Feature List : Avyukta-e-Call Dialer Suite Pro

(Included by Default vs Paid Features, Only for Pro Version)

S.No	Feature	Commercials wrt Manhours for Development (Delivery Timelines upon confirmation)	Basic / Advance
1	Manual Outbound Dialer	Included-Default Avyukta e Call	Basic
2	Preview Outbound Dialer	Included-Default Avyukta e Call	Basic
3	Progressive Outbound Dialer	Included-Default Avyukta e Call	Basic
4	Predictive Outbound Dialer	Included-Default Avyukta e Call	Basic
5	Inbound ACD	Included-Default Avyukta e Call	Basic
6	Single Tree IVRS	Included-Default Avyukta e Call	Basic
7	Scalability (wrt single/multiple server capabilities)	Included-Default Avyukta e Call	Basic
8	Conference/Flashback/Transfer/TPV/TPC	Included-Default Avyukta e Call	Basic
9	Barge/Barge in Whisper/Snoop	Included-Default Avyukta e Call	Basic
10	Custom Disposition (Both Cyclic and Non-Cyclic)	Up to 10 changes Included-Default Avyukta e Call , Extras would be paid	Basic
11	Default Agent/Admin CRM/MIS/Pop Up/Custom Dispositions/Pause Codes /Custom Scripts/DND/URL Pass	Included-Default Avyukta e Call, Up to 10 scripting and Pause Codes	Basic
12	Reinstallation	Included-Default Avyukta e Call , Up to 2 reinstallations included every 6 Months, Extras would be paid	Basic
13	Admin,Agent and IT Training	Included-Default Avyukta e Call, Up to 2 trainings included every 6 Months, Extras would be paid	Basic
14	Real Time Monitoring and Dashboard	Included-Default Avyukta e Call	Basic
15	Integrated call recording with required nomenclature (wrt campaign,number and user)	Included-Default Avyukta e Call	Basic
16	10+ Comprehensive Default Reports (15+ others wrt process on a case to case basis)	Included-Default Avyukta e Call	Basic
17	Inbound, Outbound and Blended call handling (Multi campaigned)	Included-Default Avyukta e Call	Basic
18	Scheduled Call-backs (with calendar scheduling)	Included-Default Avyukta e Call	Basic
19	Scheduled call backs on Same Agent-Only and Anyone/ACD	Included-Default Avyukta e Call	Basic
20	IVRs (Voicemail boxes and VM to EM as custom)	Single Tree IVR / IVRS Included as default , Rest as per integration on a case to case basis wrt Manhours	Basic
21	Single-Multi Campaign / Agent	Included-Default Avyukta e Call	Basic
22	Comprehensive call detail records (CDRs)	Included-Default Avyukta e Call	Basic
23	Blended Login and Agent CRM Pop Up update on Commenting and fields*	Included-Default Avyukta e Call	Basic
24	Calling in succession from DB through a web-client	Included-Default Avyukta e Call	Basic
25	Agent Script with dynamic fields like name, address, etc. filled-in from DB	Included-Default Avyukta e Call	Basic
26	Campaign Wise Auto Dialing	Included-Default Avyukta e Call	Basic
27	Dial predictively in a campaign with an adaptive dialing algorithm	Included-Default Avyukta e Call	Basic
28	Transfer calls with customer data to a closer/verifier on the local system or a remote Asterisk server	Included-Default Avyukta e Call	Basic
29	Open a custom web page with user data from the call, per campaign (Default if customer has already his own CRM, customized if client doesn't).	Included-Default Avyukta e Call	Basic
30	Autodial campaigns to start with a simple IVR then direct to agent	As per integration on a case to case basis wrt Manhours	Basic
31	Voice SMS : Broadcast dial to customers with a pre-recorded message	As per integration on a case to case basis wrt Manhours	Basic
32	Presss 1 Campaign : Broadcast dial to customers with a pre-recorded message and route as per client's chosen option (DTMF)	As per integration on a case to case basis wrt Manhours	Basic
33	Full DND / DNC / USA, UK and Canada call-compliance (DND filtered Leads to be used)	Included-Default Avyukta e Call, Domestic DND DB is too heavy for default SQL and hence separate integration might be required for certain cases (WAN based filtering)	Basic
34	Park Caller/Callee with custom music per campaign	Included-Default Avyukta e Call	Basic
35	Set outbound CallerID per campaign or per list (Subjected to Compliance and number ownership / Trunk availability)	Included-Default Avyukta e Call	Basic
36	Take inbound calls gathering CallerID	Included-Default Avyukta e Call	Basic
37	Function as an ACD for inbound and fronter/closer verification calls	Included-Default Avyukta e Call	Basic
38	Ringdown / Fastest Finger First	Included-Default Avyukta e Call	Basic
39	Have an agent take both inbound and outbound calls in one session(blended)	Included-Default Avyukta e Call	Basic
40	start and stop recording an agent's calls at any time	Included-Default Avyukta e Call	Basic
41	Automatically record all calls	Included-Default Avyukta e Call	Basic
42	Manually or automatically call up to two other customer numbers for the same lead	Included-Default Avyukta e Call	Basic
43	Alternate Number Dialing : Automatically shift to alternate number while first isnt reachable	Included in Default Featues	Basic
44	Schedule a call back with a customer as either any-agent or agent-specific	Included-Default Avyukta e Call	Basic
45	Provision for Custom CLI Display (Only valid ANI and owned CLI as per compliance policies for International and existing trunk DID on Domestic)	Included-Default Avyukta e Call	Basic
46	Provision in Manual dial mode to preview leads before dialing	Included-Default Avyukta e Call	Basic
47	Definable Agent Wrap-up-time per campaign	Included-Default Avyukta e Call	Basic
48	Add custom call dispositions per campaign	Included-Default Avyukta e Call as per point above	Basic

