

Harness the Power of MyCloud Contact Center

SMB MyCloud Contact Center Features

ENHANCE YOUR CUSTOMER INTERACTIONS

Customer experience (CX) is critical for retaining and acquiring new business. Your organization can improve your CX through the SMB MyCloud Contact Center platform. This comprehensive multichannel contact center platform brings enterprise-level contact center capabilities to SMB customers at a reasonable cost.



FEATURE	VOICE CHANNEL SEAT	MULTI-CHANNEL SEAT	ADVANCED APPS	ADVANCED APPS NAME
VOICE				
Skills-Based Routing	✓	✓		
Queue Callback	✓	✓		
Customizable Queue Experience	✓	✓		
Basic IVR	✓	✓		
Supervisor Control of Agent's Contact Center State (DND, Queues and Channels)	✓	✓		
Supervisor Control of Agent's Phone State	✓	✓		
Live Listen	✓	✓		
Multiple Language Support	✓	✓		
Agent Wrap Up and Wrap Up Timer	✓	✓		
Auto-Log Agents Out on Missed Call	✓	✓		
Multiple DID Per Queue	✓	✓		
Availability Tiers	✓	✓		
Max Calls in Queue Routing	✓	✓		
Overflow Options	✓	✓		
Post Call Surveys	✓	✓		
WEB CHAT				
Skills-Based Routing		✓		
Canned Responses		✓		
Customized UI		✓		
Transfer Options		✓		
Turn to Call or SMS		✓		
Chat History in Agent Interface		✓		
Chat Reports		✓		
Chat Wallboards		✓		
Re-Queue on Timeout		✓		

FEATURE	VOICE CHANNEL SEAT	MULTI-CHANNEL SEAT	ADVANCED APPS	ADVANCED APPS NAME
SMS				
Skills-Based Routing		✓		
Canned Responses		✓		
Customized UI		✓		
Transfer Options		✓		
Turn to Call		✓		
SMS History in Agent Interface		✓		
SMS Reports		✓		
SMS Wallboards		✓		
Re-Queue on Timeout		✓		
MMS Images and Files		✓		
EMAIL				
Skills-Based Routing		✓		
Canned Responses		✓		
Customized UI		✓		
Transfer Options		✓		
Turn to Call or SMS		✓		
Route to Last Agent		✓		
Email Reports		✓		
Email Wallboards		✓		
Re-Queue on Timeout		✓		
ENHANCED IVR				
Time of Day Routing		✓		
Holiday Routing		✓		
Emergency Routing		✓		
Database Routing		✓		
Database and Parameter-Based Routing		✓		
Digit Menu Options		✓		

FEATURE	VOICE CHANNEL SEAT	MULTI-CHANNEL SEAT	ADVANCED APPS	ADVANCED APPS NAME
Dial Extension at Any Time		✓		
CRM and EHR Integration - Details Presented to the Agent		✓		
Cradle to Grave Reporting of Full AA		✓		
REPORTING				
Track Call Details for Inbound Contact Center Calls	✓	✓		
Track Call Details for Inbound UC (Back Office) Calls	✓	✓		
Track Call Details for Outbound Calls Launched from the Client	✓	✓		
Track Call Details for Outbound Calls Launched from the UC Phone	✓	✓		
Track Call Details for Internal UC (Back Office) Calls	✓	✓		
Historical Metrics for Contact Center Calls	✓	✓		
Historical Metrics for UC (Back Office) Calls	✓	✓		
Real-Time Metrics for Contact Center Agents	✓	✓		
Real-Time Metrics UC (Back Office) users	✓	✓		
Contact Center Agents see UC (Back Office) Users' Presence	✓	✓		
UC (Back Office) Users See Contact Center Agents' Presence	✓	✓		
Schedule Reports	✓	✓		
Custom Report Wizard	✓	✓		
Real-Time Wallboards and Supervisor View	✓	✓		
Reporting User Access Control	✓	✓		
Historical and Real-Time APIs	✓	✓		
RECORDING				
Record Contact Center Calls	✓	✓		
Record UC (Back Office) Calls	✓	✓		
Recording Rules managed by SMB CCC	✓	✓		
Encryption	✓	✓		

FEATURE	VOICE CHANNEL SEAT	MULTI-CHANNEL SEAT	ADVANCED APPS	ADVANCED APPS NAME
Retention Policies	✓	✓		
PCI Compliance	✓	✓		
HIPAA Compliance	✓	✓		
Download, Email, Share Recordings	✓	✓		
Manual Pause	✓	✓		
Recording User Access Control	✓	✓		
Workforce Optimization			✓	WFO
Quality Management with Scorecards			✓	WFO
Screen Capture			✓	WFO
Supervisor Wallboard (Business Intelligence Dashboard)			✓	WFO
Agent Dashboard			✓	WFO
ECoaching			✓	WFO
Gamification			✓	WFO
Speech Analytics			✓	WFO + Speech Analytics
Transcription			✓	WFO + Speech Analytics
Sentiment Analysis			✓	WFO + Speech Analytics
Automated Quality Management			✓	WFO + Speech Analytics
Automated Email Summary of Automated and Manual QM			✓	WFO + Speech Analytics
Multilingual Transcription			✓	WFO + Speech Analytics
API Support and Access	✓	✓	✓	
AGENT EXPERIENCE				
Agent Dashboard with Key Metrics	✓	✓		
Real-Time Alerts and Triggers	✓	✓		
DND Reason Codes	✓	✓		

FEATURE	VOICE CHANNEL SEAT	MULTI-CHANNEL SEAT	ADVANCED APPS	ADVANCED APPS NAME
Account Codes	✓	✓		
Channel Selection (Voice, Email, SMS, Chat)	✓	✓		
Web-Based Application	✓	✓		
MS Teams Integration	✓	✓		
Bi-Direction Presence with MS Teams		✓		
Embedded Teams Client		✓		
Single Sign-On		✓		
CRM Integration		✓		
Screen Pop with CRM		✓		
Click to Dial		✓		
Automated Logging - CRM		✓		
Address Book with EHR and CRM		✓		
Caller Preview with EHR and CRM		✓		
EHR Integration		✓		
ADVANCED APPS				
Workforce Management			✓	WFM
Forecasting (Voice, Email, SMS and Chat)			✓	WFM
Scheduling			✓	WFM
Schedule Adherence			✓	WFM
Company WFM Dashboard			✓	WFM
Payroll and Reporting			✓	WFM
Multilanguage Support			✓	WFM
Call Scripting Tool			✓	Call Scripting
Knowledge Base			✓	Call Scripting
AI Training Simulator			✓	Call Scripting + AI

FOR MORE INFORMATION

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