



Packages and Features

Contact Center SolutionsSM



ENA's contact center solutions are designed to meet the daily call center and contact center needs of your organization. A powerful add-on solution to ENA's voice and UCaaS services, our three contact center packages offer robust feature sets that enable organizations to deliver high-quality service interactions and experiences via phone, chat, SMS, and email.

Integrated Contact Center Basic is the ideal package for organizations needing essential basic call center functions including multi-line hunting with queueing, automated supervisor reports monitoring agent activity, and dashboard views with real-time queues, analytics, and statistics.

Enhanced Contact Center Gold is designed for organizations needing a more robust, feature-rich contact center application. Delivered in partnership with Intermedia/Telax, our Gold package offers interactive voice response (IVR), skill-based call routing, historical reporting, and the option to add full omni-channel capabilities to take the conversation beyond just voice.

Enhanced Contact Center Platinum is for organizations looking to deliver the ultimate experience with a fully featured omni-channel contact center solution. Delivered in partnership with Intermedia/Telax, our Platinum package is designed for sophisticated contact center needs providing exceptional performance bolstered by built-in omni-channel, custom integrations, inbound/outbound capabilities, scheduling management, workforce optimization, and much more.



Contact Center Solutions™ Package Features

FEATURE PACKAGE	BASIC	GOLD	PLATINUM
Max Calls in Queue	256	3 calls per agent license	3 calls per agent license
Data Center Features			
24x7x365 data center monitoring		•	•
Geographical survivability	•	•	•
Automatic software updates		•	•
TDM and VoIP – network agnostic	•	•	•
Core component system redundancy	•	•	•
On-demand scalability	•	•	•
Call Center Group Features			
Agent logged into multiple queues	•	•	•
Agent login from phone	•		
Agent visual login indicator on phone			
Agents behind SIP trunks	•	•	•
Agent unavailable reason codes (customizable)		•	•
Agent unavailable with visual indicator		•	•
Agent wrap timer		•	•
Agent wrap up (manual)		•	•
Allow call waiting	•	•	•
Automatic remove agents from queue (unanswered calls)	•	•	•
Audible alerts when thresholds met		•	•
Configurable alerts		•	•
Configurable zero out key		•	•
Deferred email handling		•	•
Department support	•	•	•
Disposition/wrap up codes (customizable) – call level		•	•
DNIS support	•	•	•
Max agents in queue	•	•	•
Max calls in queue	•	•	•
Max time in queue	•	•	•
Multiple ACD groups	•	•	•
Multiple DID per queue	•	•	•
Multiple language support	•	•	•
Play ringing when offering a call	•	•	•
Priority queuing		•	•
Re-queue calls unanswered by ringing agent	•	•	•
Route calls in queue when agents log out	•	•	•
Screen pop – CRM integration			•
Service levels configurable		•	•
Set max queue length	•	•	•
Zero out of queue		•	•
Directory Integrations			
Group directory	•	•	•
Personal directory	•	•	•
Upload directory	•	•	•

FEATURE PACKAGE	BASIC	GOLD	PLATINUM
Queues			
Automated queuing of abandoned calls			•
Blended agents (inbound/outbound)			•
Call back request visibility			•
Change call priority or queue of call in real-time		•	•
Change callback priority, retry period in real-time			•
Click-to-call queueing			•
Email queueing			•
Deferred email queue			•
In queue caller ID/name display visibility		•	•
In queue priority call back requests			•
In queue voicemail to email		•	•
Inbound voice queues	•	•	•
Queued/automated outbound calls		•	•
Skype call queueing			•
Social media queueing (Twitter/Facebook)			•
Universal ACD (multi-channel/modal queues)			•
Voicemail queueing			•
Webchat queueing			•
Supervisor Capabilities			
Alerting - customizable		•	•
Answer agent		•	•
Barge-in		•	•
Call agent		•	•
Configurable thresholds for real-time display and email/sms alerts		•	•
Configure contact center settings	•	•	•
Customizable agent statuses		•	•
Email notification when thresholds are met		•	•
Graphical statistics dashboards	•	•	•
Login restrictions	•	•	•
One-click business continuity capability			•
Real-time statistics display	•	•	•
Role based and granular access levels	•	•	•
Schedule IVR dial outs			•
Schedule mobile agents			•
Silent monitor		•	•
Supervisor desktop client		•	•
Supervisor real-time dashboard	•	•	•
Supervisor web client	•	•	•
Traffic analysis		•	•
View agent private line calls	•	•	•
View and manage agent deferred email queues			•
View agents in multiple queues simultaneously		•	•
Whisper			•

FEATURE PACKAGE	BASIC	GOLD	PLATINUM
Call Recording			
Call record always		•	•
Call record on demand		•	•
Quality Management			
Call recording tagged with dispositions and agent notes		•	•
IVR survey (in queue, agent transfer, or auto transfer)			•
Desktop app usage monitor			•
Agent chat logs		•	•
Web chat logs		•	•
Secure recording, reporting, and CDR transfer		•	•
Reporting			
Ad-hoc on screen reports	•	•	•
After hours calls		•	•
Call detail by agent	•	•	•
Agent performance		•	•
Agent summary	•	•	•
Agent utilization report		•	•
Call detail by time zone		•	•
Call duration summary	•	•	•
Call leg detail		•	•
Call log	•	•	•
Calls abandoned	•	•	•
Calls by day	•	•	•
Customized reports		•	•
Daily traffic	•	•	•
Email reports – scheduled	•	•	•
Export statistics	•	•	•
First call resolution		•	•
Frequent caller summary		•	•
Group call statistics		•	•
Hourly usage	•	•	•
Inbound number statistics		•	•
Outbound calls		•	•
Private line calls		•	•
Queue performance analysis		•	•
Call by queue	•	•	•
Scheduled reports	•	•	•
Service level reports		•	•
Short calls report		•	•
Summary by account		•	•
Threshold adherence		•	•
Time allocation		•	•

