xcally™

	PLUS	OMNI GOLD	DIALER GOLD	ULTIMATE
Agent softphone	✓	✓	✓	✓
Voice	✓	✓	✓	✓
SMS		✓		✓
Email		✓		✓
Web chat		✓		✓
Fax		✓		✓
Chatbot integration		✓		✓
Open channel		✓		✓
Agent Profiles PKG				✓
Contact management		✓	✓	✓
Outbound dialer			✓	✓
Scripting tool (Jscripty)			✓	✓
IVR System	✓	✓	✓	✓
ASR, TTS integration	✓	✓	✓	✓
Call recording	✓	✓	✓	✓
Realtime monitoring	✓	✓	✓	✓
Analytics and report	✓	✓	✓	✓
Whisper, barge-in	✓	✓	✓	✓
API integration	✓	✓	✓	✓

Add-ons

USER ACCOUNTS

Admin or supervisor accounts useful to manage the assigned agents, queues, channels and modules (i.e. analytics, realtime)

PBX EXTENSIONS

Pure SIP Extensions for in/out calls (no agent customer care features are included)

EXTRA IVR CHANNELS

Concurrent channels used by Cally Square IVR applications (i.e. inbound IVR calls, outbound IVR campaigns, conversational AI projects…)

EXTRA CHAT SESSIONS

Concurrent sessions used by the Chat application (agents and/or chatbots)

WEBRTC

Allow agents to manage calls from their XCALLY Motion Omni Desktop web interface

SCREEN RECORDING

The XCALLY Phonebar offers as add-on the possibility to record the screen of the agent

AGENT PROFILES PKG

Allow agents to select the profile they need to use to automatically change queues they are assigned to

AI TOOLS

Determine customer sentiment of each recorded call, through the integration with Amazon Transcribe and Comprehend

MICROSOFT TEAMS CONNECTOR*

This connector allows you to make/transfer calls to a Microsoft Teams User directly via XCALLY and display the Teams User Presence on the XCALLY Agent GUI

VIDAOO – VIDEO CHANNEL

Allow agents to manage video calls and meetings with customers

*The price is based per MS Teams account connected to the XCALLY instance. It is independent from the number of XCALLY agents.

Add-ons

AVAILABILITY APP

This product ensure to never miss a critical alert. Routing rules allow the right agent/team to be alerted based on the origin, priority, and timing of the problem. *Availability App* allows to build and modify schedules and define escalation rules within one interface and easily create on-call schedules with daily, weekly and custom rotations.

QUEUE MANAGER

This product allows agents to be autonomous and dynamic in managing both Inbound and Outbound campaigns. Also allow Supervisors to manage agents based on traffic and queue/service status conditions. It provide to manage agent/channel/tail/ association to enable functionality on all channels.

DATA RETENTION

This product enables administrators to manage automated backup and data retention tasks intuitively and autonomously. It allow to manage storage space in order to avoid depletion of available space that can cause a shutdown of services, and manage historical data by deleting old or redundant records stored on the database.

WHATSAPP CONNECTOR

The Whatsapp Connector is a module designed to manage Whatsapp interactions (inbound & outbound) with customers.