



Wave IP 2500™

FEATURE COMPARISON GUIDE



- Wave Contact Center™ 1.0
- TeleVantage® Contact Center 7.5
- CONVERSip™ Contact Center 1.0
- QuickQ® 5.0

Introduction

This document specifies the differences in Contact Center feature content between Vertical Wave Contact Center 1.0 and TeleVantage 7.5, Comdial Contact Center 1.0 and QuickQ 5.0 platforms.

Executive Summary

Traditionally, businesses in need of full contact center functionality had to choose costly products, many of which required proprietary hardware that operated separately from the company phone system. That approach added complexity and raised costs, while severely limiting flexibility.

Vertical Wave Contact Center, a built-in license-enabled module of Vertical Wave IP 2500, provides powerful contact center capabilities with no additional hardware required. Configuration and use is highly intuitive and uses the familiar, easy-to-use Wave ViewPoint™ interface.

Some general limitations in the initial release of Contact Center include “scoreboard” functionality, outbound call center, and some call routing features. Vertical is committed to eliminating these feature gaps in an aggressive manner.

Delta Matrix

Feature	Description	Wave Contact Center v1.0	TV Contact Center v7.5	CONVERSip Contact Center v1.0	QuickQ v5.0
Agent Desktop (ViewPoint™)					
Browser-based interface	For remote agents	-	✓	-	-
3 rd -party call control	Answer, Release, Dial, Transfer, Conference via desktop	✓	✓	Embedded in Client	-
Screen pops	Automatically pop customer info based on pre-collected (DNIS/ANI) information	Classifier (optional)	✓	Optional	-
View personal and queue calls simultaneously	Manage both personal and queue calls through the same monitor window using "tabs" on the Call Monitor view.	-	✓	✓	-
Supervisor assistance	Ability to monitor, coach, and/or join an agent on a call.	✓	✓	✓	Agent Phone Only
System Wide Wrap up time	Ability to define wrap up time for agents to not receive another call from the queue for a predefined period of time in order to finish any activity linked to the call they just concluded.	✓	✓	-	✓
Individually Configurable Wrap up time	Configure wrap-up time on an agent-by-agent basis (or use a default for each agent in a queue). Available on inbound or outbound calls. Agents can modify their status from "Wrap up" to "Available" if the time is not needed between calls.	✓	✓	✓	✓
Ability to receive only queue calls	Allows an agent to be set in order to not receive personal calls, but only ones from the queue	✓	✓	✓	✓
Ability to receive only non-queue calls	Ability for an agent to disconnect from a queue, but still receive personal calls	✓	✓	✓	✓
Ability to sign in & out	Call Center module offers the ability for an agent to sign in or out of their station using their handset	✓	✓	✓	Agent Phone Only
Connect Remotely Over IP	Ability to connect a remote telephone to the office system over IP	✓	✓	iPrimo only	iPrimo only
Connect Remotely Over PSTN	Ability to connect a remote telephone to the office using the PSTN	✓	✓	-	-
View Statistics	Examine queue monitor, call monitor, queue statistics	Reporter?	✓	✓	Limited
Agent can specify "ready" or "not ready"	Ability for a user to declare himself "not available" or "ready to receive a queue call", system will skip them in order to keep a call from ringing and not being answered.	✓	✓	✓	Agent Phone Only
Agent state	Break, wrap-up, etc.	-	✓	Login, Logout, Break, Personal Break, Work, Meeting	✓

Feature	Description	Wave Contact Center v1.0	TV Contact Center v7.5	CONVERSip Contact Center v1.0	QuickQ v5.0
Log on/off from individual queues	Log on or off from a individual queues, while remaining logged onto the system	✓	✓	-	From groups
Chat	Internal only (1-1)	-	✓	Internal only (1-1)	-
Presence	Ability to visually see an agent's availability	✓	✓	✓	Via Login/Logout
Account Codes	Alpha-numeric identifiers to associate contacts with external CRM solutions	✓	✓	✓	✓
Park calls	Place a caller on hold to be picked up by another user using a number that is assigned to the call	✓	✓	✓ (Function of MP500)	Yes
Agent Login	Authenticate user as an agent using agent login credentials	TUI Only	✓	✓	✓
Hot Desking	Associate station with user at login time	✓	✓	✓ (Function of MP500)	✓
Open Application Programming Interface	Ability to extend capabilities of platform or client via available hook code	✓	✓	-	-
Pick call from queue	Select a specific caller in a queue	✓	✓	✓	-
Caller ID by contact	Caller information displayed if the DID an be identified	✓	✓	✓	-
Recording					
Record all calls		✓ ¹	✓	Optional (10 Simultaneous Only)	-
Random call recording		✓	✓	Optional (10 Simultaneous Only)	-
Repetitive call recording	Every <i>n</i> th call can be recorded	✓	✓	Optional (10 Simultaneous Only)	-
Record based on schedules		-	-	Optional (10 Simultaneous Only)	-
On-demand recording		✓	✓	Optional (10 Simultaneous Only)	Yes
Archive call recordings		✓	✓	Optional	-
Search call recordings		✓	✓	Optional	-
Annotate call recording		✓	✓	-	-

