

Compare plans.

	Classic	Omni	Play	Full
	Buy now	Buy now	Buy now	Buy now
Core voice features				
Blended inbound & outbound	✓	✓	✓	✓
Interactive Voice Response (IVR)	✓	✓	✓	✓
Computer Telephony Integration (CTI)	✓	✓	✓	✓
Advanced screen pop-up	✓	✓	✓	✓
Pre-built CRM integrations	✓	✓	✓	✓
Advanced routing [Advanced Call Distribution (ACD)]	✓	✓	✓	✓
Priority routing	✓	✓	✓	✓
Queue callbacks (Virtual Hold)	✓	✓	✓	✓
Incoming call whisper	✓	✓	✓	✓
Scheduled Callback	✓	✓	✓	✓
Web Callback	✓	✓	✓	✓
Call recording*	✓	✓	✓	✓
Real-time voice campaign reports	✓	✓	✓	✓
Agent scripting	✓	✓	✓	✓
Post-call survey	✓	✓	✓	✓
Text-to-Speech	✓	✓	✓	✓
Sentiment Analysis	✓			✓
Outbound voice				
Predictive dialer	✓	✓	✓	✓

Progressive dialer	✓	✓	✓	✓
Reverse progressive dialer	✓	✓	✓	✓
Preview dialer	✓	✓	✓	✓
Power dialer	✓	✓	✓	✓
Voice Management				
Campaign & list management	✓	✓	✓	✓
Real-time 'Do-Not-Call Registry' (DNCR) list management	✓	✓	✓	✓
List mixing & recycling	✓	✓	✓	✓
Disposition management	✓	✓	✓	✓
Data import	✓	✓	✓	✓
Answering Machine Detection (AMD)	✓	✓	✓	✓
Call monitoring	✓	✓	✓	✓
Digital engagement				
Unified Inbox		✓		✓
Live Assistance		✓		✓
Transfer to Agent or Group		✓		✓
Dispositions		✓		✓
Intelligent routing		✓		✓
Omnichannel		✓		✓
Post-interaction surveys		✓		✓
Fully integration to uContact voice		✓		✓
Instant Messaging				
WhatsApp Business*		✓		✓
Official WhatsApp provider (GupShup)		✓		✓

Multimedia Messaging Service (MMS)		✓		✓
Group messaging		✓		✓
Configurable business hours		✓		✓
Interaction recording		✓		✓
Bot automation		✓		✓
One-to-one & multiple messaging sessions		✓		✓
Social media				
Facebook Messenger		✓		✓
Facebook wall posts & comments		✓		✓
Twitter		✓		✓
Twitter Direct Messages		✓		✓
Interaction recordings		✓		✓
Bot automation		✓		✓
Live Assistance WebChat				
Initiate via website		✓		✓
Audio & video calls (webRTC)		✓		✓
Share screen		✓		✓
Customizable widget		✓		✓
FTP file transfer		✓		✓
Web Click-to-Call & Callback		✓		✓
Bot automation		✓		✓
Email				
Multiple touchpoints		✓		✓
Search open & closed emails		✓		✓

Multimedia Messaging Service (MMS)		✓		✓
Queue emails		✓		✓
Email auto reply		✓		✓
Send & receive attachments		✓		✓
Email templates		✓		✓
Bulk & one-to-one emails		✓		✓
Disposition		✓		✓
Bot automation		✓		✓
Workforce Optimization (WFO)				
Omnichannel recording		✓		✓
Call recordings	✓	✓	✓	✓
Screen recordings	✓	✓	✓	✓
Recording storage*	✓	✓	✓	✓
Agent coaching (spy, whisper & share screen)	✓	✓	✓	✓
Post-interaction surveys	✓	✓	✓	✓
Workforce Management				✓
Encryption	✓	✓	✓	✓
Quality models	✓	✓	✓	✓
Speech analytics	✓	✓	✓	✓
Gamification			✓	✓
Reporting & Analytics				
Real-time dashboard	✓	✓	✓	✓
Historical reporting	✓	✓	✓	✓
Omnichannel reports	✓	✓	✓	✓

Performance management	✓	✓	✓	✓
Scheduled reports	✓	✓	✓	✓
Custom reports	✓	✓	✓	✓
Automatic notifications	✓	✓	✓	✓
Alerts	✓	✓	✓	✓
Automation & AI				
Native & multichannel Bots		✓		✓
Automated workflows	✓	✓	✓	✓
Omnichannel automation	✓	✓	✓	✓
Intelligent routing	✓	✓	✓	✓
REST API integrations		✓		✓
Word & phrase recognition		✓		✓
Low-code programming tools				
Workflow designer	✓	✓	✓	✓
Report designer	✓	✓	✓	✓
Form designer	✓	✓	✓	✓
Bot designer	✓	✓	✓	✓
Gamification				
Daily games & challenges			✓	✓
Rewards & recognitions			✓	✓
Avatars			✓	✓
Customizable goals & objectives			✓	✓
Badges			✓	✓
Rankings			✓	✓
Operation Management				

User profiles	✓	✓	✓	✓
Agent groups	✓	✓	✓	✓
Internal messaging	✓	✓	✓	✓
Role-based interfaces	✓	✓	✓	✓
Security				
Password policies	✓	✓	✓	✓
Secure File Transfer Protocol (FTP)	✓	✓	✓	✓
Encryption	✓	✓	✓	✓
PCI Compliant	✓	✓	✓	✓
Secure Real-Time Transport Protocol (RSTP)	✓	✓	✓	✓