49	Recycling specified status calls at specified interval without list resetting	Included-Default Avyukta e Call	Basic
50	Custom Time Zone dialing restrictions including /state/ day-of-the-week / Dialing with Answering Machine Detection, also playing a message for AM calls	Included-Default Avyukta e Call	Basic
51	Option of a drop timer with safe-harbour message for FTC compliance / Variable drop call percentage when dialing predictively for FTC compliance	Included-Default Avyukta e Call	Basic
52	System-wise and per-campaign DNC lists that can optionally be activated per campaign	Included-Default Avyukta e Call	Basic
53	All calls are logged and statuses of calls are logged as well as agent time breakdowns	Included-Default Avyukta e Call	Basic
54	Real-time and summary events/logs/reports	Included-Default Avyukta e Call	Basic
55	Real-time campaign display screens (Live dashhboard)	Included-Default Avyukta e Call	Basic
56	3rd party conferencing (with DTMF macros and number pre-sets)	Included-Default Avyukta e Call	Basic
57	3rd party blind call transfer / 3rd party conferencing with agent drop-off	Included-Default Avyukta e Call	Basic
58	Estimated hold time, place in line, overflow queues and several other inbound-only features	Included-Default Avyukta e Call	Basic
59	Single agent call queueing	Included-Default Avyukta e Call	Basic
60	Provision for managers to listen-in on agent conversations	Included-Default Avyukta e Call	Basic
61	Provision for managers to enter conversations with agents and customers	Included-Default Avyukta e Call	Basic
62	Provision for managers to change the selected queues for an agent	Included-Default Avyukta e Call	Basic
63	Provision for agents to select a Pause Code when they are not active	Included-Default Avyukta e Call	Basic
Advanced Features - Avyukta e Call Dialer Suite Pro			
64	WebRTC (No softphone required on Linux / Windows Machines)	Included-Default Avyukta e Call Pro	Advance
65	SMS/Email OTP verification on lead /recording /report download for better internal security (SMS gateway to be provided by Client)	Included-Default Avyukta e Call Pro	Advance
66	Skills-based ranking and call routing per inbound group(queues) and campaign	Included-Default Avyukta e Call	Advance
67	Queue Prioritization per campaign and inbound group	Included-Default Avyukta e Call	Advance
68	Set user levels and permissions for certain features and campaigns	Included-Default Avyukta e Call	Advance
69	Automated Team Leader for time-based triggers (SMS/Email reminders) for wait time, pause time, No Calls, Lead exhaust events (API/gateway/s to be procured by client)	Included-Default Avyukta e Call Pro , API Integrations would be chargable	Advance
70	OTP Based Lead Security	Included-Default Avyukta e Call Pro	Advance
71	Number Masking	Included-Default Avyukta e Call Pro	Advance
72	Sticky Agent	Included-Default Avyukta e Call Pro	Advance
73	Faster hang up/dispositioning with one key press (Hotkeys)	Included-Default Avyukta e Call	Advance
74	Custom CRM Pop Up (Admin can design custom Agent CRM Pop Up and Map the required fields	Included-Default Avyukta e Call Pro	Advance
75	Almost all Inhouse CRM /ERP / MIS integrations (Subjected to API availability on Push / Pull / Both)	As per integration on a case to case basis wrt Manhours	Advance
76	Zoho/Sugar CRM/Lead Squared/Fresh sales/Yeti/Odoo/Vtiger In house CRM/Sales Force/Spreadsheet/Vtiger/Freshdesk CRM (Subjected to API availability on Push / Pull / Both)	As per integration on a case to case basis wrt Manhours	Advance
77	Integration of SMS via GSM / SMS Gateway and API conjunction with Dialer on custom forms	As per integration on a case to case basis wrt Manhours	Advance
