Hosted PBX Service
Clearspan Feature Matrix

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Clearspan Feature	Clearspan License Name	Premium License	Basic License	Chargeable Options
Account Codes	Account/Authorization Codes	x		
Alternate Numbers	Alternate Numbers	x		
Anonymous Call Rejection	Anonymous Call Rejection	x		
Authentication	Authentication	x	x	
Authorization Codes	Account/Authorization Codes	x		
Auto Attendant	Auto Attendant	x		
Auto Attendant Greeting Recording	Voice Messaging Group	x	x	
Auto Callback	Automatic Callback	x		
Automatic Hold/Retrieve	Automatic Hold/Retrieve	x		
Barge-In Exempt	Barge-in Exempt	x		
Blind Call Transfer	Call Transfer	x	x	
Call Center User - Basic	Call Center Basic	x		
Call Center User - Standard	Call Center Standard			x
Call Center User - Premium	Call Center Premium			x
Clearspan Anywhere	Clearspan Anywhere	x		
Clearspan Assistant – Enterprise	Client License 3	x		
Clearspan Receptionist – Enterprise	Client License 4			x
Clearspan Agent Client	Clearspan Agent Client			x
Clearspan Supervisor Client	Clearspan Supervisor Client			x
Busy Lamp Field	Busy Lamp Field	x		
Call Capacity Management (Configured by SP)	Call Capacity Management	x	x	
Call Forwarding Not Reachable	Call Forwarding Not Reachable	x	x	
Call Forwarding Always (Remote Access on Voice Portal)	Call Forwarding Always	x	x	
Call Forwarding Always (Ring Splash option included)	Call Forwarding Always	x	x	
Call Forwarding Busy	Call Forwarding Busy	x	x	
Call Forwarding No Answer	Call Forwarding No Answer	x	x	
Call Forwarding Selective (Ring Splash option)	Call Forwarding Selective	x		
Call Intercept Group	Intercept Group	x	x	
Call Intercept User	Intercept User	x	x	
Call Notify	Call Notify	x		

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Clearspan Feature	Clearspan License Name	Premium License	Basic License	Chargeable Options
Call Park	Call Park	x		
Call Pickup	Call Pickup	x		
Call Return	Call Return	x	x	
Call Screening by Digit Patterns	Selective Call Acceptance/Rejection, Call Notify, and Priority Alert	x		
Call Trace	Customer Originated Trace	x	x	
Call Transfer	Call Transfer	x	x	
Call Transfer with Third Party Consultation	Call Transfer	x	x	
Call Transfer with Three-Way Consultation	Call Transfer	x	x	
Call Waiting	Call Waiting	x	x	
Calling Line ID Blocking	Calling Line ID Delivery Blocking	x	x	
Calling Line ID Blocking Override	Calling Line ID Blocking Override	x		
Calling Line ID Blocking per Call	Calling Line ID Delivery Blocking	x	x	
Calling Line ID Delivery	Calling Line ID Delivery (Internal & External)	x	x	
Calling Line ID Delivery Enhancement (Configured by group administrator or above)	Calling Party Category	x	x	
Calling Name Delivery	Calling Name Retrieval	x	x	
Calling Number Delivery (R17SP2)	Calling Number Delivery	x	x	
Cancel Call Waiting	Call Waiting	x	x	
Charge Number	Charge Number	x	x	
Classmark	Classmark	x	x	
Client Call Control (used for third-party clients)	Client Call Control	x	x	
CommPilot Call Manager – Blind Call Transfer	CommPilot Call Manager	x		
CommPilot Call Manager – Call Hold	CommPilot Call Manager	x		
CommPilot Call Manager – Call Transfer	CommPilot Call Manager	x		
CommPilot Call Manager – Calling Line ID Delivery	CommPilot Call Manager	x		
CommPilot Call Manager – Dial and Last Number Redial	CommPilot Call Manager	x		
CommPilot Call Manager – Phone Lists (Group, Personal, Call Log)	CommPilot Call Manager	x		
CommPilot Call Manager – Send to Voicemail	CommPilot Call Manager	x		
CommPilot Call Manager – Three–Way Calling	CommPilot Call Manager	x		
CommPilot Call Manager – Transfer with Consultation	CommPilot Call Manager	x		
CommPilot Express	CommPilot Express	x		
CommPilot Group Web Portal	Platform License	x	x	
CommPilot Personal Web Portal	Platform License	x		
Communication Barring User-Control	Communication Barring User-Control	x	x	
Connected Line Identification Presentation	Connected Line Identification Presentation	x	x	

