



# MiContact Center Live vs. MiCloud Engage Contact Center Comparison

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# MiContact Center Live vs. MiCloud Engage Contact Center: Agent

Feature	Live	Engage	Engage Notes
Disposition/Category/Reason Codes	✓	✓	Agents can specify set the disposition of an interaction for all channel types. <i>Engage</i> has improved by allowing for multiple disposition lists per tenant, including contextual disposition lists. <i>Engage</i> has per tenant reason codes.
Multi-Channel Agent Dashboard		✓	Agents can view live queue statistics for multi-channel interactions.
CRM Integrations	✓	✓	Agents can work directly within the CRM or the toolbar can be docked (Salesforce; Zendesk); <i>Engage</i> does not currently have Microsoft Dynamics.
Dial pad	✓	✓	Dial pad for outbound dialing; supports cold transfer
Screen Pop	✓	✓	Call attributes such as customer phone number, campaign, contact information, notes, etc. will be shown to an Agent immediately when an incoming interaction is received.
Support for Home-Based Agents	✓	✓	<i>Engage</i> supports home agents using PSTN & WebRTC.
Agent Disaster Recovery ( <i>Engage</i> Standby)	✓	✓	Agents can make themselves available by calling into the IVR; support ability for agent to go online without the Toolbar (time presence)
Contact Management	✓	✓	Agent Desktop provides Contact Info, History & Reference; interaction history with visibility into customer journey (this was <i>Engage</i> on <i>Live</i> platform)
Transfer Lists	✓	✓	Assign contact lists to agents which can be used for making outgoing click to dial calls or for transfers. Contacts list will be assigned via the configuration UI. <i>Engage</i> transfer lists can be queues, not just phone numbers like with <i>Live</i> speed dial lists.
Managing multiple lines (2nd Dialing Number via Toolbar)	✓	✓	Agent places customer on hold, dials out to another party, then returns to original customer. This is on phone panel, not <i>Engage</i> . <i>Engage</i> Transfer Enhancements v1 will cover some of these use cases.

# MiContact Center Live vs. MiCloud Engage Contact Center: Voice

Feature	Live	Engage	Engage Notes
Agent Scripting	✓	✓	Create and manage scripts and push those scripts to agent screens. Using Flow, incorporate advanced decision logic within customer scripts.
Do Not Contact	✓	✓	Expands on outbound campaigns to support Do Not Contact lists creation and management. <i>Engage</i> supports multiple DNC lists per tenant and on a Campaign basis; <i>Live</i> DNC only supported one DNC list per tenant.
Queue Callback	✓	✓	Allow customers waiting on a queue an option to be called back when a resource becomes available rather than waiting on the line. The customer is automatically called back once they reach the top of the queue. <i>Engage</i> missing ability to leave VM on callback and also ability to configure default country code.
Outbound Campaigns	✓	✓	
Push Preview	✓	✓	
Progressive	✓		
Inbound / Outbound Blending	✓		<i>Live</i> has basic capabilities for this
List Management			Display custom fields to Agents; calling list order / priority options; sort order
Outbound SMS Campaign			Assign contact lists to agents which can be used for making outgoing click to dial calls or for transfers. Contacts list will be assigned via the configuration UI. <i>Engage</i> transfer lists can be queues, not just phone numbers like with <i>Live</i> speed dial lists.
Ingress – WebRTC; PSTN; SIP Egress – WebRTC; PSTN, SIP	✓	✓	<i>Engage</i> also supports WebRTC ingress ( <i>Live</i> does not)
Click-to-dial	✓	✓	Both have Salesforce; <i>Engage</i> does not support click-to-dial with Zendesk
Improved Call Performance; reduced latency		✓	Interaction routing via command and control APIs
ASR Integration	✓		