78	Masking CRM to mask all confidential parameters on Agent lead pop up with precised profile creations such that only concerned person can view or edit the concerned data / fields.	Included-Default Avyukta e Call Pro	Advance
79	Heart beat server creation / Load balancing setup / Clustered / scratch Installation for redundancy and backup/s.	Includes Paid options such as HA (High availability) and DR (Disaster Recovery), Point explained below , As per integration on a case to case basis wrt Manhours	Advance
80	Press 1, Broadcast, OBD, Voice Mail and VM to EM	As per integration on a case to case basis wrt Manhours	Advance
81	PC Lesss Login and Hot Key Disposition on Extension (Analog or Digitial) (to save TAT,Costing and increase Talk Time)	As per integration on a case to case basis wrt Manhours	Advance
82	Click to Call / Via WebRTC / IP Phones and SoftPhones	As per integration on a case to case basis wrt Manhours	Advance
83	GPS and Pin Code integration for custom ACD (In/Outbound) call flow.	As per integration on a case to case basis wrt Manhours	Advance
84	20+ Custom reports apart from default reporting : Agent / Call / CDR / Disposition / Performance / Login Logout / Idle Talk time reporting	Included-Default Avyukta e Call Pro	Advance
85	Web Form Integration / Questionnaire Creation	Included-Default Avyukta e Call Pro	Advance
86	Custom Survey / Quessionaire form	As per integration on a case to case basis wrt Manhours	Advance
87	Sub Dispositions / Sub Sub Dispositions	As per integration on a case to case basis wrt Manhours	Advance
88	Clustered / Load Balancing Dialer	As per integration on a case to case basis wrt Manhours	Advance
89	HA (High Availability Server) / Heart Beat Dialer Setup	As per integration on a case to case basis wrt Manhours	Advance
90	Multi-tenant and multi-users (Room System)	As per integration on a case to case basis wrt Manhours	Advance
91	PRI /Calls Stack Overflow Settings	As per integration on a case to case basis wrt Manhours	Advance
92	Incoming Avg. Call Wait Time Announcement for Caller	As per integration on a case to case basis wrt Manhours	Advance
93	Repeated Avg. Wait Time Announcement (Updates Periodically) Incoming Call Wait Time Announcement for Caller	As per integration on a case to case basis wrt Manhours	Advance
94	Work from Home / Hosted / Decentralised / Multitenant Architecture	As per integration on a case to case basis wrt Manhours	Advance
95	MIS / Payment / Employee / Sales / Lead Management / Inventory Management CRM Integration	As per integration on a case to case basis wrt Manhours	Advance
96	Conference Bridge (Avyukta Conference Solutions: ACS)	As per integration on a case to case basis wrt Manhours	Advance
97	Graphical Reports : Pie Bar Graph and other graphical reports as required	As per integration on a case to case basis wrt Manhours	Advance
98	SoundBaord : Agent can play desired recording as per the rebuttals file / manual decision of the agent (Avatar related)	As per integration on a case to case basis wrt Manhours	Advance
99	Email integration with Disposition	As per integration on a case to case basis wrt Manhours	Advance
100	Whatsapp Web Integration with Disposition : Based on generic Whatsapp API where desired number would be unaudtably opened upon disposition or button click	As per integration on a case to case basis wrt Manhours	Advance
101	Agent Screen shot / Snapshot : Periodic / On event Agent screen shot	As per integration on a case to case basis wrt Manhours	Advance
102	Agent-Agent Chat	Included-Default Avyukta e Call Pro	Advance
103	Agent-Admin Chat	Included-Default Avyukta e Call Pro	Advance
104	Reposnsive Layout for Multidevice login	Included-Default Avyukta e Call Pro	Advance
105	Android App	As per integration on a case to case basis wrt Manhours	Advance

