

Key Differences between Service Insight and SC3

Category	Service Insight	SC3 Contact Center
Agent Monitoring	No	Yes
Call Reason & Issue Tracking	No	Yes
Built in CRM	No	Yes
Monitoring - Agent Quality Management	No	Yes
Queue Call Back	No	Yes
Queue features - Action	No	Yes
Reporting - Both Advanced and Scheduled	No	Yes
Post Call Surveys	No	Yes
Visualization - Overview Dashboard	No	Yes