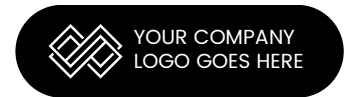


# Digital Front Office

## Features and packages



### Channels

	Basic	Standard
<b>Telephony</b>	✓	✓
<b>SMS</b>	✓	✓
<b>Email</b> <i>Supports Gmail and Microsoft Office 365</i>	✓	✓
<b>Messenger</b>	✓	✓
<b>WhatsApp</b>	✓	✓
<b>Instagram</b>	✓	✓
<b>Web Chat</b>		✓

### Task management

	Basic	Standard
<b>Create and organize</b>	✓	✓
<b>Edit and assign</b>	✓	✓
<b>Prioritize and track</b>	✓	✓
<b>Collaboration</b>	✓	✓
<b>Voicemail transcription</b> <i>Transcribe voicemails into actionable tasks</i>	✓	✓
<b>Missed calls</b> <i>Create actionable tasks for missed calls</i>	✓	✓

### Contact management

	Basic	Standard
<b>Create and organize</b>	✓	✓
<b>Search</b>	✓	✓
<b>Entries</b>	Unlimited	Unlimited

### AI functions

	Basic	Standard
<b>Call recording</b> <i>Record all inbound and outbound calls</i>	✓	✓
<b>Summarize</b> <i>Create a summary of the call, SMS, email, or chat conversation</i>	✓	✓
<b>Voice transcription</b>	Unlimited	Unlimited
<b>Action items</b> <i>Highlight next steps from the call, SMS, email, or chat conversation</i>		✓

### Admin

	Basic	Standard
<b>Text to speech</b>	✓	✓
<b>Reporting</b>	✓	✓
<b>Call monitoring</b> <i>Monitor and coach calls in real-time</i>		✓
<b>Departments</b> <i>Route interactions to relevant users</i>		Up to 3
<b>Interaction storage</b> <i>Maximum time to keep all interactions</i>	6 months	12 months

### Bots

	Basic	Standard
<b>Chat</b> <i>Route chats to departments or users</i>		✓
<b>Voice</b> <i>Direct calls and initiates callbacks when necessary</i>		✓