106	iOS App	As per integration on a case to case basis wrt Manhours	Advance

Conventional Manual Dialing

Agent Salary @ 15000/Month

- 240 Dialled Calls/Day/Agent
- *80 Connected Calls*/Day/Agent
  - 10 Leads Generated/Day
    - 2 Closures/Day

20 Agents = 3,00,000 INR/Month
= 36,00,000 INR/Annum
Productivity / Revenue Loss

Ringing , No Reply , Voice Mails : <u>YES</u>

Recording/Report/Real Time : <u>NO</u>

CRM / SMS / WhatsApp Integration: <u>NO</u>

Web / CRM / API / OBD / Press 1 : <u>NO</u>
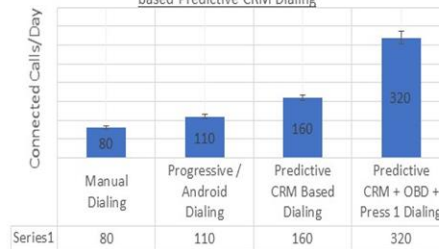
No Opt in Leads / OBD / Press 1 : <u>NO</u>

Lead Security / OTP / Masking : <u>NO</u>

WHY PREDICTIVE
When Revenue is proportional to Connected Leads Per Day

- What you are "DIALING"
- What you can "DIAL"

80, 19%
350, 81%

Manual v/s Progressive v/s Predictive v/s OBD; Press 1 based Predictive CRM Dialing

Connected Calls/Day

Series1	Manual Dialing	Progressive / Android Dialing	Predictive CRM Based Dialing	Predictive CRM + OBD + Press 1 Dialing
	80	110	160	320

20 Agents on Manual = 5 Agents on Dialer
15 Agents/Month Cost Cutting = 2,25,000 INR/Month =
27,00,000 INR / Annum/ 5 Seats

Predictive Dialer + OBD CRM Suite

Avyukta Intellicall

Agent Salary @ 15000/Month

- 3000+ Dialled Calls/Day
- *320 Connected Calls*/Day/Agent
  - 40 Leads Generated/Day
    - 8 Closures/Day

5 Agents = 60,000 INR/Month
= 7,20,000 INR/Annum

Productivity Optimization

- Direct Hello from Callee , Only Connected Calls
  - OTP / Masking on Leads
- Recording / Reporting / Real Time Monitoring / Barge In
- CRM / SMS / Whatsapp / LinkedIn / FB / Website / ecommerce / API Integration
  - Hot Opt in Leads / OBD / Press 1

Avyukta e Call CRM - Feature List (not included in Avyukta e Call Dialer Suite)

S.No	Feature	Silver	Gold
1	DC Based Hosting	Yes	Yes
2	Premise / Inhouse Based Hosting	Yes	Yes
3	24X6 Email Ticket Support	Yes	Yes
4	24X6 Phone Support	No	Yes
5	Email Integration (Webmail)	Yes	Yes
6	Email Integration (Gmail)	As per Manhours	As per Manhours
7	Google Maps Integration (Accurate in mtrs)	Yes	Yes
8	whatsapp (generic API - Non Auditable/Loggable Only) Integration	Yes	Yes
9	whatsapp (generic API - Non Auditable/Loggable Only) Integration	As per Manhours	As per Manhours
10	SMS Integration: GSM Gateway (Subjected to Channels/Trunks/API)	No	Yes
11	SMS Integration: SMS Gateway (Subjected to Channels/Trunks/API)	No	Yes
12	Google Sheets Integration (Subjected to Channels/Trunks/API)	As per Manhours	As per Manhours
13	Google Meet Integration (Subjected to Channels/Trunks/API)	As per Manhours	As per Manhours
14	Google Drive Integration (Subjected to Channels/Trunks/API)	As per Manhours	As per Manhours
15	Google Form Integration (Subjected to Channels/Trunks/API)	As per Manhours	As per Manhours
16	Scheduled Eventing and Reminders (Google Calendar Integration)	As per Manhours	As per Manhours
17	Telephony Integration (Subjected to Channels/Trunks/API)	Yes	Yes
