



# CYCX CONTACT CENTRE FEATURES FOR MICROSOFT TEAMS



- Call Reporting & Analysis
- Voice & Screen Recording
- Collaborative Omnichannel
- Contact Centre

# CyCX Contact Centre Features for Microsoft Teams

Reporting Features	Evolve CX Platinum Inbound/Outbound Contact Centre	Evolve CX Diamond Omnichannel Contact Centre
Extension Level Reporting	✓	✓
Billing Reports	✓	✓
Traffic Reports	✓	✓
Trunk Analysis	✓	✓
Summary Reports	✓	✓
Frequency Reports	✓	✓
Agent Reports	✓	✓
Custom Report Generator	✓	✓
Email Reports	✓	✓
Dashboard (Extension level historic data)	✓	✓
Dashboard (PBX ACD Real-Time Information) <sup>[2]</sup>	✓	✓

Desktop Unified Communications	Evolve CX Platinum Inbound/Outbound Contact Centre	Evolve CX Diamond Omnichannel Contact Centre
PC-based Call Control <sup>[3]</sup>	✓	✓
Presence & Break Management	✓	✓
Click to dial	✓	✓
Screen Pop	✓	✓
Completion Code call tagging	✓	✓
Account Codes call tagging	✓	✓
Unified Messaging & Call History view	✓	✓
PC Busy Lamp Display	✓	✓
Agent to Agent Instant Messaging	✓	✓
Hot Desking	✓	✓
Home/Remote Workers	✓	✓
Same Sign-on	✓	✓
Outlook contacts integration	✓	✓
Outlook Calendar integration	✓	✓
SMS services — Agent to Customer <sup>[4]</sup>	✓	✓
CRM Integration <sup>[5]</sup>	✓	✓
CyTrack API for custom 3rd party services	✓	✓

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## Compliance, Voice & Interaction Recording

Voice Recording <sup>[6][14]</sup>	✓	✓
Voice Recording integrated to call reporting	✓	✓
Voice Recording manual pause for PCI	✓	✓
Voice Recording auto-pause for PCI <sup>[7]</sup>	✓	✓
Compliance/Audit Reports for PCI <sup>[7]</sup>	✓	✓
Voice Analytics <sup>[4][8]</sup>	✓	✓
Interaction (Screen) Recording <sup>[14]</sup>	✗	Optional
Agent Activity Tracker <sup>[9]</sup>	Optional	✓
Agent Rating & Quality Assurance <sup>[10]</sup>	Optional	✓
Customer Satisfaction Reporting <sup>[11]</sup>	Optional	✓

## Contact Centre Features

Administration / Supervisor License	✓	✓
Dashboard License	✓	✓
Contact Centre & Business Intelligence Reporting	✓	✓
Outbound Call Centre (Preview/Progressive)	✓	✓
Outbound Call Centre (Predictive/Pre-emptive)	Optional	✓
Campaign Manager	✓	✓
Multi-Time zone scheduling	✓	✓
Answering machine detection	Optional	✓
DNC management	✓	✓
Number quarantine manager	✓	✓
Inbound Contact Centre	✓	✓
Skills Based Routing	✓	✓
CRM Lookup Routing	✓	✓
Multi-Time zone scheduling	✓	✓
Intelligent Overflow & Escalation	✓	✓
Intelligent Call Routing	✓	✓

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## Omnichannel Features

Web Chat Services	✗	✓
Omnichannel - call-back in queue services	✓	✓
Omnichannel - SMS inbound routing <sup>[4]</sup>	✗	✓
Omnichannel - WhatsApp integration <sup>[4][12]</sup>	✗	✓
Omnichannel - Facebook Messenger integration <sup>[4][12]</sup>	✗	✓
Omnichannel - email queue services	✗	✓
Omnichannel - web call-back services	✗	✓
Omnichannel - Business Process/Task Integration <sup>[13]</sup>	✗	✓
Omnichannel - Unified Messaging Centre	✗	✓

## Advanced Features

Agent Script Service <sup>[13]</sup>	<b>Optional</b>	✓
Workforce Management <sup>[13]</sup>	<b>Optional</b>	<b>Optional</b>
Intelligent IVR & Self Service <sup>[13]</sup>	<b>Optional</b>	✓
Voice Cognitive Services - Speech Recognition <sup>[4][13]</sup>	<b>Optional</b>	<b>Optional</b>
AI - Artificial Intelligence <sup>[4][13]</sup>	<b>Optional</b>	<b>Optional</b>
Web Connect - Routing & Web Analytics <sup>[4][13]</sup>	<b>Optional</b>	<b>Optional</b>

## Notes

[\*] Requires CyDesk

[1] Prices exclude applicable taxes

[2] Only available on Panasonic

[3] Features according to PBX or VoiP platform functionality

[4] Subject to extra usage-based charges

[5] Please check for integrations available

[6] Need to specify number of agents/channels

[7] According to application compatibility

[8] Requires voice recording

[9] Requires CyDesk and CyReport

[10] Requires CyDesk, CyReport and CyRecord

[11] Requires CyReport

[12] In beta, please apply

[13] Subject to configuration fees

[14] Storage costs apply

We understand that every business has unique requirements, so we can also tailor a plan to meet your specific needs. Prices are based on a 24-month agreement, paid monthly. Discounts available for annual payment agreements.