Auto-record agent & queue calls	Ability to set the system to either randomly record calls or record intervals of a specific user's calls (independent of system wide call recording)	✓	✓	Optional (10 Simultaneous Only)	-
Supervisor					
Visual indication of which agent is receiving the next call	Visual cue of which agent will be receiving the next phone call	-	✓	-	Yes
Agent Monitoring	Ability for a supervisor or user with appropriate privileges to listen to a phone conversation of another agent	✓	✓	✓	✓
Agent Coaching	Ability for a supervisor or user with appropriate privileges to connect to a call in a manner that only the Agent may hear, so as to be properly advised and guided through the call without the caller ever being aware	✓	✓	(Function of MP500)	-
Join Agent Call	Ability for a supervisor or user with appropriate privileges to enter an agent's call	✓	✓	(Function of MP500)	-
Remote Silent Monitor, coach and join	Ability to dial into to system and remotely monitor, coach or join an agent's call	✓	✓	(Function of MP500 and iPrimo)	-
Intercept call	Ability to take away call from an agent	-	-	✓	-
View agents being monitored	Visual indication of which agent's are being monitored (also requires specific agent privilege)	-	✓	-	-
Change agent's personal status	Ability to change the personal status of another user	-	✓	✓	No
Dynamically re-skill agent	Modify agent skill settings	-	✓	✓	-
Auto-set absent agents to break	System can set agents to "away" or "not ready" if they do not answer a call to their phone from the queue	✓	✓	✓	✓
Supervisor alerts	Monitors queue statistics and raises warnings for supervisors when certain criteria is met (all agents are busy, etc.)	-	✓	✓	✓
Queue Monitor	Examine information about agents	-	✓	✓	✓
Queue Statistics Pane	Examine information about a queue	-	✓	✓	✓
Display Call Statistics	Displays various statistics about the performance of a call center including:	-	✓	✓	✓
Perform "What if" analysis on call behavior	Configuration tools allow analysis of call distribution based upon agent skills, routing algorithms, and other considerations to ensure calls will reach the intended agent	✓	✓	-	-
Team support	View only agents in team	-	-	✓	-
Queuing					
Move queue offline to voicemail	The ability to forward all calls from a queue immediately to voicemail.	✓	✓	Requires Voicemail	Requires Voicemail

Choose language for prompts	Play - or have the user select from an auto attendant - any of the installed system languages at any point during a call. Different queues can simultaneously be using different languages.	-	✓	✓	No
Operator defined by queue	Define which extension will serve as the operator for a given queue.	✓	✓	✓	-
Notification for queue voicemail	Queue users can be notified when there is new or unheard voicemail in a queue mailbox:	✓	✓	Requires Voicemail	-
a. E-mail notification	...via e-mail	✓	✓	✓	-
b. Pager notification	...via pager	✓	✓	✓	-
c. Scheduling for notification	The individual to be notified can change over time per a predefined schedule.	✓	✓	✓	-
d. Unlimited number of schedules	There can be an unlimited number of schedules for persistent notification.	✓	✓	5 Schedules per box	-
Voice greeting for queues	Create a recorded voice greeting upon entering a queue.	✓	✓	Requires Voicemail	Requires hardware
Hold music	Hold music is played for callers on hold.	✓	✓	(Function of MP500)	-
Different hold music per queue	Individually configured music to be played for specific queues	-	✓	N/A	-
Extension/DID to dial queues	DNIS or DID numbers can be configured to dial a queue directly.	✓	✓	Optional	✓
Queues listed in dial by name directory	Queues can be listed (or omitted) from the "dial by name" directory	✓	✓	-	-
Queue hold	What a caller hears while on hold waiting for a call center or UCD agent.	✓	✓	✓	✓
a. Repeating message	Both UCD and Call Center queues can play a repeated prerecorded hold message.	✓	✓	✓	✓
b. Keys to voicemail	Caller can press a phone digit to leave a voicemail.	✓	✓	Requires Voicemail	Via Transfer to extension
c. Keys to exit queue	Caller can press a phone digit to leave the queue	✓	✓	-	✓
d. Message with expected wait time	Caller center module offers the ability to play a message that includes the expected wait time.	✓	✓	✓	-
e. Message with position in queue	Ability to play a message that includes the position in queue	✓	✓	✓	-
f. Call back number	Callers can leave a call back number and be called back when agent available	✓	-	Optional	-
g. Messages based on # callers	Allows the hold message to be configured to change based on the number of callers or wait time, so that the messages they hear can change during their wait.	✓	✓	-	-
h. Messages based on wait time		✓	✓	✓	✓
i. Messages based on custom field	Allows hold messages to be based on custom data field entered by digits pressed in response to a prompt or auto attendant, or automatically set by a custom application or database lookup	-	✓	-	-

