# CVCC *Express*™ & Centergy Virtual Contact Center™

## Hosted Contact Center Solution Comparison



## Choose Which Solution is Right for You

Aastra OnDemand™ has hosted contact center services for companies of all sizes. Whether you have a small business with a few employees taking calls, or a sophisticated call center with demanding performance tracking requirements, we have the solution to meet your needs.

|  | CVCC *Express*™ | Centergy Virtual Contact Center™ |
|---|---|---|
| **Agent and Menu Sizing** | | |
| Number of Agents Supported | Unlimited | Unlimited |
| Number of Supervisors Supported | Unlimited | Unlimited |
| Number of Menu Levels | 1 | Unlimited |
| Number of Menu Choices | 4 | 10 |

## Virtual, Flexible, Scalable

That's the value Aastra OnDemand™ hosted services bring to your business.

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# Contact Center Solutions For Businesses of All Sizes

| | CVCC *Express* | Centergy Virtual Contact Center |
|---|---|---|
| **Agent Voice Connection** | | |
| VoIP - Best Effort | Included | Included |
| VoIP - Managed QoS* | Optional | Included |
| PSTN – Any Phone** | Included free for 90 days | Included |
| **IVR** | | |
| Interactive Voice Response (IVR) | Greeting and Group Selection; "Please wait" and Off-hours announcements | Full IVR |
| Database Integration | Not Available | Optional |
| Agent Desktop Integration | Not Available | Optional |
| Hold music | Standard - Light Jazz | Custom |
| **Reporting** | | |
| Historical Reporting | 4 Reports | All Reports |
| Real-time Supervisor Display | Included | Included |
| Export Statistics to Excel | Not Available | Included |
| **Advanced Features** | | |
| Reason Codes | Predefined | Client Defined |
| Agent to Agent Transfer Notes | Included | Included |
| Call Disposition Codes | Not Available | Included |
| Live Call Monitoring | Not Available | Included |
| Call Recording | Not Available | Included |
| Supervisor to Agent Chat | Not Available | Included |
| Call Messaging / Voice Mail | Not Available | Included |
| Web Chat | Not Available | Optional |
| Email Routing | Not Available | Optional |
| **Support** | | |
| Carrier-class Fault Tolerance / Recovery | Included | Included |
| Software Upgrades | Included | Included |
| Support | FAQ, Email | FAQ, Email, 24x7 Call Support |
| **Pricing** | | |
| Monthly Fee | No monthly fee | Monthly fee per agent and supervisor |
| Setup/Implementation Fee | No setup fee – web-based setup | Tiered based upon complexity of workflow design |

\* If within service area of VoIP partner.

\*\* CVCC *Express* uses your existing telephones to deliver calls to your agents. Calls from the CVCC hosting center are free for 90 days over standard telephone lines. After 90 days you can convert to best effort VoIP at no charge or select either managed VoIP or continue to use traditional connections at our prevailing rates.

Whatever the size of your business, Aastra OnDemand™ hosted services let you Focus on Customers, not Technology.

## About Aastra OnDemand™

Aastra OnDemand is the new hosted service of Aastra USA Inc., a leader in IP communications products including IP-PBX systems, standards based telephones, unified communications and contact center applications. Aastra OnDemand is dedicated to serving the needs of customers taking advantage of the dramatic shift toward the software as a service delivery model. With over 25 years of experience delivering PBX and contact center systems to some of the largest and most demanding companies in the world Aastra OnDemand is now bringing that expertise to companies of all sizes.

You can now take advantage of the dramatic productivity improvement and cost savings to be found in the hosted service model with the confidence that the service is delivered by an organization that truly understands what quality, reliability and service mean.

Note: CVCC *Express*™ is a service of Aastra OnDemand™ and is free of monthly service charges for businesses, education, not-for-profit organizations and governmental agencies in the conduct of their normal business. Aastra reserves the right to cancel accounts that appear to be unused for 60 days or more and of organizations conducting their activity on the service to the detriment of the system or other users. One time charges may apply to some setup services and charges may apply for tolls between the hosting center and the agent. Charges will also apply if you choose to obtain an 800 service from Aastra OnDemand.

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