18	Auto Dialer / Click to Call (Subjected to Channels/Trunks/API)	Yes	Yes
19	Secure all Contacts with Number Masking	Yes	Yes
20	Omni / Multi Channel Support (Subjected to Channels/Trunks/API)	Yes	Yes
21	Lead /csv Bulk Lead / Lead import for Sales Crm	Yes	Yes
22	Predictive Dialer with Lead Management for Sales CRM (Subjected to Channels/Trunks/API)	Yes	Yes
23	Omni/Multi Channel Sales Management with Telephony (Subjected to Channels/Trunks/API)	Yes	Yes
24	Auditable / Loggable Bulk SMS (Subjected to Channels/Trunks/API)	Yes	Yes
25	Bulk Whatsapp (Subjected to Channels/Trunks/API)	Yes	Yes
26	Bulk Voice SMS (Subjected to Channels/Trunks/API)	Yes	Yes
27	Bulk Press 1 Campaign (Subjected to Channels/Trunks/API)	Yes	Yes
28	Use your own Trunks (PRI / GSM / VoIP)	Yes	Yes
29	20+ Reports	Yes	Yes
30	Real Time Dashboard and Employee Observation	Yes	Yes
31	Ticketing CRM with Email Integration	Yes	Yes
32	Ticketing CRM with SMS Integration (Subjected to Channels/Trunks/API)	No	Yes
33	Inventory Management CRM	Yes	Yes
34	Tasking CRM : Assign and Update Tasks with follow ups	Yes	Yes
35	Accounting - SoA - Debit Credit CRM	Yes	Yes
36	Sales CRM with Lead Management, Qualification and Sourcing alongside Follow Up	Yes	Yes
37	Super Admin to define/manage custom paramters	Yes	Yes
38	CRM : Where Clients can see details of Task and Accounts and Coordinate for Support and T	Yes	Yes
39	G Suite Integration	As per Manhours	As per Manhours
40	Tally Integration	As per Manhours	As per Manhours
41	Employee Token Card Integration (For Bonus and Penalties)	Yes	Yes
42	Salary Management	As per Manhours	As per Manhours
43	Incentive Management	As per Manhours	As per Manhours
44	Attendance,Occupancy,Task Management	Yes	Yes
45	Screenshot Capuring	As per Manhours	As per Manhours
46	Static Voice Prompts and Notifications TTS	Up to 20	Up to 40
47	Dynamic TTS Prompts and Notifications	As per Manhours	As per Manhours
48	API Based Auto Lead Assignment (Subjected to Portal Push and Pull API)	As per Manhours	As per Manhours
49	IP Authentication based Client KYC / Documentation	Yes	Yes
50	Customizations apart from default	Hourly	20 Manhours Included , then Hourly
51	Unauditable Video Call Integration	Yes	Yes
52	Auditable Video Call Integration	As per Manhours	As per Manhours
53	Twitter Integration	As per Manhours	As per Manhours
54	Facebook Integration	As per Manhours	As per Manhours
55	Non Auditable Event Logging	Yes	Yes
56	ment Gateway Integration for Subscrption and Reminder emails (Push/Pull API shall be requir	As per Manhours	As per Manhours
57	CRM Browsing History and Reporting	Yes	Yes
58	Employee Time Tracking	Yes	Yes
59	Customizations apart from default	Hourly	20 Manhours Included , then Hourly
60	Reposnsive Layout for Multidevice login	Included-Default Avyukat e Call	Included-Default Avyukat e Call
61	Android App	As per Manhours	As per Manhours
62	iOS App	As per Manhours	As per Manhours