Clearspan Feature	Clearspan License Name	Premium License	Basic License	Chargeable Options
Connected Line Identification Restriction	Connected Line Identification Restriction	x	x	
Configurable Calling Line ID	Platform License	x	x	
Configurable Extension Dialing	Platform License	x	x	
Configurable Feature Codes	Platform License	x	x	
Consultation Hold	Flash Call Hold	x	x	
Custom Ringback – Audio	Custom Ringback	x	x	
Department Administrative Layer	Platform License	x	x	
Direct Inward/Outward Dialing	Platform License	x	x	
Directed Call Pickup	Directed Call Pickup	x		
Directed Call Pickup with Barge-In	Directed Call Pickup with Barge-In	x		
Directory Number Hunting	Directory Number Hunting	x		
Distinctive Alert/Ringing	Priority Alert	x		
Diversion Inhibitor	Diversion Inhibitor	x		
Do Not Disturb (Ring Splash option)	Do Not Disturb	x		
Emergency Zones	Emergency Zones	x	x	
Enhanced Equal Access Provisioning	Preferred Carrier User	x	x	
Enhanced Equal Access Provisioning	Preferred Carrier Group	x	x	
Enhanced Outgoing Calling Plan	Enhanced Outgoing Calling Plan	x		
Enhanced Privacy On Hold	Privacy	x		
Enterprise Voice Portal	Enterprise Voice Portal	x	x	
Extension Dialing	Platform License	x	x	
External Source for Music On Hold	Music On Hold	x		
Fax Messaging	Fax Messaging			X*
Flash Call Hold	Flash Call Hold	x	x	
Forwarded Calling Plan	Outgoing Calling Plan	x	x	
Group Resource Inventory Report	Inventory Report	x	x	
Home Zones (Configured by SP)	Emergency Zones	x	x	
Hoteling	Hoteling Guest & Hoteling Host	x		
Hunt Group Enhancement (Assigned only to Hunt Groups)	SMDI Message Desk	x	x	
Hunt Groups	Hunt Group	x	x	
Immediate Voice Mail	Voice Messaging User	x		
In-Call Service Activation	In-Call Service Activation	x		
Incoming Calling Plan	Incoming Calling Plan	x	x	
Instant Group Call	Instant Group Call	x		
IP Phone Support	Platform License	x		
Last Number Redial	Last Number Redial	x	x	
Lawful Intercept	Lawful Intercept Event Monitoring	x	x	
Lawful Intercept	Lawful Intercept Media Monitoring	x	x	
LDAP Integration	LDAP Integration	x	x	

