



xCALLY Features

 Plus

 Gold

 Platinum

	Plus	Gold	Platinum
Inbound ACD: Automatic Call Distribution	●	●	●
Multicampaing QUEUE Management	●	●	●
Skill based Routing	●	●	●
Queue priority	●	●	●
Inbound Call Pop-ups	●	●	●
Outbound call routing	●	●	●
Time based Call Routing	●	●	●
Integrated Voice over IP SIP softphone	●	●	●
PBX enabled to add hardware SIP phone devices	●	●	●
SIP Voice over IP RFC Compliant	●	●	●
SIP-PSTN Media Gateway integration (PRI, BRI, analog)	●	●	●
Agent Login/Logout	●	●	●
Agent Pause and Backoffice Pause	●	●	●
External SIP client support for Agents	●	●	●
Windows Phone bar support for Agents	●	●	●
WebRTC Phone bar support for Agents	●	●	●
Monitor (silent listen-in), whisper (talk to agent without customer knowing), Barge-IN (jump into call)	●	●	●
Push distributed xCALLY client provisioning and update	●	●	●
MOH	●	●	●
Mute	●	●	●
Blind Transfer	●	●	●
Attended Transfer	●	●	●
Agent Status display	●	●	●
Agent Login Time	●	●	●
Agent Pause Time	●	●	●
Agent Campaign monitor	●	●	●
Phone Book	●	●	●
Recent calls	●	●	●
Audio VoIP optimization management	●	●	●



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Real time agent campaign assignement	●	●	●
Voicemail	●	●	●
IVR Visual Drag and Drop full integration	●	●	●
Message Playback	●	●	●
Welcome Messages	●	●	●
Call Forwarding	●	●	●
FallBack call routing	●	●	●
Outbound call management	●	●	●
Offiline reporting	●	●	●
Real time Advanced reporting	●	●	●
Call center DASHBOARD reporting	●	●	●
Remote xCALLY Bar Agents	●	●	●
ACD Multi-Strategy	●	●	●
CTI: Computer Telephony Integration	●	●	●
Multi-extensions inbound management	●	●	●
Call Recording	●	●	●
Multi-User xCALLY Web Manager Interface	●	●	●
Multi-User xCALLY Web Reporting Interface	●	●	●
Web Service API	●	●	●
Call Back API	●	●	●
3rd party app integrations (Zendesk, Salesforce, SugarCRM and custom App)	●	●	●
Presence Panel management	●	●	●
Remote Virtual Agent	●	●	●
Database integration with MySQL or ODBC	●	●	●
Cally Square Drag and Drop IVR	●	●	●
Contact management		●	●
Automatic Outbound: power dial, progressive, near predictive			●

*Optional TTS and ASR integration based on request and special projects



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