Avyukta Cyaram

S.No	Feature	Silver	Gold	Platinum
1	DC Based Hosting	Yes	Yes	Yes
2	Premise / Inhouse Based Hosting	Yes	Yes	Yes
3	24X6 Email Ticket Support	Yes	Yes	Yes
4	24X6 Phone Support	No	Yes	Yes
5	Email Integration (Webmail)	Yes	Yes	Yes
6	Email Integration (Gmail)	As per Manhours	As per Manhours	As per Manhours
7	Google Maps Integration (Accurate in mtrs)	Yes	Yes	Yes
8	whatsapp (generic API - Non Auditable/Loggable Only) Integration	Yes	Yes	Yes
9	whatsapp (generic API - Non Auditable/Loggable Only) Integration	As per Manhours	As per Manhours	As per Manhours
10	SMS Integration: GSM Gateway (Subjected to Channels/Trunks/API)	No	Yes	Yes
11	SMS Integration: SMS Gateway (Subjected to Channels/Trunks/API)	No	Yes	Yes
12	Google Sheets Integration (Subjected to Channels/Trunks/API)	As per Manhours	As per Manhours	As per Manhours
13	Google Meet Integration (Subjected to Channels/Trunks/API)	As per Manhours	As per Manhours	As per Manhours
14	Google Drive Integration (Subjected to Channels/Trunks/API)	As per Manhours	As per Manhours	As per Manhours
15	Google Form Integration (Subjected to Channels/Trunks/API)	As per Manhours	As per Manhours	As per Manhours
16	Scheduled Eventing and Reminders (Google Calendar Integration)	As per Manhours	As per Manhours	As per Manhours
17	Telephony Integration (Subjected to Channels/Trunks/API)	Yes	Yes	Yes
18	Auto Dialer / Click to Call (Subjected to Channels/Trunks/API)	Yes	Yes	Yes
19	Secure all Contacts with Number Masking	Yes	Yes	Yes
20	Omni / Multi Channel Support (Subjected to Channels/Trunks/API)	Yes	Yes	Yes
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55	Non Auditable Event Logging	Yes	Yes	Yes
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27	Dial predictively in a campaign with an adaptive dialing algorithm	Included-Default Avyukat e Call	Basic
28	Transfer calls with customer data to a closer/verifier on the local system or a remote Asterisk server	Included-Default Avyukat e Call	Basic
29	Open a custom web page with user data from the call, per campaign (Default if customer has already his own CRM, customized if client doesn't).	Included-Default Avyukat e Call	Basic
30	Autodial campaigns to start with a simple IVR then direct to agent	As per integration on a case to case basis wrt Manhours	Basic
31	Voice SMS : Broadcast dial to customers with a pre-recorded message	As per integration on a case to case basis wrt Manhours	Basic
32	Presss 1 Campaign : Broadcast dial to customers with a pre-recorded message and route as per client's chosen option (DTMF)	As per integration on a case to case basis wrt Manhours	Basic
33	Full DND / DNC / USA, UK and Canada call-compliance (DND filtered Leads to be used)	Included-Default Avyukat e Call	Basic
34	Park Caller/Callee with custom music per campaign	Included-Default Avyukat e Call	Basic
35	Set outbound CallerID per campaign or per list (Subjected to Compliance and number ownership / Trunk availability)	Included-Default Avyukat e Call	Basic
36	Take inbound calls gathering CallerID	Included-Default Avyukat e Call	Basic
37	Function as an ACD for inbound and fronter/closer verification calls	Included-Default Avyukat e Call	Basic
38	Ringdown / Fastest Finger First	Included-Default Avyukat e Call	Basic
39	Have an agent take both inbound and outbound calls in one session(blended)	Included-Default Avyukat e Call	Basic
40	start and stop recording an agent's calls at any time	Included-Default Avyukat e Call	Basic
41	Automatically record all calls	Included-Default Avyukat e Call	Basic
42	Manually or automatically call up to two other customer numbers for the same lead	Included-Default Avyukat e Call	Basic
43	Alternate Number Dialing : Automatically shift to alternate number while first isnt reachable	Included in Default Featues	Basic
44	Schedule a call back with a customer as either any-agent or agent-specific	Included-Default Avyukat e Call	Basic
45	Provision for Custom CLI Display (Only valid ANI and owned CLI as per compliance policies for International and existing trunk DID on Domestic)	Included-Default Avyukat e Call	Basic
46	Provision in Manual dial mode to preview leads before dialing	Included-Default Avyukat e Call	Basic
47	Definable Agent Wrap-up-time per campaign	Included-Default Avyukat e Call	Basic
48	Add custom call dispositions per campaign	Included-Default Avyukat e Call as per point above	Basic
49	Recycling specified status calls at specified interval without list resetting	Included-Default Avyukat e Call	Basic
50	Custom Time Zone dialing restrictions including /state/ day-of-the-week / Dialing with Answering Machine Detection, also playing a message for AM calls	Included-Default Avyukat e Call	Basic
51	Option of a drop timer with safe-harbour message for FTC compliance / Variable drop call percentage when dialing predictively for FTC compliance	Included-Default Avyukat e Call	Basic
52	System-wise and per-campaign DNC lists that can optionally be activated per campaign	Included-Default Avyukat e Call	Basic
53	All calls are logged and statuses of calls are logged as well as agent time breakdowns	Included-Default Avyukat e Call	Basic
54	Real-time and summary events/logs/reports	Included-Default Avyukat e Call	Basic
55	Real-time campaign display screens (Live dasshboard)	Included-Default Avyukat e Call	Basic