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Legacy Automatic Callback (R17SP2)	Legacy Automatic Callback	x		
Location-based Call Restrictions (R17SP2)	Location-based Call Restrictions	x		
Loudspeaker Paging	Platform License	x	x	
Malicious Call Trace – Enhancement to Call Trace capabilities (Configured by system provider)	Malicious Call Trace	x	x	
Multipath Forwarding	Platform License	x	x	
Multiple Call Arrangement	Multiple Call Arrangement	x		
Music On Hold	Music On Hold	x		
MWI Delivery to Mobile Endpoint	MWI Delivery to Mobile Endpoint	x		
Network Wide Messaging	Network-Wide Messaging	x		
N-Way Calling	N-Way Calling	x		
Outgoing Calling Plan	Outgoing Calling Plan	x	x	
Outlook Integration	Outlook Integration	x		
Parking Stations	Automatic Hold/Retrieve	x		
Personalized Name and Greeting Recording (Personal)	Voice Messaging Group	x	x	
Physical Location	Physical Location	x	x	
Pre-alerting Announcement (R17SP2)	Pre-alerting Announcement	x		
Printable Group Directory	Platform License	x	x	
Priority Alert/Ringing	Priority Alert	x		
Push To Talk	Push to Talk	x		
Remote Office	Remote Office	x		
Selective Call Acceptance	Selective Call Acceptance	x		
Selective Call Rejection	Selective Call Rejection	x		
Sequential Ringing	Sequential Ring	x		
Series Completion	Series Completion	x	x	
Service Packs	Service Packs	x	x	
Service Scripts – Group	Service Scripts Group	x	x	
Service Scripts – User	Service Scripts User	x	x	
Shared Call Appearance	Shared Call Appearance also SCA5	x		
Shared Call Appearance - Enhanced	Shared Call Appearance 10,15,20,25,30,35	x		
Simultaneous Ring	Simultaneous Ring Personal	x		
SIP TCP	SIP TCP	x	x	
Soft Client Support	Platform License	x		
Speed Dial 100	Speed Dial 100	x		
Speed Dial 8	Speed Dial 8	x		
Third-Party Voicemail MWI	Third-Party MWI Control	x	x	
Third-Party Voicemail Support	Third-Party Voice Mail Support	x	x	
Three-Way Calling	Three-Way Call	x	x	
Transferred Calling Plan	Outgoing Calling Plan	x	x	

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Trunk Group (SIP Trunking to other PBXs)	Trunk Group			x
Two-Stage Dialing	Two-Stage Dialing	x		
User-Managed Privacy	Privacy	x		
Video Add-On	Video Add-On	x		
Video Auto Attendant	Auto Attendant – Video	x		
Video Call Center	Call Center – Video			x
Video Call Intercept (Covers both user and group licenses)	Intercept User	x	x	
Video Call Intercept (Covers both user and group licenses)	Intercept Group	x	x	
Video Messaging	Voice Messaging User – Video			x
Video Music On Hold	Music on Hold – Video	x		
Voice Mailbox Integration	Voice Messaging User			x
Voice Message Waiting Indication	Voice Messaging User			x
Voice Messaging	Voice Messaging User			x
Voice Messaging Call Back	Voice Messaging User			x
Voice Messaging Notification	Voice Messaging User			x
Voice Messaging to E-mail	Voice Messaging User			x
Voice Portal	Voice Messaging Group	x	x	
Voice Portal Calling	Voice Portal Calling	x		
Web Conferencing	Instant Conferencing			x
Web Portal Call Logs	Basic Call Logs	x	x	
Web Portal Call Logs	Enhanced Call Logs			x
Wireless Dialing	Platform License	x		
AMR Codec	numAMRPorts			x
Call Control XML	numCCXMLPorts			x
G.729 Ports	numG729Ports			x
Meet-me Conferencing	Meet-me conferencing			x
MRCP Interface (ASR/TTS)	MRCPv2			x
VoiceXML Toolkit	numVoiceXMLPorts			x

