



S No	Features Required by Dialling Setup	Open Source	Avyukta e Call
1	Custom and Default UI and features with profiling : Admin / Agent / Superadmin / Supervisor	NA	Yes
2	Number / Contact Masking : Hide your customer data and contacts from staff / agents / profiled members	NA	Yes
3	Automated TL : Set triggers for custom idle time , break time , no calls and many more	NA	Yes
4	History/ Channel Report : End to End History wrt each number for In/Out Calls / SMS / Whatsapp / Email (with number associated) and other Omni records	NA	Yes
5	Recording/Call History on Agent Screen	NA	Yes
6	Custom Dashboard with relevant stats and notifications	NA	Yes
7	Cloud Telephony options on International (VoIP / TFN / DID Options) and Domestic (3 GSM / VoLTE GSM / PRI / SIP PRI / Analog Options)	NA	Yes
8	Security Measures : IP based authentications , OTP Based lead security for Leads , Numbers , Recordings and other Lists/Data	NA	Yes
9	Ring Time , Talk Time and Congestion Corrections on Asterisk	NA	Yes
10	18+ Bug Free Reports	NA	Yes
11	Avatar Module : Play custom preset voice prompts for In/Out Calls wrt soundboard	NA	Yes
12	Whatsapp : Bot / Promotional / Transactional integration with Meta	NA	Yes
13	Email : Bulk Email API integration with Mail chimp , Sendinblue etc + transactional emails on dispo screens etc	NA	Yes
14	International SMS with Portal	NA	Yes
15	GSM Gateway based SMS with Dispo / Otherwise	NA	Yes
16	Web API based SMS Integration on Dispo event or otherwise	NA	Yes
17	Backup Telecom : PRI / GSM / VoIP	NA	Yes
18	Backup Server : Synching with alternate DB / Apache / My SQL	NA	Yes
19	HA : High Availability : Second to Second backup / Data Synching / Heart Beat	NA	Yes
20	WebRTC : No Softphone required , Calling from integrated browser , Supports almost all browsers	NA	Yes
21	Acronis : Backup with Ransom ware protection with Data backup/Synching in 3+ Servers	NA	Yes
22	NAS : file-level storage architecture that makes stored data more accessible to networked devices	NA	Yes
23	Reduce Spamming / Trucaller / DND Issues : Auto Rotary CLI + CLI on Demand : Both Intl and Domestic	NA	Yes
24	Truecaller Integration for Spam prevention and verified Tick	NA	Yes
25	3rd Party App/CRM/ Restful API Push-Pull	NA	Yes
26	Custom Pop Up : Admin can define own fields and data types with available reporting on custom user defined fields	NA	Yes
27	Masking on Omni Channels	NA	Yes
28	Sticky Agent : Map your agents for In and Out calls with once connected customers	NA	Yes
29	SIM Binding : Bind SIM 's with respective Agents	NA	Yes
30	Custom Multi Tree Complex IVR with DTMF detections and integrations with 3rd Party App/CRM/Restful Push Pull API	NA	Yes
31	TTS (Text-To-Speech) : Available in Multiple Languages for Inbound / Outbound / Blended campaigns	NA	Yes
32	Press 1 Setup : Press X Setups for Lead Generation and DTMF Surveys / Opt in Customers	NA	Yes
33	Non Buggy Comprehensive Reports and Statistical Analysis	NA	Yes
34	Smart IVR based IPPBX	NA	Yes , With CRM
35	Screenshots	NA	Yes , With CRM
36	SOA and Accounts	NA	Yes , With CRM

37	<i>Custom Web forms</i>	NA	Yes , With CRM
38	<i>Submit form Integration</i>	NA	Yes , With CRM
39	<i>Payment Gateway</i>	NA	Yes , With CRM
40	<i>Task Management</i>	NA	Yes , With CRM
41	<i>Lead Management</i>	NA	Yes , With CRM
42	<i>Placid Leads Management</i>	NA	Yes , With CRM
43	<i>Update Emails</i>	NA	Yes , With CRM
44	<i>Ticketing CRM</i>	NA	Yes , With CRM
45	<i>Google Integration</i>	NA	Yes , With CRM
46	<i>SuperAdmin</i>	NA	Yes , With CRM
47	<i>Custom Fields</i>	NA	Yes , With CRM
48	<i>Custom Stages</i>	NA	Yes , With CRM
49	<i>KYC Module</i>	NA	Yes , With CRM
50	<i>Aadhar Verification</i>	NA	Yes , With CRM
51	<i>Custom Proposal/ Invoicing</i>	NA	Yes , With CRM
52	<i>Subscriptions Module</i>	NA	Yes , With CRM
53	<i>Client CRM with Task, Payment, Ticket History and Gateway</i>	NA	Yes , With CRM
54	<i>GPS Module for WFO/WFH/WFA/WFCS</i>	NA	Yes , With CRM
55	<i>Meeting Module</i>	NA	Yes , With CRM
56	<i>Omni Channel Multicast on Filtered Leads</i>	NA	Yes , With CRM
57	<i>Lead Approval /Qualification and Pre-Sales forms</i>	NA	Yes , With CRM
58	<i>KRA Management</i>	NA	Yes , With CRM
59	<i>Deadline and Bounce Time for Sprints and Tasks</i>	NA	Yes , With CRM
60	<i>Task Approvals and Idle Time Claims</i>	NA	Yes , With CRM
61	<i>Occupancy and Salary Modules</i>	NA	Yes , With CRM