





Contact Center & Service Insight



Compare Our Contact Center & Service Insight Solutions To Decide Which Is Best For Your Business

Solution Highlights

Service Insight	Contact Center
Departmental customer service solution	Full-featured contact center solution
Designed for everyday, informal departmental contact center needs	Designed for dedicated contact centers
Turn-key, little to no customization needed	End-to-end customizations with Professional Services
	
Pure Cloud	Cloud Contact Center

Service Insight

Contact Center

End Points

X	Secured Web UI for All Features & Users	X
X	WebRTC & Desk Phones	X
X	Agent Mobile App	X
X	HIPAA Compliant	X

Reports

X	Call History	X
X	Calls Volume	X
X	Service Rework	X
X	ATT & ASA History	X
X	Queue Summary	X
X	Agent Activity Timeline	X
X	Agents Performance	X
X	Agent Answer Rate by Queue	X
X	Logon History	X
X	Customer Satisfaction	X
	Traffic Analysis	X
	Answered x Abandoned x SLA	X
	Answered x Abandoned x SLA Detailed	X
	Pause History	X
	Call Issues	X
	Call Reasons	X
	Call Reasons by Agent	X
	Queue Annual Report	X
	SMART Alert History	X
	Complete Pause Report	X

Automation

X	Automated Attendant	X
	IVR Builder	X

Queue Features

X	Customer SAT & NPS (Post Call Surveys)	X
X	Five Queue Strategies	X
X	Unlimited Queues	X
X	Recorded & Synthesized Announcements	X
X	Call Recording	X
	Skill Based Routing	X
	Unlimited Queue Groups	X
	Queue Priority	X
	Callback Feature	X
	Dial Out of the the Queue	X
	Wrap-up Timers	X

Agent Features

X	Agent Mood	X
	Call Reasons	X
	Call Issues	X
	Contact Management (CRM)	X

Service Insight	Supervisor Features	Contact Center
X	Real-time Agent Monitoring	X
X	Real-time Queue Call Details	X
X	Supervisor Heads Up Display	X
X	Listening, Whisper	X
	Agent Assessment Survey (QA Module)	X
	SMART Alerts	X
	Scheduled Reports	X
	Integrations	
X	Click-to-Dial Chrome Extension	X
X	Salesforce Connector	X