

## GigTel UCaaS Matrix

Name	Basic	Standard	Advanced	Admin
Inbound/Outbound Calls	●	●	●	●
Standard Voicemail	●	●	●	●
Portal Access		●	●	●
Access to the App		●	●	●
Call History		●	●	●
Web Phone		●	●	●
Attendant Console		●	●	●
Domain Chat		●	●	●
SMS/MMS		●	●	●
Edit Conference		●	●	●
Answering Rules		●	●	●
Text to Speech		●	●	●
Speech to Text		●	●	●
Voicemail Transcription		●	●	●
Video Collab.			●	●
Extended VM Storage Space			●	●
Add Agent				●
Edit Time Frame				●
Add/Edit Auto Attendant				●
Add Call Queues				●
Add Devices				●
Music On Hold				●
Call Trace				●
Masquerade				●
Listen to Recordings				●
Queue Access				●
Call Queues*	●	●	●	●
Multi-Level Auto Attendant*	●	●	●	●
Time Frames*	●	●	●	●
Music on Hold*	●	●	●	●
*Included at the Account Level.				
List Price- Retail	\$9.99	\$19.99	\$24.99	\$24.99

## GigTel CCaaS Matrix

Name	CC Agent	CC Supervisor	CC Supervisor/Admin
Inbound/Outbound Calls	●	●	●
Standard Voicemail	●	●	●
Portal Access	●	●	●
Access to the App	●	●	●
Call History	●	●	●
Web Phone	●	●	●
Attendant Console	●	●	●
Domain Chat	●	●	●
SMS/MMS	●	●	●
Queue Access	●	●	●
Text to Speech	●	●	●
Speech to Text	●	●	●
Voicemail Transcription	●	●	●
Edit Conference		●	●
Video Collab.		●	●
Extended VM Storage Space		●	●
Answering Rules		●	●
Add Agent		●	●
Listen to Recordings		●	●
Live Analytics		●	●
Whisper, Listen, Barge		●	●
Edit Time Frame			●
Add/Edit Auto Attendant			●
Add Call Queue			●
Add Devices			●
Music on Hold			●
Call Trace			●
Masquerade			●
Call Queues*	●	●	●
Multi-Level Auto Attendant*	●	●	●
Time Frames*	●	●	●
Music on Hold*	●	●	●
*Included at the Account Level.			
List Price- Retail	\$19.99	\$24.99	\$24.99



# GigTel Master List

Name	UCaaS				CCaaS		
	Basic (Business)	Standard	Advanced	Admin	Agent	Supervisor	Call Center Supervisor/Admin
Inbound/Outbound Calls	●	●	●	●	●	●	●
Standard Voicemail	●	●	●	●	●	●	●
Portal Access		●	●	●	●	●	●
Access to the App		●	●	●	●	●	●
Call History		●	●	●	●	●	●
Web Phone		●	●	●	●	●	●
Attendant Console		●	●	●	●	●	●
Domain Chat		●	●	●	●	●	●
SMS/MMS		●	●	●	●	●	●
Text to Speech		●	●	●	●	●	●
Speech to Text		●	●	●	●	●	●
Voicemail Transcription		●	●	●	●	●	●
Edit Conference		●	●	●		●	●
Answering Rules		●	●	●		●	●
Video Collab			●	●		●	●
Extended VM Storage Space			●	●		●	●
Listen to Recordings				●		●	●
Add Agent				●		●	●
Edit Time Frame				●			●
Add/Edit Auto Attendant				●			●
Add Call Queues				●			●
Add Devices				●			●
Music on Hold				●			●
Call Trace				●			●
Masquerade				●			●
Queue Access				●	●	●	●
Live Analytics						●	●
Whisper, Listen & Barge						●	●
Call Queues*	●	●	●	●	●	●	●
Multi-Level Auto Attendant*	●	●	●	●	●	●	●
Time Frames*	●	●	●	●	●	●	●
Music on Hold*	●	●	●	●	●	●	●
*Included at the Account Level.							
List Price- Retail	\$9.99	\$19.99	\$24.99	\$24.99	\$19.99	\$24.99	\$24.99