Feature

Feature	Description	VOICE	OMNI
Core voice features			
Voice campaign management		YES	YES
Inbound campaigns	Deliver high-quality voice experiences through all inbound interactions.	YES	YES
Outbound campaigns	Deliver high-quality voice experiences through all outbound interactions.	YES	YES
Blended campaigns	Deliver high-quality voice experiences through all blended interactions.	YES	YES
Softphone	Start and/or pick up calls directly from uContact's native mobile & desktop softphone.	YES	YES
Multiple campaigns (at once)	Be active in more than one campaign at the same time.	YES	YES
Automatic Call Distribution (ACD)	Put your business in autopilot using uContact's native ACD software	YES	YES
Intelligent & Priority Routing	Intelligently route incoming calls to the most appropriate agent or department within your company.	YES	YES
Call Queuing	Route callers to the next available agent.	YES	YES
Virtual Hold (Queue Callbacks)	Allows callers to hung up and receive a call without losing their places in line.	YES	YES
Call recordings	Record & listen to interactions from all available channels.	YES	YES
Screen pop-up	Form appears automatically as soon as a call is finished	YES	YES
Wrap-up time	Time interval granted to the agent to manage calls after they ended.	YES	YES

Conference calling	Have a three-way conversation –and more!	YES	YES
Custom breaks	Assign different 'break' activities based on the agents' needs.	YES	YES
After-business hours & Holiday rules	Automatic & customizable notification when a call is executed outside campaign/business hours.	YES	YES
Estimated wait time	Callers are notified about the estimated time they have to wait before being attended by an agent	YES	YES
Disposition Management | Category codes	Categorize call outcomes (occupied, not connected, blocked/wrong number, abandoned & others).	YES	YES
Call monitoring	Listen to calls to manage call quality and agent performance.	YES	YES
Auto-dialers		YES	YES
Predictive	Calls multiple numbers at once and connects the calls with the available agent when the client answers.	YES	YES
Powerdialer	Calls the client first but with a more real-time calculation of the overdial.	YES	YES
Preview	Calls the agent first and, based on his availability, amd then transfers the call to the client.	YES	YES
Progressive	Assigns a client to a specific agent and he only interacts with him.	YES	YES
Reverse Progressive	Exclusive configuration of the Progressive dialer, but calls the client first.	YES	YES
Voice Broadcast (Press-1 campaigns)	Mass broadcast of prerecorded voice messages (surveys, notifications, and more).	YES	YES
Answering Machine Detection (AMD)	Automatic detection of voice mails & distinction between human and robotic voice.	YES	YES

List mixing	Assign dialers a specific dialing percentage or priority to different lists and maintain high contactability levels.	YES	YES
Automatic list recycling	Select contacts you wish to keep trying to reach and generate a new list that includes them.	YES	YES
Do-Not-Call Registry (DNCR) list management	Create a 'blacklist' and avoid dialing certain contacts	YES	YES
Voice automation		YES	YES
Interactive Voice Response (IVR)	Built with text-to-speech technology, allows computers to interact with human callers through voice commands	YES	YES
Text-to-Speech (TTS)*	Assistive technology that reads digital text aloud.	YES	YES
Automatic Speech Recognition	Converts an incoming human-spoken audio into text thanks to acoustic & language models.	YES	YES
Omnichannel features			
Unified Inbox	Meet customers in the digital channel of their choice, integrating all touchpoints in the same place.	NO	YES
Unified Notification Center	Receive new interaction notifications from all channels in the same notification bar.	NO	YES
Transfer interaction (to agents and/or groups).	Transfer any interaction from one agent, group or campaign to the other.	NO	YES
Disposition Management | Category codes	Categorize digital interaction outcomes (occupied, not connected, blocked/wrong number, abandoned & others).	NO	YES
Post-interaction Satisfaction Surveys	Receive customer feedback at the completion of all interactions.	NO	YES
Omnichannel Interaction Recordings	Audio & screen recordings of all digital interactions.	NO	YES

