



How Does OneCloud CX™ Compare?

See how OneCloud CX™ succeeds expectations against competitors



Agent Features

Features	OneCloud CX™	Ring Central	Five 9's	NICE	Vonage	8x8	Dial Pad	Genesys	Go To
Voice	✓	✓	✓	✓	✓	✓	✓	✓	✓
SMS Queues	✓	✓	✓	✓	✓	✓	✓	✓	✓
Video	✓	✓	✓	✓	✓	✓	✓	✓	✓
Webchat	✓	✓	✓	✓	\$	✓	✓	✓	✓
Social Media	✓	✓	✓	✓	✓	✓	✓	✓	✓
Email	✓	✓	✓	✓	✓	✓	✓	✓	✓
Outbound Dialer	✓	✓	✓	✓	✓	✓	✓	✓	✓
Agent Dashboards	✓	✓	✓	✓	✓	✓	✓	✓	✓
Internal Chat	✓	✓	✓	✓	✓	✓	✓	✓	✓
Chat History	✓	✓	✓	✓	✓	✓	✓	✓	✓
Ability to Change Media Stream	✓	✓	✓	✓	✓	✓	✓	✓	✓
Co-Browsing	✓	✓	✓	✓	✓	✓	✓	✓	✓
Pre-Call Announcement	✓	✓	✓	✓	✓	✓	✓	✓	✓
Payment Gateway					✓	\$			
Microsoft Teams Add On					✓	\$			
Mobile Application		✓	✓	✓	✓	✓			
End Wrap Up	✓	✓	✓	✓	✓	✓	✓	✓	✓
Recording	✓	✓	✓	✓	✓	✓	✓	✓	✓

Reporting & Analytics

Features	OneCloud CX™	Ring Central	Five 9's	NICE	Vonage	8x8	Dial Pad	Genesys	Go To
Total Calls	✓	✓	✓	✓	✓	✓		✓	✓
Caller Summary	✓	✓	✓	✓	✓	✓		✓	✓
Calls By Outcome	✓	✓	✓	✓	✓	✓		✓	✓
Average Times	✓	✓	✓	✓	✓	✓		✓	✓
Agent Availibility	✓	✓	✓	✓	✓	✓		✓	✓
Pause Time By Agent	✓	✓	✓	✓	✓	✓		✓	✓
Talk Time & Call Volume Trends	✓	✓	✓	✓	✓	✓		✓	✓
Talk Time Spent	✓	✓	✓	✓	✓	✓		✓	✓
Calls Answered	✓	✓	✓	✓	✓	✓		✓	✓
Queue Calls Transferred By Agent	✓	✓	✓	✓	✓	✓		✓	✓
Total Chat Conversations	✓	✓	✓	✓	✓	✓		✓	✓
Export to CSV, PDF, PNG	✓	✓	✓	✓	✓	✓		✓	✓
CSAT	✓	\$	✓	✓	\$	✓	✓		

Cloud Architecture

Features	OneCloud CX™	Ring Central	Five 9's	NICE	Vonage	8x8	Dial Pad	Genesys	Go To
Apps	✓	✓	✓	✓	✓	✓		✓	
Integrations Marketplace		✓	✓	✓	✓	✓		✓	
Development Strategy (API)	✓		✓	✓	✓			✓	
Footprint Scalabilty	✓		✓	✓	✓			✓	
CRM Integrations	✓	✓	✓	✓	✓	✓		✓	

Support Plans

Features	OneCloud CX™	Ring Central	Five 9's	NICE	Vonage	8x8	Dial Pad	Genesys	Go To
Included			✓	✓	✓	✓		✓	✓
Tier			✓	✓			✓		
Phone Support			✓	✓	✓	✓	✓		
Knowledge Base			✓	✓	✓	✓	✓		
Web Support			✓	✓	✓	✓	✓		
24/7			✓	✓	✓	✓	✓		
Dedicatied CSM			✓	✓			✓		
SLA's			✓	✓	✓	✓	✓		
Dedicated Support Number			✓	✓			✓		