Category	Features
Unified View	- Campaign Management - Agent Management - Calling List Management - Historical Reports - Calling Treatments - System Configuration - Recordings
Architecture	- Pure IP based deployment - Either softphone or ip phone or both can be used - Traditional phones connected using FXS ports - Web based control panel
Agent side features	- Control for state change like Ready, Not Ready - Call Transfer to internal as well as external users - Call Hold - Conference with internal as well as external numbers - Dial pad to make manual calls, but access is configurable - Very simple screen popup design and implementation - Web-based screen pop-up. Data within pop-up can be fetched and integrated from diverse servers.
Administrative features	- Real-time statistics accessible within browser, anywhere in the world. - Multiple sessions of administrative sessions, with no separate licensing for them. - Monitoring calls even from remote locations. - Skin based routings - Access privileges defined at tenant level, campaign level and calling list level. - View is controlled based upon login privileges. - Flexibility to define customized Not Ready reasons. - Flexibility to define and associate skills for agents. - Recordings can be searched based upon phones numbers, dispositions, duration or agent wise. - Reports even available for who all listened

	to recordings and when.
	- Custom reports can be easily defined and plugged in into existing view.
	- Screen pop-ups associated with campaign.