56	3rd party conferencing (with DTMF macros and number pre-sets)	Included-Default Avyukat e Call	Basic
57	3rd party blind call transfer / 3rd party conferencing with agent drop-off	Included-Default Avyukat e Call	Basic
58	Estimated hold time, place in line, overflow queues and several other inbound-only features	Included-Default Avyukat e Call	Basic
59	Single agent call queueing	Included-Default Avyukat e Call	Basic
60	Provision for managers to listen-in on agent conversations	Included-Default Avyukat e Call	Basic
61	Provision for managers to enter conversations with agents and customers	Included-Default Avyukat e Call	Basic
62	Provision for managers to change the selected queues for an agent	Included-Default Avyukat e Call	Basic
63	Provision for agents to select a Pause Code when they are not active	Included-Default Avyukat e Call	Basic
Advanced Features - Avyukta Intellicall			
64	WebRTC (No softphone required on Linux/Windows Machines)	Included-Default Avyukat e Call	Advance
65	SMS/Email OTP verification on lead /recording /report download for better internal security (SMS gateway to be provided by Client)	Included-Default Avyukat e Call	Advance
66	Skills-based ranking and call routing per inbound group(queues) and campaign	Included-Default Avyukat e Call	Advance
67	Queue Prioritization per campaign and inbound group	Included-Default Avyukat e Call	Advance
68	Set user levels and permissions for certain features and campaigns	Included-Default Avyukat e Call	Advance
69	Automated Team Leader for time-based triggers (SMS/Email reminders) for wait time, pause time, No Calls, Lead exhaust events (API/gateway/s to be procured by client)	Included-Default Avyukat e Call	Advance
70	OTP Based Lead Security	Included-Default Avyukat e Call	Advance
71	Number Masking	Included-Default Avyukat e Call	Advance
72	Sticky Agent	Included-Default Avyukat e Call	Advance
73	Faster hang up/dispositioning with one key press (Hotkeys)	Included-Default Avyukat e Call	Advance
74	Custom CRM Pop Up (Admin can design custom Agent CRM Pop Up and Map the required fields	Included-Default Avyukat e Call	Advance
75	Almost all Inhouse CRM /ERP / MIS integrations (Subjected to API availability on Push / Pull / Both)	As per integration on a case to case basis wrt Manhours	Advance
76	Zoho/Sugar CRM/Lead Squared/Fresh sales/Yeti/Odoo/Vtiger In house CRM/Sales Force/Spreadsheet/Vtiger/Freshdesk CRM (Subjected to API availability on Push / Pull / Both)	As per integration on a case to case basis wrt Manhours	Advance
77	Integration of SMS via GSM / SMS Gateway and API conjunction with Dialer on custom forms	As per integration on a case to case basis wrt Manhours	Advance
78	Masking CRM to mask all confidential parameters on Agent lead pop up with precised profile creations such that only concerned person can view or edit the concerned data / fields.	Included-Default Avyukat e Call	Advance
79	Heart beat server creation / Load balancing setup / Clustered / scratch Installation for redundancy and backup/s.	As per integration on a case to case basis wrt Manhours	Advance
80	Press 1, Broadcast, OBD, Voice Mail and VM to EM	As per integration on a case to case basis wrt Manhours	Advance
81	PC Lesss Login and Hot Key Disposition on Extension (Analog or Digitial) (to save TAT,Costing and increase Talk Time)	As per integration on a case to case basis wrt Manhours	Advance
82	Click to Call / Via WebRTC / IP Phones and SoftPhones	As per integration on a case to case basis wrt Manhours	Advance
83	GPS and Pin Code integration for custom ACD (In/Outbound) call flow.	As per integration on a case to case basis wrt Manhours	Advance
84	20+ Custom reports apart from default reporting : Agent / Call / CDR / Disposition / Performance / Login Logout / Idle Talk time reporting	Included-Default Avyukat e Call	Advance

85	Web Form Integration / Questionnaire Creation	Included-Default Avyukat e Call	Advance
86	Custom Survey / Quessionaire form	As per integration on a case to case basis wrt Manhours	Advance
87	Sub Dispositions / Sub Sub Dispositions	As per integration on a case to case basis wrt Manhours	Advance
88	Clustered / Load Balancing Dialer	As per integration on a case to case basis wrt Manhours	Advance
89	HA (High Availability Server) / Heart Beat Dialer Setup	As per integration on a case to case basis wrt Manhours	Advance
90	Multi-tenant and multi-users (Room System)	As per integration on a case to case basis wrt Manhours	Advance
91	PRI /Calls Stack Overflow Settings	As per integration on a case to case basis wrt Manhours	Advance
92	Incoming Avg. Call Wait Time Announcement for Caller	As per integration on a case to case basis wrt Manhours	Advance
93	Repeated Avg. Wait Time Announcement (Updates Periodically) Incoming Call Wait Time Announcement for Caller	As per integration on a case to case basis wrt Manhours	Advance
94	Work from Home / Hosted / Decentralised / Multitenant Architecture	As per integration on a case to case basis wrt Manhours	Advance
95	MIS / Payment / Employee / Sales / Lead Management / Inventory Management CRM Integration	As per integration on a case to case basis wrt Manhours	Advance
96	Conference Bridge (Avyukta Conference Solutions: ACS)	As per integration on a case to case basis wrt Manhours	Advance
97	Graphical Reports : Pie Bar Graph and other graphical reports as required	As per integration on a case to case basis wrt Manhours	Advance
98	SoundBaord : Agent can play desired recording as per the rebuttals file / manual decision of the agent (Avatar related)	As per integration on a case to case basis wrt Manhours	Advance
99	Email integration with Disposition	As per integration on a case to case basis wrt Manhours	Advance
100	Whatsapp Web Integration with Disposition : Based on generic Whatsapp API where desired number would be unaudtably opened upon disposition or button click	As per integration on a case to case basis wrt Manhours	Advance
101	Agent Screen shot / Snapshot : Periodic / On event Agent screen shot	As per integration on a case to case basis wrt Manhours	Advance
102	Agent-Agent Chat	Included-Default Avyukat e Call	Advance
103	Agent-Admin Chat	Included-Default Avyukat e Call	Advance
104	Reposnsive Layout for Multidevice login	Included-Default Avyukat e Call	Advance
105	Android App	Coming Soon	Advance
106	iOS App	Coming Soon	Advance
Avyukta Cyaram Features			
107	DC Based Hosting	Yes	Advance
108	Premise / Inhouse Based Hosting	Yes	Advance
109	24X6 Email Ticket Support	Yes	Advance
110	24X6 Phone Support	No	Advance
111	Email Integration (Webmail)	Yes	Advance
112	Email Integration (Gmail)	As per Manhours	Advance
113	Google Maps Integration (Accurate in mtrs)	Yes	Advance