FEATURE PACKAGE	BASIC	GOLD	PLATINUM
Agent Capabilities			
Agent ACD pass code	•	•	•
Agent available/unavailable		•	•
Agent login/logout	•	•	•
Call agent	•	•	•
Call history – dialed, received, missed	•	•	•
Call supervisor	•	•	•
Conference in supervisor	•	•	•
Log into multiple groups simultaneously	•	•	•
PC desktop agent client		•	•
Web client – agent	•	•	•
Agent Productivity			
CRM integrated screen pop			•
IVR data and call info screen pop		•	•
Agent scripting tool (Workflow)		•	•
Inter-agent presence view		•	•
Inter-agent chat		•	•
Integrated agent view of queues/wait times	•	•	•
Global daily statistics view	•	•	•
Personal agent statistics view	•	•	•
GUI call transfer (agent, queue external)		•	•
IVR bulletins		•	•
Configurable hot keys		•	•
Mobile device routing		•	•
Ergonomic features (minimum keystrokes, body neutral posture)	•	•	•
Announcement			
Comfort message	•	•	•
Dynamic announcements – queue position/wait time		•	•
Entrance message		•	•
Estimated wait message		•	•
Music on-hold message	•	•	•
Periodic/multiple announcements	•	•	•
Whisper message		•	•
Advanced IVR			
Call in prompt recording	•	•	•
GUI IVR development	•		•
Includes IVR		•	•
IVR bulletins		•	•
IVR with 3rd party data dips (read/write)			•
Multi-lingual support (English, Spanish, French)	•	•	•
Outbound IVR notification with reconnect to queue option			•
Prompt file uploads	•	•	•
Queue bulletins		•	•
Self-service IVR	•	•	•

FEATURE PACKAGE	BASIC	GOLD	PLATINUM
Routing Capabilities			
After hours routing	•	•	•
Call delivery circular	•	•	•
Call delivery next available	•	•	•
Call delivery simultaneous	•	•	•
Call delivery uniform	•	•	•
Call delivery weighted call distribution		•	•
Emergency treatment		•	•
Forced forwarding		•	•
Holiday routing	•	•	•
Overflow calls	•	•	•
Overflow secondary	•	•	•
Overflow number	•	•	•
Re-queue if unanswered	•	•	•
Skills based routing	•	•	•
Intelligent Routing			
Identity routing (by CLIID, DNIS, CRM)			•
ANI or geography-based routing			•
Routing by DNIS	•	•	•
Routing by type of day	•	•	•
Routing by time of day	•	•	•
Queue priority routing		•	•
Agent priority routing		•	•
CRM-based routing			•
Configurable outbound caller ID (by team, agent, call)		•	•
Workforce Management			
Forecasting			•
Automated scheduling			•
Schedule Optimization			•
Adherence (real-time and reporting)			•
Vacation automation			•
Agent shift-trade marketplace			•
Licensing Requirements			
Per named agent license	•		
Requires additional supervisor license	•		
Requires additional auto attendant license	•		
Per concurrent agent license required		•	•
Per queue license			
Per supervisor license	•		
M&S included in license price		•	•

À La Carte Add-On Features

Want access to Platinum-level features without upgrading? Enhance your Gold package with our à la carte feature add-ons.

GOLD+ FEATURE	DESCRIPTION
Gold+ Chat Queuing	Chat Queuing is a feature you can add to your website or Content Management System (CMS) to allow real-time online exchanges between your support Agents and your customers. Incoming chat is presented to the Agent via the Client Communications Agent (CCA). Chat Queuing supports pre-configured text responses that the Agents can select to reduce typing time.
Gold+ Email Queuing	Inbound Email Queuing allows customers to email a pre-configured email address that is associated with an email queue. The incoming email is presented to the Agent via the CCA.
Gold+ Dynamic Notification	Dynamic Notification is a tool that allows you to manage your dynamic notification campaigns. These can be classic reminder campaigns (with reminders such as “you have an appointment with Dr. Smith on Tuesday, July 28th at 11 am”) or direct sales campaigns with a return-to-Agent option. Dynamic Notification supports voice, SMS and email reminders.
Gold+ Scheduling Manager	Schedule Manager allows you to optimize scheduling, staff levels, workloads, and campaign timetables for your call center Agents.
Gold+ Agent Evaluator	Use the Evaluator tool to evaluate voice and chat interactions between Agents and customers. You can evaluate how Agents are talking to customers, whether the messages are being delivered in the manner you want, and if company procedures are being followed.
Gold+ Self-Serve IVR*	Self-Serve IVR allows you to build applications into the Interactive Voice Response (IVR) to allow customers to obtain information and complete tasks such as “Pay my Bill”, etc.
Gold+ SMS	Inbound SMS to Chat allows customers to use a registered SMS number to initiate a chat session with an Agent. Incoming chat is presented to the Agent via the CCA in the same manner as a regular chat is presented.

*Self-Serve IVR may require an SOW depending on the complexity and amount of time required for the project. Contact your account manager for more information or pricing.



About ENA by Zayo

ENA delivers transformative connectivity, communication, cloud, cybersecurity, and technology services. Our 99% customer satisfaction rating and world-class net promoter score (NPS) demonstrate our commitment to delivering exceptional customer care. For more information, please visit www.ena.com, call 866-615-1101, or email info@ena.com.

