@telecmi.com)



1800 890 3305