114	whatsapp (generic API - Non Auditable/Loggable Only) Integration	Yes	Advance
115	whatsapp (generic API - Non Auditable/Loggable Only) Integration	As per Manhours	Advance
116	SMS Integration: GSM Gateway (Subjected to Channels/Trunks/API)	No	Advance
117	SMS Integration: SMS Gateway (Subjected to Channels/Trunks/API)	No	Advance
118	Google Sheets Integration (Subjected to Channels/Trunks/API)	As per Manhours	Advance
119	Google Meet Integration (Subjected to Channels/Trunks/API)	As per Manhours	Advance
120	Google Drive Integration (Subjected to Channels/Trunks/API)	As per Manhours	Advance
121	Google Form Integration (Subjected to Channels/Trunks/API)	As per Manhours	Advance
122	Scheduled Eventing and Reminders (Google Calendar Integration)	As per Manhours	Advance
123	Telephony Integration (Subjected to Channels/Trunks/API)	Yes	Advance
124	Auto Dialer / Click to Call (Subjected to Channels/Trunks/API)	Yes	Advance
125	Secure all Contacts with Number Masking	Yes	Advance
126	Omni / Multi Channel Support (Subjected to Channels/Trunks/API)	Yes	Advance
127	Lead /csv Bulk Lead / Lead import for Sales Crm	Yes	Advance
128	Predictive Dialer with Lead Management for Sales CRM (Subjected to Channels/Trunks/API)	Yes	Advance
129	Omni/Multi Channel Sales Management with Telephony (Subjected to Channels/Trunks/API)	Yes	Advance
130	Auditable / Loggable Bulk SMS (Subjected to Channels/Trunks/API)	Yes	Advance
131	Bulk Whatsapp (Subjected to Channels/Trunks/API)	Yes	Advance
132	Bulk Voice SMS (Subjected to Channels/Trunks/API)	Yes	Advance
133	Bulk Press 1 Campaign (Subjected to Channels/Trunks/API)	Yes	Advance
134	Use your own Trunks (PRI / GSM / VoIP)	Yes	Advance
135	20+ Reports	Yes	Advance
136	Real Time Dashboard and Employee Observation	Yes	Advance
137	Ticketing CRM with Email Integration	Yes	Advance
138	Ticketing CRM with SMS Integration (Subjected to Channels/Trunks/API)	No	Advance
139	Inventory Management CRM	Yes	Advance
140	Tasking CRM : Assign and Update Tasks with follow ups	Yes	Advance
141	Accounting - SoA - Debit Credit CRM	Yes	Advance
142	Sales CRM with Lead Management, Qualification and Sourcing alongside Follow Up	Yes	Advance
143	Super Admin to define/manage custom paramters	Yes	Advance
144	Client CRM : Where Clients can see details of Task and Accounts and Coordinate for Support and Tickets	Yes	Advance
145	G Suite Integration	As per Manhours	Advance
146	Tally Integration	As per Manhours	Advance
147	Employee Token Card Integration (For Bonus and Penalties)	Yes	Advance
148	Salary Management	As per Manhours	Advance
149	Incentive Management	As per Manhours	Advance
150	Attendance,Occupancy,Task Management	Yes	Advance
151	Screenshot Capuring	As per Manhours	Advance
152	Static Voice Prompts and Notifications TTS	Up to 20	Advance
153	Dynamic TTS Prompts and Notifications	As per Manhours	Advance
154	API Based Auto Lead Assignment (Subjected to Portal Push and Pull API)	As per Manhours	Advance
155	IP Authentication based Client KYC / Documentation	Yes	Advance
156	Customizations apart from default	Hourly	Advance
157	Unauditable Video Call Integration	Yes	Advance
158	Auditable Video Call Integration	As per Manhours	Advance
159	Twitter Integration	As per Manhours	Advance
160	Facebook Integration	As per Manhours	Advance
161	Non Auditable Event Logging	Yes	Advance
162	Payment Gateway Integration for Subscrption and Reminder emails (Push/Pull API shall be required)	As per Manhours	Advance
163	CRM Browsing History and Reporting	Yes	Advance
164	Employee Time Tracking	Yes	Advance
165	Customizations apart from default	Hourly	Advance
166	Reposnsive Layout for Multidevice login	Included-Default Avyukat e Call	Advance
167	Android App	Coming Soon	Advance
168	iOS App	Coming Soon	Advance