Call Center Feature Matrix		
Feature	Description	License
Caller Features		
Entrance Announcement	The queue entrance message is played to the caller when they initially enter the queue. Example: *'You have reached the Sales Department'* If an agent is available, the entrance message will not be played, unless it is configured to be mandatory (see below)	All
Mandatory Entrance Announcement	The entrance message can be flagged as *mandatory,* which forces the entrance message to be played to completion, even if an agent is available to receive the call.	All
Play Estimated Wait Time/Location in Queue	After the entrance announcement is played, an optional message announces to callers their position in the queue or an estimated waiting time.	All
Music on Hold / Video on Hold	Configure music or video hold media to be played to the caller while they are in the queue. MoH/VoH can be configured to run from a file, which always starts at the beginning and loops, or from an external source, where the media source plays a continuous stream of music.	All
Comfort Greeting	Configure a periodic comfort message to be played to the caller while they are in the queue. Option: An alternate comfort greeting policy (Comfort Message Bypass) can be configured that permits callers with a short estimated wait time to hear an alternate comfort messages or ringing instead of the standard comfort/Music-On-Hold treatments.	All Premium
Play Ringing when offering call	Configure whether to play ringing to the caller when a call is being offered to an agent. When disabled, the caller hears MoH until the agent is connected with the caller.	All
Escape from Queue	Enable the 'Escape from Queue' option, and configure the digit that callers can use to escape from the queue. When triggered, the escape function routes the caller to the Busy destination configured for the Call Center, which may be a configured destination or Voice Messaging.	All
Operational Features - General		
Call Center Creation Wizard	The Call Center Creation Wizard assists in the creation of call centers. It includes the common steps of configuring the Call Center Profile settings, configuring DNIS parameters, assigning agents, assigning supervisors, and assigning agents to supervisors. Other settings (routing policies, custom announcements, etc) are accomplished outside of the Wizard screens.	All
Call Center DNIS Addressing	Call Centers can be assigned full directory numbers allowing them to be accessed directly by customers; or extensions, where they are accessed via an IVR/AA. Multiple DNIS numbers (up to 64) can be associated with a single Call Center, such that a single pool of agents handle calls to all of the assigned DNIS numbers. The DNIS numbers can be assigned to priority buckets (4 levels) such that higher priority calls are distributed before lower priority calls, and calls can move into higher priority buckets	All Premium

Call Center Feature Matrix		
Feature	**Description**	**License**
	when they exceed configured wait times.	
Assign Agents	Any user in the Enterprise with the appropriate Call Center user license can be assigned to a Call Center. Users can be assigned to multiple Call Centers. Up to 1000 agents can be assigned to each Call Center. At least 12,000 agents can be assigned to Call Centers in an Enterprise.	All
Assign Supervisors	Any user in the Enterprise can be assigned as a Supervisor of a Call Center. Supervisors can be assigned to multiple Call Centers, and can supervise all or a portion of the agents within a Call Center. Up to 200 Supervisors can be assigned to each Call Center. Supervisors must have the Call Center Supervisor client to access reports and real time monitoring of agents and queues.	All
Bandwidth and QoS settings	Configure different codecs for internal (intra-group or intra-enterprise) calls and external calls. This setting allows the Administrator to better manage the quality of service (QoS) and bandwidth used to provide Music On Hold to internal and external users.	All
Announcements and Greetings		
Customizable Announcements and Greetings	All announcement and greetings associated with the Call Center, and each DNIS number associated with the Call Centers, can be customized	All
Video Support	All announcements and greetings associated with the Call Center will support Video. The playback of video files is determined based on the capability of the calling parties endpoint.	All
Retrieve media files via URL/server	All announcement and greetings associated with the Call Center can be retrieved from an external server by configuring a URL in the settings	All
Chaining of up to 4 media files	Each announcement and greeting associated with the Call Center can be configured to use up to 4 chained messages/files. This is typically used in two scenarios: • Reuse 'common' message fragments to create a message. For example, combine 'Thank you for calling ABC Corporation' with 'You have reached the Sales Department' and 'Your call may be recorded'. The first and last fragment can be reused in other announcements. • Add temporary messages to the existing message without having to alter the 'standard' message. For example, add 'We are currently experiencing a network outage in the Smith County area. For the latest update, please go to our website at …"	All
Routing Policies		
'Group' Policy – Call Distribution	Policy to select and distribute calls to the agents assigned to the Call Center. There are 5 distribution options available that can be applied	All

