



GTB Enterprise Contact Center

Powered by Telax



Included In Package Not



Included in Package

Telax Gold

Telax Platinum

Telax Feature Package

Max Calls In Queue

Unlimited

Unlimited

Data Center Features

24x7x365 Data Center Monitoring



Geographical Survivability



Automatic Software Updates



TDM and VoIP - Network Agnostic



Core Component System Redundancy



High Availability Server Architecture



On Demand Scalability



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 queuing



Email queuing



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 queuing



Social media queuing (twitter/Facebook)



Universal ACD (multi-channel/modal queues)



Voicemail queuing



Webchat queuing



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)



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Allow Call Waiting	Included	Included
Automatic Agent Logout (Unanswered Calls)	Included	Included
Audible Alerts when Thresholds Met	Included	Included
Configurable Alerts	Included	Included
Configurable Zero Out Key	Included	Included
Departments	Included	Included
Disposition / Wrap Up Codes (Customizable)- Call Level	Included	Included
DNIS Support	Included	Included
Max Agents in Queue	Included	Included
Max Calls in Queue	Included	Included
Max Time in Queue	Included	Included
Multiple ACD Groups	Included	Included
Multiple DID Per Queue	Included	Included
Multiple Language Support	Included	Included
Play Ringing When Offering a Call	Included	Included
Priority Queuing	Included	Included
Re-Queue Calls Unanswered by ringing agent	Included	Included
Route Calls In Queue when agents log out	Included	Included
Screen Pop - CRM Integration	Not Included	Included
Service Levels Configurable	Included	Included
Set Max Queue Length	Included	Included
Zero Out of Queue	Included	Included

Supervisor Capabilities

Alerting - Customizable	Included	Included
Answer Agent	Included	Included
Barge-In	Included	Included
Call Agent	Included	Included
Configurable thresholds for real-time display and email/sms alerts	Included	Included
Configure contact center settings	Included	Included
Customizable agent statuses	Included	Included
Email Notification when Thresholds are Met	Included	Included
Graphical Statistics Dashboards	Included	Included
Login restrictions	Included	Included
One-click business continuity capability	Not Included	Included
Real-time Statistics Display	Included	Included
Role based & granular access levels	Included	Included
Schedule IVR dial outs	Not Included	Included

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Schedule mobile agents	Not Included	Included
Silent Monitor	Included	Included
Supervisor Desktop Client	Included	Included
Supervisor Real-Time Dashboard	Included	Included
Supervisor Web Client	Included	Included
Traffic Analysis	Included	Included
View Agent Private Line Calls	Included	Included
View and Manage Agent Deferred Email queues	Not Included	Included
View Agents in Multiple Queues Simultaneously	Included	Included
Whisper	Included	Included

Quality Management

Call recording tagged with dispositions and agent notes	Included	Included
IVR survey (in queue, agent transfer, or auto transfer)	Not Included	Included
Screen capture & recording	Not Included	Included
Desktop app usage monitor	Not Included	Included
Agent chat logs	Included	Included
Web Chat Logs	Included	Included
Secure recording, reporting & CDR transfer	Included	Included

Agent Capabilities

Agent ACD Pass code	Included	Included
Agent Available / Unavailable	Included	Included
Agent Login / Logout	Included	Included
Call Agent	Included	Included
Call History - Dialed, Received, Missed	Included	Included
Call Supervisor	Included	Included
Conference In Supervisor	Included	Included
Defer Queued Emails	Not Included	Included
Log into multiple Groups Simultaneously	Included	Included
PC Desktop Agent Client	Included	Included
Web Client - Agent	Included	Included

