

## Gen-i Virtual Contact Centre Key Feature Comparison Matrix

Features for Control Options Std = Standard    Opt = Optional		I.N. Network		Toll Free Self Manage		VCC		Hosted IVR		Hosted Contact Centre	
		Std	Opt	Std	Opt	Std	Opt	Std	Opt	Std	Opt
Routing & Delivery	TollFree/Premium rate call distribution control	•		•		•				•	
	Time dependencies (time/day/week/year)		•	•		•				•	
	Additional call distribution plans		•	•		•				•	
	Overflow routing		•	•		•				•	
	Percentage call distribution		•	•		•				•	
	Call advance on busy		•	•		•				•	
	Call advance – No answer		•				•			•	
	Change 0800 answering number		•	•		•				•	
	Originating Geographical Routing		•	•		•				•	
	Routing based on 0800 Call Prompt DTMF entry		•	•		•				•	
	Service / skill based routing	n.a.	n.a.				•			•	
	CTI (Computer Telephony Integration)	n.a.	n.a.				•		•	•	
	Database matching routing	n.a.	n.a.		•		•		•	•	
	Routing based on IVR inputs (DTMF)		•		•		•		•	•	
Hosted Contact Centre based Contact centre Agents	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	•		
Call Transfer	DTMF Call Transfer (zero out to operator)		•				•		•	•	
	CTI Call Transfer						•		•	•	
DR /BCP routing opt	Emergency re-routing control		•	•		•				•	
	Ability to change termination number		•	•		•				•	
	0800 Follow Me		•								
	Emergency re-routing via 0800 No. + PIN	n.a.	n.a.	n.a.	n.a.		•				•
	Default routing	•		•		•				•	
SLA	Covered by standard Service Level / Service Delivery Agreements			•		•		•		•	
IVR	Customised Announcements		•						•	•	
	Customer Satisfaction Surveys								•		•
	Voice Prompting		•							•	
	Voice recognition								•		•
Reports	Customisable on-line TollFree billing reports		•	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
	Customisable on-line volume-based reports (real-time and historical)	n.a.	n.a.		•		•		•	•	
	Enterprise-based ACD reporting (real-time and historical)	n.a.	n.a.	n.a.	n.a.	•				•	

### Legion

•	Feature available and controlled by customer
•	Feature available and controlled by Gen-i VCC/Telecom Provisioning Group
n.a.	Not available within specified control option