Call Center Feature Matrix

Feature	Description	License
	to each Call Center. • Circular - Sends calls to agents using the order listed for the Call Center. Incoming calls go to the first available agent on the list, beginning where the last call left off • Regular - Sends calls to agents in the order listed for the Call Center. Incoming calls go to the first available person on the list, always starting with the first person on the list • Simultaneous - Rings all of the agents in the Call Center simultaneously; the first user to pick up the ringing phone is connected • Uniform – Sends calls to the agent that has been idle the longest. • Weighted Call Distribution – Calls are distributed to agents according to a pre-defined weighting. Each agent is assigned a weight corresponding to the percentage of incoming calls they should receive. When selected, a *Weighted Call Distribution* option is enabled on the main Call Center Profile screen.	
Queue Priority Settings	A policy that determines which call in the queue, based on priority, should be delivered to an agent when the agent becomes idle. The Routing Priority policy offers two settings: ▪ Longest Wait – When this setting is selected, the wait times of the next call in line from each queue where the agent is staffing are compared. The longest waiting call is selected and delivered to the agent. ▪ Fixed Queue Priority – When this setting is selected, a list of precedence is configured among the queue of the group/enterprise. The call from the highest precedence queue that the agent is staffing is selected and delivered to the agent. Example: An agent is assigned to 5 queues, and each has a call in queue. When the agent becomes available, the call is delivered using the Routing Priority Setting, so either the longest waiting call or the call in the highest priority queue is delivered to the agent. For either setting, bounced calls always have priority over non-bounced calls. If there is more than one candidate-bounced call, then they are prioritized based on the original time at which the call was offered to an agent. This policy is configured at the group/enterprise level.	All
Queued Call Prioritization	In general, calls within a queue are prioritized based on their wait time in the queue. A bounced call (one that has been delivered to an agent but was returned to the queue because it was not answered) will be placed at the top of the queue. Calls entering a queue can either start with 00:00 wait time (go to bottom of queue), or can retain their accumulated wait time from previous queues and get prioritized based on their total wait time. This option is configured by the Administrator for each Call Center.	Premium
Overflow routing policy	An Overflow call is defined as a call that will exceeds the Queue Length	All

Call Center Feature Matrix		
Feature	**Description**	**License**
	setting on the Call Center Profile settings (Overflow-Size) or has exceeded the wait time configured in the Overflow settings (Overflow-Time). Overflow actions include the following options: • Perform busy treatment – CFB or Voice Messaging • Transfer call • Play ringing until caller hangs up In addition, an announcement can be played before the overflow processing	
Bounced call routing policy	A bounced call is defined as a call that is routed to the agent but is not answered within the specified number of rings. Bounced call actions include the following options: • Default action - Move to next agent based on 'Group' policy • Transfer call	Standard and Premium
Stranded call routing policy	A stranded call is defined as a call that is in the queue when there are no longer any agents 'Signed-In' to the queue. Stranded call actions include the following options: • Leave in queue • Perform busy treatment – CFB or Voice Messaging • Transfer call • Follow Night Service policy (Premium) • Play ringing until caller hangs up (Premium) • Play announcement until caller hangs up (Premium)	Standard or Premium (as noted)
Night Service	Night Service provides a policy to perform different routing during hours that the queue is not in service (generally after business hours). The service is invoked via a schedule that defines the business hours of the queue. Basic and Standard Call Centers can use Selective Call Forwarding for this service.	Premium
Holiday Service	Holiday Service provides a policy that permits calls to be processed differently during holiday periods. The holiday schedule is defined at the group level. The Queue policy allows the configuration of a specific routing action when a call is received during a holiday period. If no holiday schedule is defined for the queue, then all incoming calls to the queue are processed as if they were received during a non-holiday period. Basic and Standard Call Centers can use Selective Call Forwarding for this service	Premium
Forced Forwarding	Forced Forwarding provides a policy to temporarily divert new	Premium