Prompts for data entry	Ability to prompt callers to enter digits and associate the entered information with the call, to help identify them to agents, modify the behavior of the call, or maintain information in the Call Log for reporting.	✓	✓	✓	-
a. Unlimited number of data entry prompts	An unlimited number of prompts can be offered to callers.	✓	✓	Free Text Entry	-
b. Validation Parameters	The entered digits can be validated to be within certain ranges.	✓	✓	-	-
c. Playback confirmation	The entered digits can be further confirmed by playback to the caller.	✓	✓	✓	-
Queues appear in all extension lists	Queues appear as extensions in the Extensions view, or the Extensions pane of the Call Monitor, for easy review and transfer	✓	✓	N/A	No
Shared Contacts for Queue	Ability to have common contacts and notes for an entire queue to be used by all users	✓ ²	✓	Part of CCC GUI	No
View callers in queue	Examine information about calls in the queue	✓	-	Part of CCC GUI	System Managers & Supervisors Only
a. Caller ID		✓	✓	✓	-
b. Wait time		✓	✓	✓	System Managers & Supervisors Only
c. Status		✓	✓	✓	-
Queue Statistics over Phone	Ability to hear current queue statistics remotely from the phone: <ul style="list-style-type: none"> • Callers Waiting • Expected Wait Time • Active Agents • Total Calls • Abandon Rate 	✓	✓	Available via Desktop Client	System Managers & Supervisors Only
Routing					
Skills-based routing	Distribute calls with various requirements to the agent with the best matching skills.	✓	✓	✓	Predefined Groups
a. Skills reduction	Reduce skill requirements over time if no agent with matching skills are available	✓	✓	Overflow Queues	-
b. No matching skills redirection	Redirect calls that require skills that exceed the skills of currently signed-in agents	✓	✓	Overflow Queues	-
Database look-up routing		✓	Requires Call Classifier	Optional	-
Routing by ANI/DNIS	Route by Caller ID or Number Dialed	✓	✓	✓	✓
Custom routing	Blend various call distribution algorithms with each other and with skills and other attributes	✓	✓	✓	-
Last Agent Routing	Route a caller to the last agent to service them. (Limited to agent not signing out)	✓	✓	-	-

Priority for individual callers	Prioritization options for certain individual callers, other than simply chronological	✓	✓	✓	✓
a. Based on auto attendant	The call's priority can be set by information entered via prompts in auto attendant, or by the number they dialed when they called in;	✓	✓	✓	✓
b. Based on IVR plug-in	...via data set in a custom application or	✓	✓	Optional - Smart Routing	-
c. Based on data entry	...or via digits the caller entered in response to being prompted.	✓	✓	✓	✓
d. Based on Time Threshold	Priority can be modified based on exceeding preset time thresholds.	✓	✓	✓	✓
Trace call history for all queue activity	View logs that display each decision made when performing call routing	✓	✓	✓	-
Overflow Tiers	Ability to setup a group of secondary callers to receive calls if all primary agents are unavailable. TeleVantage has secondary groups known as "overflow groups" where these callers will have calls from a queue routed to them if all the primary group members are unavailable.	✓	✓	✓	✓
Configure time before overflow	With the call center module, it is possible to set the time a caller will wait before ringing an overflow agent's phone.	✓	✓	✓	One overflow group only
Call distribution	Methods of distributing calls throughout the group:	✓	✓	✓	✓
a. Sequential	Call distribution starts with specified individual each time ("primary" agent).	✓	✓	-	No
b. Round robin	Call distribution starts with a different agent each time.	✓	✓	-	-
c. Simultaneous ring	All agents' phones ring (including internal users and remote agents).	✓	✓	-	-
d. Longest idle agent	Call distribution starts with agent who has spent the most time in an idle status.	✓	✓	✓	✓
e. Agent with fewest calls	Call distribution starts with agent who has the fewest calls.	✓	✓	-	No
f. Agent with least talk time	Call distribution starts with agent who has spent the least time on active calls.	✓	✓	-	No
g. Based on skill	Call distribution based on predefined skill level of agents (High, Medium or Low).	✓	✓	✓	-
Apply Call Rules to Queue Calls	Ability to apply call rules to incoming calls to a queue number. An unlimited number of rules can be in place for any queue:	-	✓	✓	✓
a. Rules based on time	Queue calls can be handled differently based on time...	-	✓	✓	✓
b. Rules based on Contact ID	...based on identification of caller	-	✓	Optional - Smart Routing	Limited to 50 IDs
c. Rules based on status	...based on status of queue.	-	✓	✓	No

General System Features					
Automated Attendant Support	Route callers seeking specific personnel automatically using DTMF search patterns	✓	✓	Optional	Requires Voicemail
Agent Login	Authenticate user as an agent using agent login credentials	TUI Only	✓	✓	✓
Reporting					
Graphical reports	Built-in reports, accessible as Microsoft Excel add-ins.	✓	✓	✓	✓
Export reports	Formats	✓ ³	✓	Excel, PDF, HTML	-
Schedule reports		✓	✓	-	Yes
Print reports		✓	✓	✓	✓
Web-based reports	View Queue statistics via web service	-	-	-	-
External wall board support	View Queue statistics on Wallboard	-	✓	-	✓
Report Access control (filter)	Access to reports on permission settings	✓	✓	✓	✓

1 Can be done for Standard only 2 Can be done using Public Contacts folder 3 Excel 2003 only



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