

Lightpath

Contact Center Feature Matrix

Contact Center Feature	Gold	Platinum
	Concurrent Seats*	Concurrent Seats*
Access to integrated employee collaboration and advanced call handling within Intermedia Unite	•	•
Admin Portal	•	•
Supervisor App	•	•
Real-Time Agent Status and Custom Statuses	•	•
Inbound Voice Channel Queues	•	•
Automatic Call Distribution (ACD)	•	•
In-Queue Messages (e.g. Position in Queue, Estimated Wait Time, Text to Speech)	•	•
Supervisor functions (Monitor, Whisper, Barge-in)	•	•
Skills Management	•	•
Active Frontline User Management	•	•
Real-Time Monitoring	•	•
Queues Dashboard	•	•
Agent Dashboard	•	•
Executive Dashboard	•	•
Wallboards	•	•
Historical Reports	•	•
Call & Screen Recordings	•	•
Call Busting & Teleagents	•	•
Dynamic Call and Overflow Treatment	•	•
Missed Call Treatment	•	•
Agent Desktop & Web Application	•	•
Scheduled & Custom Reports	•	•
Customizable Interactive Voice Response (IVR)	•	•
Skill-Based Routing	•	•
Geo-Routing	•	•
Advanced Rules-based Routing (Last agent, Preferred agent etc.)	•	•
Custom Agent Status	•	•
Real-Time Customizable Threshold Alerts with Escalation Rules	•	•
Queued Callback & Queued Voicemail	•	•
Inbound Call Information (Caller ID, Queue, Skill)	•	•
Outbound Calling	•	•
Multi-language Support	•	•
Emergency Queue Bulletins	•	•
Post-Call Surveys	•	•
Call Classifications, Dispositions, Flag for Supervisor Review and Post Call Wrap-Up	•	•
Text-to-Speech	•	•

Contact Center Feature	Gold	Platinum
	Concurrent Seats*	Concurrent Seats*
Call Scripting	•	•
Outbound Voice & Blended Channel Queues	•	•
Outbound Dialer (Scheduled Power Dialing)	•	•
Chat Channel Queues		•
Email Channel Queues		•
User Direct/Group chat	•	•
SMS**, Webchat & WhatsApp Queues		•
Manage Concurrent Chats		•
Historical Conversations		•
Response Templates and Auto-Replies		•
Webchat		•
Reactive and Proactive Chat Mode		•
Custom Branding		•
Mobile Responsive		•
Customizable Interactive Chat Response (ICR)		•
Custom Form Fills		•
Routing by Keyword or Phrases		•
Auto or Manual Response Templates by Team or Queue		•
Suspend and Resume Emails		•
Outbound Emails by Frontline User		•
Dynamic Notification (Voice, E-mail & SMS**)		•
Desktop Notifications for Incoming Interactions	•	•
Conference and Transfer Interactions with Context Sharing	•	•
Schedule Manager		•
Vacation and Holiday Management		•
Trade Shifts		•
AI Transcriptions		50 hours per agent
AI Transcription Redaction		50 hours per agent
AI Interaction Summary		50 hours per agent
AI Sentiment Analysis		50 hours per agent
AI Agent Evaluator (Identify topics, sentiments, highlight keywords for coaching, and performance improvements.)		50 hours per agent
Screen Recording		•
Speech Recognition Integration		•
Microsoft Teams	•	•
Embedded With Microsoft Teams	•	•
Salesforce	•	•
Zendesk	•	•

Notes:

* Number of users signed-in

** For the SMS, customer needs to buy their own Twilio number/account and pay usage.

Rates: <https://www.twilio.com/en-us/sms/pricing/us>