Call Center Feature Matrix

Feature	Description	License
	incoming calls to a new destination.	
	Forced forwarding of calls does not affect calls already in the queue. These calls are routed to and presented to the agents in the usual way.	
	This feature is typically invoked when a change in business conditions dictates calls be redirected to another queue other than Night service or overflow destinations.	
	Basic and Standard Call Centers can use Call Forwarding Always for this service	
Call Center Types		
Call Center Types – Basic, Standard, Premium	There are three different Call Center types that are licensed on BroadWorks, designed to meet the needs of different environments. • Basic Call Center – designed to provide simple call distribution and queuing. It is generally targeted at non-Call Center environments such as a pool of Receptionists or a small workgroup • Standard Call Center – designed to support less complex call center environments. It is generally targeted at lower volume call centers without complex call handling requirements • Premium Call Center – designed to support complex high-volume call center environments. When creating a new Call Center group, Administrators select which type they want to create, and the applicable features are enabled based on the type of Call Center.	
Inbound Call Center	Inbound voice calls are distributed to the agents assigned to the Call Center	All
Outbound Call Center	Any Call Center can be designated as an 'Outbound Call Center', such that outgoing calls from an agent can be associated with a Call Center, such that the called party sees the Calling Line ID (CLID) of the call center or DNIS instead of the agent's CLID. Agents can be configured such that all their outgoing calls are made using a designated call center, or can select a call center on a call-by-call basis.	Premium
Video Call Center	Any Call Center can be configured to support Video, with enables loading video announcements and greetings.	All
Agent Features		
Guard Timer	An Agent Default Setting that, when enabled, delays the delivery of a new ACD call until the timer expires. Designed to prevent a new ACD call from being presented to the agent *immediately* after they end the previous call. Note: This is not designed to support 'post call work' (see Wrap-up timer)	All
'Join' Call Centers	Agents assigned to Call Centers must 'Join' the Call Center to be considered in the call distribution process. If they are not 'Joined' they are not considered active in the Call Center. If they are 'Joined' their ACD state and Line State are used to determine if/when they receive a call.	All

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Call Center Feature Matrix		
Feature	**Description**	**License**
	Agents can 'Join' any number of Call Centers, using either the Web Portal or the Call Center client. Agents may be allowed to set their 'Join' status, or an Administrator can configure and lock their 'Join' status. This is generally used when an agent needs to temporarily 'Join' a queue when call volumes are higher than normal.	
Set ACD states	Agents can configure the following ACD states • Sign-In • Available • Unavailable • Wrap-up • Sign-Out An Agent is considered 'idle' and available to receive an ACD call if they are in the 'Available' state and their line state is 'on-hook' (assuming they do not have Call Waiting enabled and have not enabled calls during 'Wrap-up' state. Their ACD state applies to all Call Centers to which they are 'Joined'	Standard and Premium
Unavailable Codes	The 'Unavailable' ACD state can be extended to include codes showing the reason the Agent is Unavailable. For example: '*Unavailable-Lunch'* Unavailable codes are completely customizable. Administrators create or enable a set of Unavailable codes for use within an Enterprise or a Call Center. Up to 1000 Unavailable Codes can be defined in an enterprise Note: Agents can be forced to select an unavailable code, with a default Unavailable code applied when one is not selected.	Standard and Premium
Forced Unavailability Codes	An Agent Default Setting policy that, when enabled, forces transition of a Call Center agent from Available/Wrap-up to Unavailable status. The following 3 conditions can be individually enabled to force the Agent to change ACD state to 'Unavailable': ▪ The agent is making or receiving a personal call (Premium Only) ▪ The agent is enabling the Do Not Disturb (DND) service ▪ The agent has not answered a specified number of incoming ACD calls (bounced calls) Note: Unique Unavailable Codes can be created and applied to each condition when this feature is triggered. Example: *Unavailable-DND*	Standard and Premium (as noted)
Wrap-up ACD state	Agents use the 'Wrap-Up' ACD state for post ACD call work. They may transition to this state automatically at the completion of an ACD call, or manually via the Call Center client. Configurable options exist for the following: • Allow agents to receive a new ACD call when they are in wrap-up state. Note: This is generally disabled in formal call centers. • Set automatic wrap-up duration time (Agent setting) • Set a maximum Wrap-Up duration time for agents in a Call Center (Administrator setting)	Standard and Premium

