EarthBend360 Ascend Contact Center

Service Plan Comparison Matrix

EarthBend360 Ascend Contact Center is a cloud-based, multi-tenant, carrier-grade, omni-channel contact center platform paired with an expansive ecosystem of industry-leading interaction management applications. EarthBend360 Ascend Contact Center can be deployed over-the-top to integrate with virtually any call control platform.

FEATURES & CAPABILITIES	STANDARD	ADVANCED	PREMIUM
INTERACTIVE VOICE RESPONSE			
Auto-Attendants - Prompts, Menus, Announcements, Music on Hold	•	•	•
Conditional Routing / Dynamic Menus (External Data Driven)	•	•	•
Self-Service Call Flows (TTS & ASR licenses are not inclusive)	•	•	•
Speech Navigation / Call Steering (Requires Scoping Services)	Optional Add-On	Optional Add-On	Optional Add-On
BIOMETRICS – ACTIVE & PASSIVE AUTHENTICATION			
Active via IVR and Passive via Agent TouchPoint UI	Optional Service	Optional Service	Optional Service
INTELLIGENT INTERACTION ROUTING			
Routing based on DNIS, ANI / CLI (Caller ID) and/or Campaign ID	•	•	•
Skills-Based Routing / Last Agent Routing / Least Occupied Routing	•	•	•
Dynamic Routing based on Available Agent Skills and SLA Parameters	•	•	•
Geographic Routing (agent and/or customer) + Agent Skills + SLA	•	•	•
VIP / Customer Value-based Prioritized Routing	•	•	•
Agent Routing Profiles - Enables multiple interactions to be routed simultaneously, based on Media Rules (i.e. 3-Email / 1-Chat / 1-Voice)		•	•
ROUTING OF CUSTOMER INTERACTION CHANNELS			
Inbound Voice	•	•	•
CallBacks & Scheduled CallBacks (i.e. Virtual Hold)	•	•	•
Voicemail Queuing	•	•	•
E-mail and Web Chat Queuing		•	•
SMS / MMS Queuing		Optional Add-On	Optional Add-On
Social Messaging Connector (Facebook, Twitter, WhatsApp, etc.)		Optional Add-On	Optional Add-On
CRM-Based (Data Driven) Outbound Notifications (Email and SMS)			Optional Add-On

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CAMPAIGN-BASED OUTBOUND DIALING			
Preview, Progressive and Predictive Dialing		Add $10 Per User	•
Inbound / Outbound Call Blending - Campaign Management Tools		•	•
Automated Outbound Notifications (Voice) - Automated Dialer		Add $5 Per User	•
Do Not Call / List Import Manager / Detailed Outbound Reports		•	•
AGENT DESKTOP			
TouchPoint User Interface - Agent Desktop (HTML)	•	•	•
Mini-Agent Wallboard	•	•	•
BI Dashboard - Summarizes ALL Customer Interaction Types		Optional Add-On	Optional Add-On
SCREEN POPS			
Standard CTI Connector for URL Applications	•	•	•
SUPERVISOR			
Agent Assist	•	•	•
Agent Monitor & Barge	•	•	•
Broadcast Messages	•	•	•
Supervisor Monitoring Dashboard	•	•	•
Call Recording Playback	•	•	•
HISTORICAL REPORTING			
Historical Reports (ACD, Abandoned, Wrap-Up)	•	•	•
Queue and Agent Reports and Statistics	•	•	•
CDR / IVR Audit Trail Reports (Cradle-to-Grave)	•	•	•
Supervisor Daily and Agent Profile Reports	•	•	•
CUSTOM REPORTING			
Custom Reports (Creation of Reports and Direct Access to Raw Data)	•	•	•
CAMPAIGN REPORTING			
Campaign Status and Performance			•
Dialing Agent and Group Performance			•
Outbound Campaign Agent			•
REAL-TIME DASHBOARDS			
Queue and Group Real-Time Dashboard	•	•	•
Campaign Real-Time Dashboard			•
Supervisor Real-Time Dashboard	•	•	•
QUALITY MANAGEMENT			
Call Recording	•	•	•
Interaction Recording (Email, Web Chat, Text)		•	•
Screen Recording	Add $8 Per User	Add $5 Per User	•
Agent Evaluation and Scorecards	Add $5 Per User	Add $3 Per User	•
Post-Call Survey	Add $5 Per User	Add $3 Per User	•

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CLOUD STORAGE			
Recording Archival Service (Encrypted Cloud and Client Designated Archival of Voice, Screen and Multi-Media Interactions)	•	•	•
WORKFORCE MANAGEMENT			
Ascend Workforce Management (Community WFM: Essentials & Enterprise)	Starts at $20 Per Scheduled User	Starts at $20 Per Scheduled User	Starts at $20 Per Scheduled User
INTEGRATIONS & INTERFACES			
Agent and Real-Time API access		•	•
Chat API access		•	•
Ascend CRM (Modular Components)	Starts at $15 Per User	Starts at $15 Per User	Starts at $15 Per User
Salesforce, Oracle, Microsoft Dynamics CRM Connector(s)	$15 Per User	$15 Per User	$15 Per User
Unified Desktop and Dynamic Scripting for Agent Workflows	Optional Add-On	Optional Add-On	Optional Add-On
DATA CENTERS			
Multiple Geo-Redundant Locations Across the U.S.	•	•	•
Tier III (N+1)	•	•	•
Secure Data Transmission - via SSL, TLS/IPSEC, SRTP	•	•	•
Security and Compliance - SSAE 18 SOC 2, HIPAA, PCI DSS v3.2, and NERC	•	•	•
FULLY INTEGRATED UCaaS - SAME PRIVATE CLOUD as CCaaS			
Ascend UC - Comprehensive UCaaS Solution Includes DID w/ SMS + Local & Long Distance + Managed Endpoints + Mobility Apps + Desktop w/ WebRTC Apps + CTI Plug-ins + Much More	$17.95 - $28.95 Per User	$17.95 - $28.95 Per User	$17.95 - $28.95 Per User
PBX / CLOUD PBX / UCaaS / SIP CARRIER AGNOSTIC			
Interoperability with ANY Telephony Environment (Premises-Based, Hosted, Cloud-Based)	•	•	•

NOTE: Prices for all listed services are shown as MSRP.