

PRODUCT INTERFACE

| | Basic Plan Rs 900/mo | Advanced Plan Rs 1650/mo | Premium Plan Rs 3350/mo | Enterprise Plan Customized |
|--------------------|-------------------------|-----------------------------|----------------------------|-------------------------------|
| Web Interface | ✓ | ✓ | ✓ | ✓ |
| Mobile App | ✓ | ✓ | ✓ | ✓ |
| 128 Bit Security | ✓ | ✓ | ✓ | ✓ |
| Unified Management | ✓ | ✓ | ✓ | ✓ |

BASIC IVR

| | | | | |
|--------------------------|---|---|---|---|
| Blacklisting | ✓ | ✓ | ✓ | ✓ |
| Welcome Greeting | ✓ | ✓ | ✓ | ✓ |
| Programmable Extension | ✓ | ✓ | ✓ | ✓ |
| Dynamic Greetings | ✓ | ✓ | ✓ | ✓ |
| Time Based Routing | ✓ | ✓ | ✓ | ✓ |
| Click-to-call | ✓ | ✓ | ✓ | ✓ |
| Voicemail | ✓ | ✓ | ✓ | ✓ |
| Advanced Call Forwarding | — | ✓ | ✓ | ✓ |

ADVANCED IVR

| | | | | |
|---------------------------------------|---|---|---|---|
| Multi-Language Message | ✓ | ✓ | ✓ | ✓ |
| Custom On-Hold Music | ✓ | ✓ | ✓ | ✓ |
| Custom SMS API | — | ✓ | ✓ | ✓ |
| Multi Agent Free Login | ✓ | ✓ | ✓ | ✓ |
| Multi Agent Login (Role level access) | — | — | ✓ | ✓ |
| Sticky Agent | — | — | ✓ | ✓ |
| Multi Level IVR | — | ✓ | ✓ | ✓ |
| Location (Telco) Based Routing | — | — | — | ✓ |
| Incall Transfer | — | — | — | ✓ |
| Outbound Dialer | — | — | — | ✓ |
| Automated Outbound Calling | — | — | — | ✓ |
| Personalized IVR | — | — | — | ✓ |

APIs

| | | | | |
|---------------------------|---|---|---|---|
| Post Call Hooks(Hook API) | — | ✓ | ✓ | ✓ |
| CRM Integration | — | ✓ | ✓ | ✓ |

REPORTS & ALERTS

| | | | | |
|---------------------|-----|------|-----------|-----------|
| Real-Time Analytics | ✓ | ✓ | ✓ | ✓ |
| Call Logs | ✓ | ✓ | ✓ | ✓ |
| Email Reports | ✓ | ✓ | ✓ | ✓ |
| SMS Acknowledgement | ✓ | ✓ | ✓ | ✓ |
| SMS Notification | ✓ | ✓ | ✓ | ✓ |
| Quick Dial Basic | ✓ | ✓ | ✓ | ✓ |
| Customized Reports | — | — | — | ✓ |
| Call Recording | 1Mo | 3 Mo | Unlimited | Unlimited |

ADD ON FEATURES

| | | | | |
|----------------------|---|---|---|---|
| QuickDial + | ✓ | ✓ | ✓ | ✓ |
| Pick your VIP Number | ✓ | ✓ | ✓ | ✓ |
| International Number | — | ✓ | ✓ | ✓ |
| Toll Free Number | — | ✓ | ✓ | ✓ |
| Customer Sender ID | — | ✓ | ✓ | ✓ |
| Virtual Number pool | — | — | — | ✓ |