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Call Center Feature Matrix

Feature	Description	License
	• Set automatic transition to Wrap-up after ACD call completion (Administrator and Agent setting; Admin setting has precedence)	
Disposition Codes	Disposition codes can be applied to call center calls during the call and at wrap-up. This allows calls to be tagged in reports to track the result of promotions, the result of calls, the purpose of calls, or other items. Disposition Codes are completely customizable. Administrators create or enable a set of Disposition codes for use within an Enterprise or a Call Center. Up to 1000 Disposition Codes can be defined in an enterprise	Premium
Automatically answer calls	A Queue policy configuration option that, when enabled, allows ACD calls to agents to be automatically answered and rendered over the device's speaker and microphone. Note: The agent's device must support the *Remote Control Talk Event* package for this feature.	Premium
Agent Whisper Message	When enabled, allows a custom message to be played to the agent when a call comes from a call center. Example: *'Call from Sales Queue'* A separate customized message can be loaded for each Call Center, and for each configured DNIS within a Call Center.	Premium
Distinctive Ringing	When enabled, a distinctive ring pattern is played to the phone device when an ACD call is delivered or when an ACD call is 'force delivered' (Auto Answer enabled) to the agent. There are 4 different ring patterns that can be assigned. Note: This feature is generally used in an informal call center environment and allows the agent to distinguish between direct inbound calls and ACD calls from a few different queues.	All
Call Escalation to Supervisor	Agents can quickly escalate calls to their assigned Supervisors via a button in the Call Center client. The following call escalation types are supported: • 'Normal' Escalation – this is a consultative escalation in which the calling party is placed on hold, the agent connects with a Supervisor, and the parties are joined together • Emergency Escalation – this is an escalation in which the calling party is NOT placed on hold, the agent alerts a Supervisor and they are immediately joined into the call. Using the Call Center client, agents can see the line state of their assigned Supervisor(s) and select a Supervisor based on their line state, or a Supervisor can be automatically selected by BroadWorks, based on the Supervisor's availability Any user can be assigned as a Supervisor for a call center, including Team Leads. They need not have a Call Center Supervisor client.	Standard and Premium
Remote Office	Allows any user (Agent or Supervisor) to access and use their BroadWorks service from any end point, on-net, or off-net (for example, home office, mobile phone). This service is typically used by home-based workers, as it enables them to use all of their Call Center client features while working remotely (for example, extension dialing, transfers, conference calls, Outlook integration, directories, and so on).	All

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Feature	Description	License
	Example: When a call is distributed to an agent, their home phone (running on a different carrier's network) is alerted and they see on their Call Center client that the call is from a Call Center. When they answer the call, BroadWorks continues to track their call state for availability and reporting.	
BroadWorks Anywhere	Allows any user (Agent or Supervisor) to provision an alternate phone that will be alerted when calls are delivered to them. Call state is maintained on BroadWorks throughout the call. In most cases, this feature is applied to a mobile phone. Example: When a call is distributed to an agent, their mobile phone (running on a different carrier's network) is alerted and they see that the call is from a Call Center. When they answer the call, BroadWorks continues to track their call state for availability and reporting.	All
Customer Originated Trace	Agents can trigger a COT action on any active call or the last call they received, using either the Call Center client or a FAC	All
Call Hold/Retrieval Handling	Configure to prevent agents from putting a Call Center call on hold indefinitely. Includes configurable timers that alert the agent of the held call, or returns the call to the queue.	Standard and Premium
Phone/Device Features*	***Features are dependent on device implementation**	
Display Inbound call information	The phone will display the following information when a call is presented - Call Center or DNIS name and number - Number of calls still in queue - Wait time of current call - Wait time of longest waiting call	All
Set ACD state	Set ACD state using softkeys on phone, including Unavailable Codes	Standard and Premium
Assign Disposition Code	Assign a Disposition code using softkeys on the phone	Premium
Services enabled via FAC	The following services can be enabled using FACs - Silent Monitor Agent (Supervisor) - Silent Monitor next call (Supervisor) - Night Service activation/deactivation (Supervisor) - Forced Forwarding activation/deactivation (Supervisor) - Place Outbound ACD call - Place Outbound Personal call - Escalate call to Supervisor (Standard and Premium) - Initiate COT (Standard and Premium)	Premium (except as noted)
Supervisor Features		
All Agent features	Supervisors can also be assigned as Agents in any Call Center, and can utilize all supported agent features.	Standard and Premium
Monitor/manage agents	Supervisors can monitor the real time activity of agents, including viewing and changing agent ACD states, viewing active call information, and barging in on active calls	Standard and Premium

