

ACR | MULTIMEDIA FEATURE MATRIX

FEATURE	CHRONICALLY WITH STANDARD REPORTS - BASE LICENSE	CUSTOM REPORTS	VRTX RECORDING LIBRARY	REALTIME AGENT SEAT	AGENT DASHBOARD SEAT	SKILLS BASED ROUTING AGENT	SKILLS BASED ROUTING AGENT	QUEUED CALL BACK BASE LICENSE
Standard Reports	✓							
60 Standard Reports	✓							
Report Scheduler	✓							
Emergency Call Notification	✓							
Cradle to Grave Reporting	✓							
Reportable in Realtime and Historical Reporting	✓							
Custom Reports		✓						
Edit Metrics in Existing Standard Reports		✓						
Create Custom Reports from Scratch		✓						
Build a Custom Report Skin with Company Branding		✓						
Call Recording			✓					
Cradle to Grave Recording			✓					
Custom Recording Rules			✓					
Recording Monitor			✓					
Scorecards and Evaluations			✓					
External Link Generator (email and download)			✓					
Custom Note Field			✓					
Realtime Agent Timeline Display				✓			✓	
Group Timeline Display				✓			✓	
Wallboard Displays (unlimited)				✓			✓	
Alerts and Triggers via Pop Screen, SMS, Email				✓			✓	
Reporting on DND, NR, ACW, Logged In				✓			✓	
Agent Dashboards					✓		✓	
Account Code Association					✓		✓	
API - CRM Integration					✓		✓	
Reason Codes					✓		✓	
Custom Note Field					✓		✓	
Agent Presence Display					✓		✓	

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Unlimited Skill Groups						✓	✓	
Priority Level for Skill Group Calls						✓	✓	
Unlimited Queue Announcements						✓	✓	
Skill Groups:								
Position in Queue						✓	✓	
Estimated Wait Time						✓	✓	
Pre-transfer Notice						✓	✓	
Custom Announcements						✓	✓	
Full Queue Music Control per Skill Group						✓	✓	
Preloaded Music Options						✓	✓	
Ability to Add Unlimited Music						✓	✓	
Control of Call Routing of Skill Groups						✓	✓	
Most Idle, Linear, or Circular Routing						✓	✓	
Intelligent Highest Skill First Routing						✓	✓	
Queue Timeout and Overflow Options						✓	✓	
Supervisor Active State Controls						✓	✓	
Force Agents to Ready/Not Ready Status						✓	✓	
Enable/Disable Agents from Skill Groups						✓	✓	
Pull Calls from a Queue and Transfer to Agents						✓	✓	
Agent Active State Controls						✓	✓	
Ready/Not Ready Themselves						✓	✓	
Click to Dial						✓	✓	
Ability to Extend ACW Time or End Early						✓	✓	
After Call Work Timer Allows Agent to Wrap Up After Calls.						✓	✓	
Queued Call Back								✓
Automatically Pulls Caller's Phone Number for Callback								✓
Option to Enter Different Number								✓
Ability to Accept, Snooze, or Cancel Upon Call Back Offer								✓
Default and Custom Call Back Announcements								✓
Multiple QCB Strategies: Wait in Queue and Reserver Agent								✓
Reportable in Realtime and Historical Reporting								✓