

## TeleCMI Virtual Number Competitors Table

[illegible]

|                           |     |     |     |         |         |       |     |     |     |
|---------------------------|-----|-----|-----|---------|---------|-------|-----|-----|-----|
| Extensions                | Yes | Yes | Yes | Yes     | Yes     | Yes   | Yes | Yes | Yes |
| Call Recording            | Yes | Yes | Yes | 1 Month | 3 Month | 1Year | Yes | Yes | Yes |
| SMS Notification          | Yes | Yes | Yes | Yes     | Yes     | Yes   | Yes | Yes | Yes |
| Office Hours              | Yes | Yes | Yes | Yes     | Yes     | Yes   | Yes | Yes | Yes |
| Comment On Calls          | Yes | Yes | Yes | Yes     | Yes     | Yes   | Yes | Yes | Yes |
| Time Based Routing        | Yes | Yes | Yes | Yes     | Yes     | Yes   | Yes | Yes | Yes |
| Click to call             | Yes | Yes | Yes | Yes     | Yes     | Yes   | Yes | Yes | Yes |
| Shift Based Routing       | Yes | Yes | Yes | Yes     | Yes     | Yes   | Yes | Yes | Yes |
| Call-Back's               | Yes | Yes | Yes | -       | -       | -     | -   | -   | -   |
| Text to speech            | Yes | Yes | Yes | NA      | NA      | Yes   | -   | -   | -   |
| Welcome Message           | Yes | Yes | Yes | Yes     | Yes     | Yes   | Yes | Yes | Yes |
| Welcome Greeting          | Yes | Yes | Yes | Yes     | Yes     | Yes   | Yes | Yes | Yes |
| BASIC IVR                 | Yes | Yes | Yes | Yes     | Yes     | Yes   | Yes | Yes | Yes |
| Multi-Language<br>Message | Yes | Yes | Yes | Yes     | Yes     | Yes   | Yes | Yes | Yes |
| Voicemail                 | Yes | Yes | Yes | Yes     | Yes     | Yes   | Yes | Yes | Yes |
| Multi User Login          | Yes | Yes | Yes | NA      | Yes     | Yes   | 1   | 3   | 5   |
| Auto dialer               | NA  | Yes | Yes | -       | -       | -     | -   | -   | -   |
| Intercom                  | NA  | Yes | Yes | -       | -       | -     | -   | -   | -   |
| Customer Sender ID        | NA  | Yes | Yes | NA      | NA      | Yes   | NA  | Yes | Yes |

|                              |    |     |     |    |    |     |     |     |     |
|------------------------------|----|-----|-----|----|----|-----|-----|-----|-----|
| Sticky Agent                 | NA | Yes | Yes | NA | NA | Yes | Yes | Yes | Yes |
| Firewall                     | NA | Yes | Yes | -  | -  | -   | -   | -   | -   |
| Live Notification            | NA | Yes | Yes | NA | NA | Yes | NA  | NA  | Yes |
| User Productivity<br>Tools   | NA | Yes | Yes | -  | -  | -   | -   | -   | -   |
| Supervisor Login             | NA | Yes | Yes | -  | -  | -   | -   | -   | -   |
| Live Feeds                   | NA | Yes | Yes | NA | NA | Yes | NA  | NA  | Yes |
| Call Monitoring              | NA | Yes | Yes | NA | NA | Yes | NA  | NA  | Yes |
| Call Barging                 | NA | Yes | Yes | NA | NA | Yes | NA  | NA  | Yes |
| Call Whispering              | NA | Yes | Yes | NA | NA | Yes | NA  | NA  | Yes |
| Webhooks                     | NA | NA  | Yes | NA | NA | Yes | NA  | NA  | Yes |
| Live Events                  | NA | NA  | Yes | NA | NA | Yes | NA  | NA  | Yes |
| CRM Integration              | NA | NA  | Yes | NA | NA | Yes | Yes | Yes | Yes |
| Supports Limited<br>CRMs     | NA | NA  | Yes | NA | NA | Yes | NA  | NA  | Yes |
| Dedicated Account<br>Manager | NA | NA  | Yes | NA | NA | Yes | NA  | NA  | Yes |