Call Center Feature Matrix

Feature	Description	License
Silent Monitoring	Supervisors can silently monitor the following calls • Active call with agent • Next call to agent • Next call to Call Center	Premium
Monitor/manage queued calls	Supervisors can monitor the real time activity of queues using the Call Center Supervisor client, including viewing individual queued calls, retrieving calls from queue, changing the position of calls in queue, and transferring calls out of the queue.	Standard and Premium
Real time Dashboard	Supervisors can monitor a real time dashboard of key performance indicators for queues and agents using the Call Center Supervisor client	Standard and Premium
Reporting Features		
Agent Reports	Call Detail Report, Call Report, Duration Report, Activity Report, Summary Report, Unavailability Report, Disposition Code Report, Sign-In/Out Report	Standard and Premium
Queue Reports	Call Detail Report, Incoming Calls Report, Call Center Report, Abandoned Calls Report, Summary Report, Service Level Report, Disposition Code Report, Overflow Report	Standard and Premium
Scheduled Reports	Reports can be scheduled such that they are automatically run and delivered to specified users based on a configured schedule	Standard and Premium
Custom Reports	Custom reports can be created using existing data templates for agents or queues.	Standard and Premium
Report Filters	Filters can be applied to reports to screen out undesired data	Standard and Premium
Export Reports as XLS and PDF	Reports can be delivered in HTML, or exported in XLS or PDF format	Standard and Premium
Report Branding	Reports can be branded by the Service Provider or Company	Standard and Premium
Assignable Services	**These services can be assigned to a Call Center and affect all calls that are received by the queue.**	
Alternate Numbers	Enables Call Centers to have up to ten additional phone numbers and/or extensions assigned to them. 'Normal' ringing is provided for incoming calls to the primary phone number and optional distinctive ring tones can be configured for calls to the alternate phone numbers.	All
Call Forwarding Always	Enables a Call Center to redirect all incoming calls to another phone number. Alternative to *Forced Forwarding (Premium CCs)*	All
Call Forward Selective	Enables a Call Center to define criteria that causes certain incoming calls to be redirected to another destination. If an incoming call meets user-specified criteria, the call is redirected to the specified destination.	All

Call Center Feature Matrix		
Feature	**Description**	**License**
	A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined. Alternative to *Night Service or Holiday Service (Premium CCs)*	
Call Waiting	Allows an Agent to receive new inbound calls when they are on an active call. For Call Center agents, this setting is controlled in the Call Center configuration settings. An option exists to 'Allow call waiting on agents'. This setting is typically DISABLED in a formal call center environment.	All
Call Notify	Enables a Call Center to define criteria that cause certain incoming calls to trigger an e-mail notification. If an incoming call meets user-specified criteria, an e-mail (or short message to a cell phone) is sent to the notify address informing the recipient of the details of the incoming call attempt. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.	All
Do Not Disturb	Allows Call Center to be set as 'unavailable' so that incoming calls are given a busy treatment. Can be used for After Hours service in an informal call center.	All
Hoteling	Call Centers often work used 'shared workstations' such that agents work at the same phone/PC on rotating shifts. 'Hoteling' enables agents to associate the phone device at the work station with their BroadWorks account/profile, so calls distributed to them are routed to the device. Agents can enable Hoteling using either the Call Center client, the web portal, the phone device (device dependent), or the Voice portal.	All
Pre-Alerting Announcement	A Pre-Alerting Announcement allows users to provide a customizable announcement to be played to the calling party before alerting the user's device. The announcement can be configured to be interruptible by the calling party via a configurable dual-tone multi-frequency (DTMF) sequence.	All
Voice Messaging	When callers escape from the queue, they can be directed to a voice mailbox assigned to the Call Center and leave a message.	All
Message Waiting Indicator	Message waiting notification for a new message left in a Call Center voice mailbox is sent to the Call Center Supervisor client.	All