



NTEGRATED nTouch, nTalk, and Contact Center Feature Sheet

Basic Features	nTouch First Class User	nTouch Economy User	nTalk User	Group Features	nTouch First Class User	nTouch Economy User	nTalk User
3,4,5-Digit Extension Dialing	x	x	x	Auto Attendant Single and Multi Layer	x		x
3-Way Calling	x	x	x	Hunt Groups	x		x
Account Codes	x	x	x	Ring Groups	x		x
Music on Hold	x	x	x	Call Queues	x		x
Web-Based User Portal	x			Dialing Restrictions	x		x
Shared Call Appearance	x			Web-Based Admin Portal	x		
Call Park	x	x	x	Growth DID Blocks	x		x
Call Hold	x	x	x	Remote User	x	x	x
Call Logs	x			Contact Center Platform			
Call Mute	x	x	x	Live Agents Supported			
Call Transfer Attended	x	x	x	Maximum Calls in Queue	x		x
Call Transfer Blind	x	x	x	Inbound Voice Service	x		x
Call Waiting	x	x	x	Outbound Voice Service			
Caller ID on Call Waiting	x	x	x	Skills-Based Routing	x		
Calling Name Display	x	x		Inbound Web Chat	x		
Calling Number Display	x	x	x	Inbound Email			
Call Pickup	x	x	x	DNIS Routing			
Unlimited LD Fair Use Policy	x	x	x	ANI or Caller ID Routing			
Unlimited Local Calling	x	x	x	Routing by Type of Day	x		x
Anonymous Call Rejection	x	x	x	Routing by Time of Day	x		x
Call Return/Redial	x	x	x	Routing by Customer Information			
Call Waiting	x	x	x	Priority Routing			
Do Not Disturb	x	x	x	Overflow While Waiting	x		x
Time and Date Displayed on Phone	x	x	x	Call Coding			
Voice Quality of Service On-Net	x	x	x	Call Recording	x		
Voicemail	x		x	IVR			
Voicemail Busy Greeting	x		x	Workforce Management			
Voicemail Forward Messages				Learning/Training Module			
Voicemail Message Waiting Indicator	x		x	Contact Center Agent			
Voicemail Temporary Greeting	x		x	Unified Desktop Client - Telephony, Presence, Contact Center, Instant Messaging (IM)	x		
Voicemail to Email Notification	x		x	Screen Pop	x		
Voicemail Unavailable Greeting	x		x	Graphical User Interface (GUI)	x		
Visual Voicemail				Call in Queue Display	x		
TollFree Numbers	x		x	Call Queue Picking	x		
Call Forwarding	x	x	x	Individual Group Login	x		
Call Forward Busy	x	x	x	Call Information Display	x		x
Call Forward No Answer	x	x	x	Previous Call Log Display	x		x
Missed Call List on Phone	x	x	x	Contact Center Supervisor			
Phone to Phone Intercom	x	x	x	Supervisors	x		x
e911	x	x	x	Real-time Statistics	x		
Direct Inward Dialing (DID) Numbers	x		x	Historical Reports	x		
Find-Me/Follow-Me	x		x	Contact Center Supervisor Monitoring			
Analog Telephone Integration	x	x	x	Default Refresh Rate	x		
Advanced Features				Color-Coded Notifications	x		
Audio Conferencing	x		x	Tabular, Graphical Report Formats	x		
Fax to Email				Agent Status, Statistics	x		
User Portal Faxing	x			Group Status, Statistics	x		
Soft Attendant Console	x			Group Calls in Queue Status	x		
Secure Instant Messaging	x			Agent Requires Assistance Notifications			
Video Conferencing				Agent Log In/Log Out Status Control	x		
Web Conferencing				Call Monitor (Silent, Whisper, Barge)	x		x
Custom Music/Message On-Hold	x		x	Contact Center Historical Reporting			
Desktop Share				Tabular, Graphical Formats	x		
Softphone	x			Automatic Email Reports Scheduler	x		
Real-Time Presence	x			Export Data in CSV Format	x		
CRM Integration Sales Force	x			Add/Remove Report Columns			
Mobile Integration	x			Custom Formulas			
Outlook Integration				Agent Performance Reports	x		
Virtual DIDs	x		x	ACD Call Distribution Reports	x		
Distinctive Rings	x		x	Abandoned Call Reports	x		
Out-of-Service Redirect				Wrap-up, Release Code Reports			
Ability to upload pre-recorded messages	x			Salesforce.com Integration	x		
Ad-Hoc Conference Center	x			Scheduled Reports	x		
Leader-based Conference Center	x			System API	x		
Call Flow Wizard	x			Trunk Analytics	x		
Click to dial phonebook	x			Wall Board	x		
Customizable Music on Hold Playlists	x			Call Detail Records (CDR)	x		
Holiday Settings	x						
Phone User Hot Desking	x						
Shared Fax	x						
Active Directory Integration	x						
Tiered User Permissions	x						
Real-Time System Health Dashboard	x						