

Premier Edition vs. PureCloud

| Features/Capabilities | Premier Edition (\$114/user) | PureCloud 3 User (\$197.98/user) |
|----------------------------------|---|--|
| VoIP Softphone | BlueIP Softphone (3rd party) | Genesys WebRTC Softphone |
| Omnichannel Interaction Managemt | <ul style="list-style-type: none"> o Agent Desktop o Voice o Wrap up codes/Disposition codes | <ul style="list-style-type: none"> o Web Agent Desktop o Web Chat, Email o Share files with customers via web chat o Response Management o Agent Initiated Scheduled Call-back o Voice o Wrap up codes o Social Channel Management |
| Routing | <ul style="list-style-type: none"> o Priority o Skills-Based Routing | <ul style="list-style-type: none"> o Priority o FIFO Routing o Skills-Based Routing o Bull's-eye Routing o Response Management |
| IVR | <ul style="list-style-type: none"> o Speech Enabled IVR | <ul style="list-style-type: none"> o Speech Enabled IVR |
| Call Recording | <ul style="list-style-type: none"> o Voice Recording (30 days) | <ul style="list-style-type: none"> o Dual I Mono Channel Call Recording with unlimited storage o Quality Evaluations o Omnichannel Recording |
| Supervisor Features | <ul style="list-style-type: none"> o Historical Metrics & Reports | <ul style="list-style-type: none"> o Listen, Assist & Agent Activation o Real-Time Performance Reviews o Historical Metrics & Reports o Ipad App |
| Integration | <ul style="list-style-type: none"> o 3rd Party REST API's | <ul style="list-style-type: none"> o 3rd Party REST API's o Unified Communications Platforms o Packaged CRM Integrations (additional cost) o Everything is accessible via PureCloud Public REST API |
| CTI Add-on | <ul style="list-style-type: none"> o Call log support o Click-to-dial o Screen pop | <ul style="list-style-type: none"> o Call log support o Click-to-dial o Screen pop |
| Workforce Management | <ul style="list-style-type: none"> o None | <ul style="list-style-type: none"> o Scheduling o Forecasting o Real-time adherence |