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Features & Add-Ons	Basic	Pro	Enterprise	Digital
Channels				
Voice (PSTN)	Yes	Yes	Yes	Add-On
Voice (In-App)	No	Yes	Yes	Yes
Chat	Add-On	Add-On	Yes	Yes
SMS*	Add-On	Add-On	Yes	Yes
All Channels	No	No	Yes	No
Reporting				
Standard Reports & Dashboards	Yes	Yes	Yes	Yes
Advanced Reports & Dashboards	No	Yes	Yes	Yes
Reporting APIs	No	Yes	Yes	Yes
CRM Integrations				
Salesforce	Yes	Yes	Yes	Yes
Zendesk	Yes	Yes	Yes	Yes
Oracle Service Cloud	Yes	Yes	Yes	Yes
Kustomer	Yes	Yes	Yes	Yes
Microsoft Dynamics	Yes	Yes	Yes	Yes
Custom CRM	Yes	Yes	Yes	Yes
Agent Experience				
Secure Payments by Stripe	Add-On	Add-On	Yes	Add-On
Auto Answer	Yes	Yes	Yes	Yes
Cold and Warm Transfers	Yes	Yes	Yes	Yes
Pause/Resume Recording	Yes	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes	Yes
CRM Screen Pop	Yes	Yes	Yes	Yes
Automated Ticket Management	Yes	Yes	Yes	Yes
Platform				
Single Sign-On	Yes	Yes	Yes	Yes
After Hours Deflection	Yes	Yes	Yes	Yes
Over Capacity Deflection	Yes	Yes	Yes	Yes
Roles and Permissions	Yes	Yes	Yes	Yes
Cascade Groups	Yes	Yes	Yes	Yes
Deltacast Routing	Yes	Yes	Yes	Yes

Features & Add-Ons	Basic	Pro	Enterprise	Digital
Contextual Routing	Yes	Yes	Yes	Yes
Predictive Routing	Yes	Yes	Yes	Yes
Custom IVR Messages	Yes	Yes	Yes	Yes
Intelligent Estimated Wait Time	Yes	Yes	Yes	Yes
Scheduled Calls	Yes	Yes	Yes	Yes
Language Support/Localisation	Yes	Yes	Yes	Yes
Direct Access Point	Yes	Yes	Yes	Yes
Custom Data Storage	Yes	Yes	Yes	Yes
Multi-Cloud Support	Yes	Yes	Yes	Yes
Digital Experience				
SMS Blending	Add-On**	Yes	Yes	Yes
Email Channel Steering	Yes	Yes	Yes	Yes
Mobile SDK	No	Yes	Yes	Yes
SmartActions	Add-on	Yes	Yes	Yes
Web SDK	Yes	Yes	Yes	Yes
CSAT Ratings	Yes	Yes	Yes	Yes
Visual IVR	No	Yes	Yes	Yes
Proactive Triggers	Yes	Yes	Yes	Yes
Conversational AI				
Virtual Agent (Chat)	Add-On	Add-On	Add-On	Add-On
Workforce Optimisation				
Call Recording	Yes	Yes	Yes	Yes
Quality Management	Add-On	Add-On	Add-On	Add-On
Workforce Management	Add-On	Add-On	Add-On	Add-On
Support Services				
Standard Support	Yes	Yes	Yes	Yes
Premium Support	No	Yes	Yes	Yes
Uptime SLA with Credits	No	Yes	Yes	Yes
Optimisation Support	No	Add-On	Yes	Add-On
Implimentation Services				
Starter Implimentation	Yes	Yes	Yes	Yes

Features & Add-Ons	Basic	Pro	Enterprise	Digital
Standard Implimentation	Add-On	Add-On	Add-On	Add-On
Advanced Implimentation	Add-On	Add-On	Add-On	Add-On

Notes

* Voice services not supported on SMS number

** Requires SMS