



# 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
<b>INTERACTIVE VOICE RESPONSE</b>			
Auto-Attendants - Prompts, Menus, Announcements	•	•	•
Conditional Routing / Dynamic Menus (CRM Data Driven)	•	•	•
Self-Service Call Flows (TTS & ASR licenses are not inclusive)	•	•	•
Speech Navigation and Biometrics (Active & Passive Recognition)	Optional Add-On	Optional Add-On	Optional Add-On
Look-Ahead Custom Routing (Requires Scoping Services)	Optional Add-On	Optional Add-On	Optional Add-On
<b>MEDIAVOICE</b>			
Professional Voice Talent Services (Prompts, Menus, Announcements)	Optional Service	Optional Service	Optional Service
<b>INTELLIGENT INTERACTION ROUTING</b>			
DNIS, ANI / CLI (Caller ID) Routing	•	•	•
Skills-Based Routing / Last Agent Routing	•	•	•
Location-Based Routing	•	•	•
Agent Routing Profiles - Enables multiple interactions to be routed simultaneously, based on Media Rules (i.e. 3-Email / 1-Chat / 1-Voice)		•	•
<b>CUSTOMER INTERACTION CHANNELS</b>			
Inbound Voice		•	•
CallBacks & Scheduled CallBacks		•	•
E-mail Queuing		•	•
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
Intelligent (Data Driven) Outbound Notifications (Email and SMS)			Optional Add-On
<b>OUTBOUND DIALING</b>			
Preview, Progressive and Predictive Dialing		Add \$10 Per User	•
Inbound / Outbound Blending		•	•
Campaign Management Tools		•	•
Do Not Call / List Import Manager / Detailed Outbound Reports		•	•

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<b>AGENT DESKTOP</b>			
TouchPoint User Interface - Agent Desktop (HTML)	•	•	•
Mini-Agent Wallboard	•	•	•
BI Dashboard - Summarizes ALL Customer Interaction Types		Optional Add-On	Optional Add-On
<b>SCREEN POPS</b>			
Standard CTI Connector for URL Applications	•	•	•
<b>SUPERVISOR</b>			
Agent Assist	•	•	•
Agent Monitor & Barge	•	•	•
Broadcast Messages	•	•	•
Supervisor Monitoring Dashboard	•	•	•
Call Recording Playback	•	•	•
<b>HISTORICAL REPORTING</b>			
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	•	•	•
<b>CUSTOM REPORTING</b>			
Custom Reports (Creation of Reports and Direct Access to Raw Data)	•	•	•
<b>CAMPAIGN REPORTING</b>			
Campaign Status and Performance			•
Dialing Agent and Group Performance			•
Outbound Campaign Agent			•
<b>REAL-TIME DASHBOARDS</b>			
Queue and Group Real-Time Dashboard	•	•	•
Campaign Real-Time Dashboard			•
Supervisor Real-Time Dashboard	•	•	•
<b>QUALITY MANAGEMENT</b>			
Call Recording	•	•	•
Interaction Recording (Email, Web Chat, Text)		•	•
Screen Recording		Add \$5 Per User	•
Agent Evaluation and Scorecards		Add \$7 Per User	•
<b>CLOUD STORAGE</b>			
Recording Archival Service (Encrypted Cloud and Client Designated Archive of Voice, Screen and Multi-Media Interactions)	•	•	•
<b>SURVEY</b>			
Post-Call Survey			•

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<b>WORKFORCE MANAGEMENT</b>			
Workforce Management (Community WFM: Essentials & Enterprise)	\$20 - \$30 Per User	\$20 - \$30 Per User	\$20 - \$30 Per User
<b>INTEGRATIONS &amp; INTERFACES</b>			
Agent and Real-Time API access		•	•
Chat API access		•	•
Enterprise Cloud CRM (Modular Components)	\$35 - \$95 Per User	\$35 - \$95 Per User	\$35 - \$95 Per User
Salesforce, Oracle, Microsoft Dynamics CRM Connector(s)	\$10 - \$15 Per User	\$10 - \$15 Per User	\$10 - \$15 Per User
Unified Desktop and Dynamic Scripting for Agent Workflows		Optional Add-On	Optional Add-On
<b>DATA CENTERS</b>			
TierPoint - 40+ Tier III Data Centers (n+1 Geo Redundancy)	•	•	•
<b>SECURITY &amp; COMPLIANCE</b>			
PCI-DSS Requirement 9 & 12 (Physical and Information Security Policies)	•	•	•
HIPAA / High Trust / SOC2 (Type II)	•	•	•
GLBA / ITAR / EU-US Privacy Shield / SSAE 18 Type 2	•	•	•
Encryption via SSL, TLS/IPSEC, SRTP	•	•	•
<b>CLOUD PBX / UC</b>			
Ascend UC - Delivers a Comprehensive UCaaS Solution w/Endpoint	\$17.95 - \$28.95 Per User	\$17.95 - \$28.95 Per User	\$17.95 - \$28.95 Per User
<b>PBX AGNOSTIC</b>			
Interop with ANY PBX (Avaya, Cisco, Mitel, Sfb, Teams, Cloud PBX)	•	•	•



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