

Which Contact Center Solution is Right For You?

Compare plans and pick what's best for your business



Artificial Intelligence

Features	Professional Call Center	OneCloud CX™	Notes
Advanced Intelligent Routing	✓	✓	
After Work Evaluation		✓	
AI-Powered Agent Assistance		✓	
Automated Bot Conversations		✓	Web chats allow customers to go through self-service with a chat bot first. Customers can be transferred seamlessly to a live agent on another channel, if needed.
Insights Into Customer Behavior		✓	Interactions are compiled into a report with all channels, letting supervisors gain insight into the contact center.
Integrated Text to Speech for IVR Recordings	✓	✓	
Integrations with best-of-breed AI		✓	OneCloud integrates with Google AI, IBM Watson, Amazon AI, and Microsoft AI, just to name a few.
Natural Language Processing	✓	✓	Allow customers to utilize their natural language and voice to navigate self-service options within your IVR menu. OneCloud matches Dialpad options to words or phrases.)i.e. "Press 1 or Say Support"). CX has the ability to take this further & be more conversational.
Sentiment and Text Analysis	✓	✓	Through real-time sentiment analysis, OneCloud CX™ platform can flag negative interactions and supervisors can intervene in real-time.



Call Center Features

Features	OneCloud Call Center	OneCloud CX™
Answering Machine Detection		✓
Automatic Call Distribution (ACD)	✓	✓
Barge in / Listen in / Whisper	✓	✓
Call Queues	✓	✓
Call Recording	✓	✓
Call Reports	✓	✓
Callback	✓	✓
Click-to-Call Capabilities	✓	✓
Click-to-Chat Capabilities		✓
Cradle to Grave	✓	✓
Hot Desking	✓	✓
Skill-Based Routing		✓
SLA Alerting	✓	✓
Switchboard	✓	✓
Wallboard	✓	✓



Infrastructure

Features	OneCloud Call Center	OneCloud CX™
Cloud-Based	✓	✓
High Availability	Active	Active



Integrations

Features	OneCloud Call Center	OneCloud CX™
CRM Integration	Extensive	Extensive
Microsoft Operator Connect	✓	✓
Microsoft Teams Integration	✓	✓
Rest API	✓	✓
Zapier	✓	Custom Zapier Integrations



Management

Features	OneCloud Call Center	OneCloud CX
Drag-and-Drop Scenario Builder		✓



Messaging

Features	OneCloud Call Center	OneCloud CX™	Notes
SMS & MMS	✓	✓	OneCloud is targeted toward one on one conversations with SMS
Channel Chat	✓	✓	
Dynamic Web Chat		✓	Your contact center can tailor the chat to different web pages on the website with different offers and call-to-actions.
Email		✓	
Email Queues		✓	
Facebook		✓	
LINE		✓	
Live Chat		✓	
Outbound SMS Campaigns		✓	
Telegram		✓	
Twitter		✓	
VIBER		✓	
WeChat		✓	
Whatsapp		✓	



Features	OneCloud Call Center	OneCloud CX™	Notes
Conversation Continuity		✓	When an interaction is dropped, a customer who is redialing can be brought back to the same agent who handled that interaction. The customer can be accurately identified based on information from the CRM integration.
Identified Contact Routing		✓	Interactions with customers who have defined contact information from a CRM can be routed to the same agents or an agent from the same team who previously helped the contact. Customers from dropped interactions can easily connect back and pick up from where they left off.
OmniChannel Scenarios		✓	Tailor the customer journey over any channel, including voice calls, chats, and text messaging. Allow customers to switch between any channels seamlessly, and track their journey with your contact center through the whole interaction
OmniChannel Switching		✓	Interactions with customers who have defined contact information from a CRM can be routed to the same agents or an agent from the same team who previously helped the contact. Customers from dropped interactions can easily connect back and pick up from where they left off.
Unified Agent Desktop	✓	✓	



Reporting

Features	OneCloud Call Center	OneCloud CX™	Notes
Actionable Supervisor Dashboard	✓	✓	Supervisors can quickly view key metrics and KPIs about their assigned service queues, campaigns, teams, and agents. Get alerts and associated statistics about contact center performance in real-time.
Customizable Wallboards	✓	✓	Customizable global and personal wallboards that display real-time statistics, metrics, and other data for agents, teams, and supervisors. Get accurate, real-time data for analytics and reporting on-the-go.
Drag & Drop Report Builder		✓	
List Filtering & Sorting		✓	Fine-tune lists by sorting and filtering to maximize output. Move contact list records from campaign to campaign, and prioritize hot leads from your lists.
Schedule & Ad-Hoc Reports	✓	✓	Run reports with set parameters, and get the reports you need quickly. Scheduled periodic reports to be delivered at the preset values, allowing you to get consistent and insightful data into your contact center without having to manually run the report. OneCloud requires the Advanced Reporting add-on.
Unified OmniChannel Reporting		✓	Detailed reports include all data from all interactions on all channels. Get reports on channels like messenger apps, chat bot, web chat, email, voice, SMS, text messaging, and more.
3rd-Party Data Analytics Access		✓	Access third party data platforms for comprehensive reporting and analytics. Work with data from Tableau, Amazon Quicksight, Zoho Reports, Google Data Studio, Zoomdata, and more.



Support

Features	OneCloud Call Center	OneCloud CX™
24/7 US-based Support Custom SLA	✓	✓



Video Conferencing

Features	OneCloud Call Center	OneCloud CX™
Custom Meeting Rooms	✓	
Maximum # of Participants	500	1
Multiple Screenshares	✓	
Polls		✓
Screen Sharing	✓	
Webinar	✓	
Whiteboard	✓	
YouTube Integration	✓	



Workforce Management

Features	OneCloud Call Center	OneCloud CX™	Notes
Aspect		✓	Aspect workforce management software solution has increased productivity for millions of agents worldwide. Enhance supervisor and agent performance.
Calabrio Integration		✓	Calabrio WFM helps to improve forecasting & scheduling, accelerate admin workflows, build effective staffing models, and engage & retain agents.
Call Recording	✓	✓	
Monet		✓	Monet Software workforce optimization software integrates with OneCloud CX™ to improve contact center service quality while reducing cost.
NICE		✓	NICE is a workforce management solution that improves customer satisfaction by identifying performance gaps and providing advanced scheduling and forecasting.
Pipkins Integration		✓	Pipkins is a workforce management software that schedules more than 300,000 agents in over 500 locations across all industries.
Screen Recording		✓	
Verint Integration		✓	Verint WFM helps to improve customer experience by reducing time to answer, average handle time, first contact resolution, and total resolution time.
WFO & WFM Integration		✓	