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Agent productivity

Feature	Telax Gold	Telax Platinum
CRM integrated screen pop	Not Included	Included
IVR data and call info screen pop	Included	Included
Agent scripting tool	Included	Included
Inter-agent presence view	Included	Included
Inter-agent chat	Included	Included
Integrated agent view of queues/wait times	Included	Included
Global daily statistics view	Included	Included
Personal agent statistics view	Included	Included
GUI call transfer (agent, queue, external)	Included	Included
IVR bulletins	Included	Included
Configurable hot keys	Included	Included
Mobile device routing	Included	Included
Ergonomic features (minimum keystrokes, body neutral posture)	Included	Included

Reporting

Feature	Telax Gold	Telax Platinum
Agent / Supervisor Activity	Included	Included
Agent Activity	Included	Included
Agent Summary	Included	Included
Agent Utilization Report	Included	Included
Call Detail by Time Zone	Included	Included
Call Duration Summary	Included	Included
Call Leg Detail	Included	Included
Call Log	Included	Included
Calls By Day	Included	Included
Customized Reports	Included	Included
Daily Traffic	Included	Included
Email Reports - Scheduled	Included	Included
Export Reports	Included	Included
Frequent Caller Summary	Included	Included
Group Call Statistics	Included	Included
Hourly Usage	Included	Included
Inbound Number Statistics	Included	Included
Private Line Calls	Included	Included
Queue Performance Analysis	Included	Included
Queue Summary	Included	Included
Scheduled Reports	Included	Included
Service Level Report	Included	Included

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Short Calls Report	Included	Included
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Summary by Account	Included	Included
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Time Allocation	Included	Included
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Routing Capabilities

After Hours Routing	Included	Included
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Call Delivery Circular	Included	Included
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Call Delivery Next Available	Included	Included
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Call Delivery Simultaneous	Included	Included
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Call Delivery Uniform	Included	Included
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Emergency Treatment	Included	Included
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Forced Forwarding	Included	Included
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Holiday Routing	Included	Included
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Overflow Calls	Included	Included
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Overflow Secondary	Included	Included
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Overflow Number	Included	Included
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Re-Queue if unanswered	Included	Included
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Skills Based Routing	Included	Included
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Intelligent Routing

Identity Routing (by CLID, DNIS, CRM)	Not Included	Included
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ANI or Geography-Based Routing	Not Included	Included
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Routing by DNIS	Included	Included
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Routing by Type of Day	Included	Included
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Routing by Time of Day	Included	Included
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Queue priority routing	Included	Included
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Agent priority routing	Included	Included
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CRM-Based Routing	Not Included	Included
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Configurable Outbound Caller ID (by team, agent, call)	Included	Included
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Announcement

Comfort Message	Included	Included
Dynamic Announcements - Queue Position / Wait Time	Included	Included
Entrance Message	Included	Included
Estimated Wait Message	Included	Included
Music On Hold Message	Included	Included
Periodic / Multiple Announcements	Included	Included
Whisper Message	Included	Included

Advanced IVR

Includes IVR	Included	Included
GUI IVR development	Not Included	Included
Self-service IVR	Not Included	Included
IVR with 3rd Party Data Dips (Read/Write)	Not Included	Included
Call in prompt recording	Included	Included
Prompt file uploads	Included	Included
IVR bulletins	Included	Included
Queue bulletins	Included	Included
Multi-lingual support (English, Spanish, French)	Included	Included
Outbound IVR notification with reconnect to queue option	Not Included	Included

Directory Integrations

Personal Directory	Included	Included
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Call Recording

Call Record Always	Included	Included
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Work force Management

Forecasting	Not Included	Included
Automated scheduling	Not Included	Included
Schedule optimization	Not Included	Included
Adherence (real-time & reporting)	Not Included	Included
Vacation automation	Not Included	Included
Agent shift-trade marketplace	Not Included	Included

Licensing Requirements

Per Named Agent Pricing	Not Included	Not Included
Additional per Queue License	Not Included	Not Included
Requires Additional Supervisor License	Not Included	Not Included
Requires Additional Suto Attendant License	Not Included	Not Included
Per Concurrent Agent License Required	Included	Included