



FEATURES & BENEFITS

FULLY INTEGRATED

A fully integrated environment converging voice, desktop, data, web, and mobile technologies

UNIFORM INTERFACE

A uniform interface combining multiple technologies into a single presentation

REPORTING

A single administrative, reporting, and ongoing maintenance environment

MULTIPLE OPTIONS

Multiple options to utilize, migrate, or replace existing systems

FLEXIBILITY

Flexibility in deployment and integration, regardless of the customer's infrastructure, size, or location of staff and facilities

Contact360

Fusion's powerful Contact360 provides an enterprise-class cloud contact center solution for businesses of every size and requirement. The solution's intelligence resides securely in the cloud, removing end of life concerns and protecting technology investments with advanced system integration and a clear and secure path to the cloud.

Fusion's enterprise contact center solution provides a full 360 degree view of everything a business needs to connect and communicate with customers more effectively than ever before, converging access and network with advanced features and functionality for a complete single source solution.



	Advanced Package includes 30 Agents	Ultimate Package includes 50 Agents
Full Fusion360 Integration*	✓	✓
Full failover and geo-redundancy	✓	✓
Agent softphone	✓	✓
Automated Attendant/IVR	✓	✓
ACD360	✓	✓
Historical Reporting	✓	✓
Real Time Reporting	✓	✓
Call Center Routing	✓	✓
Skills Based Routing	✓	✓
Contact Center Configuration Portal	✓	✓
ETA / Queue Position		✓
ASAP Callback		✓
Scheduled Callback		✓
Next Business Day Callback		✓
Event Notification Manager		✓
Abandoned Call Notification		✓
Call Survey		✓
Screen Pop Agent Client		✓
Multichannel Agent Client: chat		✓
Automated Outbound Campaigns		✓
Salesforce Integration**		✓
Call Recording	Optional	✓

*Requires a Fusion360 seat at additional charge. Can integrate with existing PBX

**Additional charge upon discovery