Bot Automation	Automate all digital interactions using uContact's native & customizable Bots.	NO	YES
WhatsApp Business		NO	YES
Official WhatsApp Business Provider Integration*	Officially integrated to several Facebook-certified WhatsApp Business providers (Gupshup, Infobip, Wavy & more).	NO	YES
Inbound WhatsApp Business Campaigns	Receive & answer interactions directly from uContact, just as you would from the app.	NO	YES
Pre-Approved Templates for Outbound Campaigns	Use WhatsApp Business-approved templates in your outbound campaigns	NO	YES
Facebook & Facebook Messenger		NO	YES
Facebook wall & posts	Receive & handle notifications each time the company has been mentioned in a comment/post.	NO	YES
Facebook Messenger	Receive & answer direct messages from your Facebook page directly from uContact	NO	YES
WebChat		NO	YES
Audio calls with WebRTC	Start and/or answer audio calls directly from your website using Web RTC technology.	NO	YES
Video calls with WebRTC	Start and/or answer HD video calls directly from your website using Web RTC technology.	NO	YES
Share screen	Share your screen directly from the WebChat.	NO	YES
Request screen	Request your client's screen.	NO	YES
Email		NO	YES
Bulk & One-to-One email campaigns	Send emails to one or multiple recipients at one time.	NO	YES

Send & receive attachments	Send & receive files securely with File Transfer Protocol (FTP).	NO	YES
Customizable email templates	Use one of uContact's email templates or easily create/design your own.	NO	YES
SMS & MMS		NO	YES
Bulk & One-to-One SMS campaigns	Send SMS campaigns to one or multiple recipients.	NO	YES
Multimedia Messaging Service (MMS)	Send multimedia messages to one or multiple recipients.	NO	YES
Low-code Development Tools			
Workflow Designer	Build your own workflows with uContact’s low-code programming workflow designer.	YES	YES
Report Creator & Designer	Use a standard data capturing form, integrate your own CRM, or build your own forms from scratch.	YES	YES
Data-capturing Form Designer	Use one of uContact’s +200 available reports or use our low-code report designer to create your own.	YES	YES
Workforce Management			
Omnichannel Recordings	Record interactions from all digital channels.	NO	YES
Call Recordings	Record inbound and/or outbound calls.	NO	YES
Screen Recordings **	HD screen recordings	NO	YES
Agent Coaching (Spy, Whisper & Real-Time feedback)	Listen to your agent's conversations in real-time and whisper feedback in real-time.	NO	YES
Satisfaction Surveys	Receive customer feedback at the completion of all interactions.	NO	YES
Reporting & Analytics			
Real-Time Dashboards	Omnichannel & real-time monitoring of daily performance.	YES	YES

Historical Reporting	Generate & access reports with information from the first day using uContact	YES	YES
Graphical Alerts	Receive graphic & automatic alerts whenever something happens in your Contact Center.	YES	YES
Omnichannel Reports	Report generation of statistics from all integrated channels.	YES	YES
Standard & Customizable Reports	Use one of uContact's +300 preset reports or tailor-make your own.	YES	YES
Schedule Reports	Schedule report generation for a date and time of your convenience.	YES	YES
Real-Time Supervision	Be aware of what's happening in your Contact Center at all times and in real-time.	YES	YES
Survey Reports	Report the answers of the satisfaction surveys sent.	YES	YES
Report Export (PDF, XLS, CSV).	Export reports in the format of your choice.	YES	YES
Gamification			
Daily Customizable Games & Challenges	Set daily goals and challenges to keep motivation levels up.	NO	YES
Objectives by agent, group and/or area	Set objectives to your agents, groups and departments in your Contact Center.	NO	YES
Rewards & Recognitions	Give badges, rewards and/or monthly recognitions to your top-performing agents or groups.	NO	YES
Avatars	Each agent or supervisor has its own customizable avatar.	NO	YES
Rankings	Real-time ranking of your agents according to their performance in games and challenges.	NO	YES
Security & Quality Monitoring			

Quality Monitoring	Formally score, evaluate & report in agent calls to measure success.	YES	YES
Standard COPC	Instrument to measure performance and quality of all interactions.	YES	YES
Encryption	All interactions are end-to-end encrypted to avoid unauthorized access to our clients' data.	YES	YES
Permissions per user-type	Each license has access to specific features and permissions.	YES	YES
General | Technical Features			
CRM Lite	Powerful CRM system (native or integrated) for successful campaign management.	YES	YES
100% Browser-based	Access uContact directly from a browser, no app download or plug-in install needed.	YES	YES
Home Agents	Thanks to its Web RTC technology, agents can access uContact anywhere.	YES	YES
Customizable Breaks | Status	Agents can change their status activity in real-time.	YES	YES
Multiple Languages	English, Spanish, Portuguese & Italian.	YES	YES

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