

# MiCloud Connect CX Features

## Connect CX for Sales

- Advanced Voice Capabilities
- Intelligent Routing
- Unlimited Call Recording
- SMS CSAT Surveys
- Self-Service Tools
- CRM/Helpdesk Integrations
- Advanced Reporting
- Advanced Analytics
- Access to APIs and SDKs
- Power Dialer
- Speech Analytics

## Connect CX for Service

- Advanced Voice Capabilities
- Intelligent Routing
- Unlimited Call Recording
- SMS CSAT Surveys
- Self-Service Tools
- CRM/Helpdesk Integrations
- Advanced Reporting
- Advanced Analytics
- Access to APIs and SDKs

### Options

- Agent Productivity Tools
- Workforce Management
- Workforce Optimization
- Quality Assurance
- Voice Analytics
- Digital Channels
- Knowledge Management

Sales Service

VOICE FEATURES		
	Sales	Service
Callbar	•	•
Unlimited Concurrent Calls	•	•
Comprehensive Contact History	•	•
Call Control	•	•
Warm and Blind Transfers	•	•
Call Queues	•	•
Voicemail	•	•
Call Disposition and Notes	•	•
Personalized Greetings	•	•
Extensions	•	•
Contact Importer	•	•
International Phone Numbers	•	•
Individual and Group Voicemail	•	•
Voicemail Assignment	•	•
Voicemail Transcriptions	•	•
Conference Calling	•	•
Callback from Queue	•	•
Business Hours	•	•
Agent-to-Agent Calling	•	•
Inbound Call Blocking	•	•
Superior Call Quality	•	•
Contact Tags	•	•
Custom Fields	•	•
Custom Agent Status	•	•

# MiCloud Connect CX Features

	Sales	Service
<b>OUTBOUND DIALER FEATURES</b>		
Power Dialer	●	Optional
Voicemail Drop	●	●
Intelligent List Optimization	●	Optional
CSV Upload	●	Optional
Automatic Outbound Caller ID	●	●
<b>INTELLIGENT ROUTING FEATURES</b>		
Automatic Call Distributor (ACD)	●	●
Interactive Voice Response (IVR)	●	●
Skill-Based Routing	●	●
Forward-to-Phone	●	●
Ring Groups	●	●
Intelligent Reconnect	●	●
CRM Data Dips	●	●
<b>REPORTING &amp; ANALYTICS FEATURES</b>		
Historical Reporting	●	●
Connect CX Live Reporting	●	●
Customizable Reporting Thresholds	●	●
Sentiment	●	●
Email Notifications	●	●
Desktop Notifications	●	●
Desktop Analytics	Optional	Optional
Predictive AI Assistant	Optional	Optional

	Sales	Service
<b>QUALITY MANAGEMENT FEATURES</b>		
Call Recording	●	●
Call Monitoring	●	●
Call Barging	●	●
<b>AGENT PRODUCTIVITY FEATURES</b>		
Automated Workflows	●	●
Click-to-Call	●	●
Screen Pops	●	●
Visual Knowledge Base	Optional	Optional
Screen Share	Optional	Optional
Video Chat	Optional	Optional
Employee Recognition	Optional	Optional
Mental Fatigue Monitoring	Optional	Optional
<b>INTEGRATION FEATURES</b>		
Two-Way Data Synchronization	●	●
Salesforce Integration	●	●
Zendesk Integration	●	●
CRM Integrations	●	●
Helpdesk Integrations	●	●
E-commerce Integrations	●	●
<b>APIS AND SDKS</b>		
Reporting API	●	●
Integrations API	●	●
Routing API	●	●
Customer Context	●	●
Web-to-Call	●	●

	Sales	Service
<b>WORKFORCE MANAGEMENT &amp; OPTIMIZATION FEATURES</b>		
Forecasting Tools	Optional	Optional
Automatic Scheduling	Optional	Optional
Staff Budgeting	Optional	Optional
Real-Time Adherence	Optional	Optional
Business Intelligence Reports	Optional	Optional
Employee Portal	Optional	Optional
Agent/Customer Sentiment Analysis	Optional	Optional
Channel Monitoring	Optional	Optional
Agent Scorecards	Optional	Optional
<b>VOICE ANALYTICS FEATURES</b>		
AI Speech Analytics	●	Optional
Call Transcription	Optional	Optional
Keyword Extraction	Optional	Optional
Smart Call Classification	Optional	Optional
<b>OMNICHANNEL FEATURES</b>		
Live Chat	Optional	Optional
SMS	Optional	Optional
Video	Optional	Optional
Social Media	Optional	Optional