# Live vs. Engage: Digital Channels

Feature	Live	Engage	Engage Notes
Web Chat	✓	✓	The chat session will give a notification to the user in the toolbar and they can only accept enough sessions up to the capacity which is set.
Messaging templates	✓	✓	Preconfigured text responses that can be used as fully automated or partially automated responses across a variety of text based channels such as chat, email, SMS, social, etc.
Outbound SMS (two-way via Toolbar)	✓	✓	Ability to send an outbound SMS message to a customer from the toolbar then receive the message back to continue the conversation if needed. This would be done by accessing a list of numbers or typing the actual number to send a single outbound message.
Send message via Flow		✓	Flow will be able to send messages to customers while waiting for an agent to become available.
Capacity	✓	✓	Capacity provides access to current capacity of an Agent
FB Messenger integration		✓	Ability to use Facebook messenger to contact businesses directly via chat and help resolve issues. Agents will receive the Facebook message in the toolbar just like native messaging and SMS
Work Item integrations via UI		✓	Create an integration from the UI and add pushtopic listeners to the integration to enable work item integrations. This could be used for Salesforce, Facebook, etc.
Social Channels	✓		<i>Live</i> supports Facebook & Twitter; <i>Live</i> also contains agent social response workflow / Supervisor approval path.
Native email	✓	✓	Available on <i>Engage</i> with Skylight
Channel Pivoting	✓	✓	<i>Engage</i> is not a full pivot; Agents on <i>Engage</i> limited to sending SMS while on Voice; Reporting treats as separate interactions (no Parent ID). <i>Live</i> can pivot other channels beyond just SMS.

# Live vs. Engage: Administration

Feature	Live	Engage	Engage Notes
Presence Management	✓	✓	Presence and disposition codes can be customized and grouped into lists
Admin API		✓	Allows Customers to build their own customized Admin console or just embed certain capabilities such as scripts.
Permissions	✓	✓	On <i>Engage</i> , permissions are also associated with roles which in turn are associated with users; <i>Live</i> cannot create custom roles
Password Reset	✓	✓	Users can request a password reset; <i>Live</i> can also auto-expire passwords
Self-tenant Provisioning		✓	Customers can create and manage sub-tenants
Silent Monitoring / Barge	✓	✓	<i>Engage</i> only supports via Twilio; <i>Live</i> supports via PSTN
Whisper	✓		Users can be disabled by Administrators
Disable Users	✓	✓	<i>Live</i> supports Facebook & Twitter; <i>Live</i> also contains agent social response workflow / Supervisor approval path.
Delete Users	✓		
Display devices (wallboards, desktop, smartphone, other)	✓	✓	Dashboards can be displayed on LCD/Monitors.
Teams / Groups	✓	✓	Agents can be assigned to Teams in <i>Live</i> that are associated with a Supervisor; with <i>Engage</i> , Agents can be assigned to groups but there is no concept of a Supervisor for each Group.

# Live vs. Engage: Platform & Routing

Feature	Live	Engage	Engage Notes
Contextual Routing Engine	✓	✓	Ability to make routing and queueing decisions based on data from 3rd party sources such as CRMs
Data Exchange / Data Dips	✓	✓	
Secure Exchange	✓		PCI compliant IVR for secure payment processing
Global Presence	✓	✓	
True Multi-Tenancy	✓	✓	
Full suite of public REST APIs	✓	✓	Administration, Client, Reporting, Messaging
API - Support for XML	✓		Not currently on <i>Engage</i> roadmap
SSO			On <i>Engage</i> 2017 Roadmap
100% browser based client & admin i/f	✓	✓	
Queue Escalation	✓	✓	<i>Engage</i> has ability to set up queues to auto adjust search query after period of time. Set min / max priority for queues.
Check Resource Availability	✓	✓	Check Agent availability before placing contact in queue
Using Flow Statistics	✓	✓	Ability to pull real-time stats into a Flow and use when making routing decisions, media playback (avg. wait time), etc.
Flow Templates		✓	Break down your flows into modular reusable components
Export / Print Flow Diagrams	✓	✓	
Flow Designer	✓	✓	Manage interactions using a visual drag and drop designer. <i>Engage</i> has improved on branching and loops and gives users full control over both customer and agent experience. <i>Live</i> was not as flexible over Agent control.

# Live vs. Engage: Reporting

Feature	Live	Engage	Engage Notes
Real-time Monitoring Reports	✓	✓	
Real-time Reporting APIs	✓	✓	
Historical Dashboards	✓	✓	
Custom Metrics / Statistics		✓	Create custom statistics for reports and dashboards
Reporting Packages	✓	✓	Essential package will provide a set of pre-defined reports. Pro package allows users to customize reports
Report Exporting	✓	✓	Excel, PDF
Agent Toolbar Reporting		✓	Agents receive real-time reporting statistics incorporated into the agent toolbar
Display devices (wallboards, desktop, smartphone, other)	✓	✓	Dashboards can be displayed on LCD/Monitors.
Hierarchical Historical Reports (In Region)		✓	Aggregated Historical Dashboards and Reports across tenants within the same region. e.g. You can report from a master tenant with 2 child tenants in the same region.
Historical & Real-time Custom Dashboards		✓	Create custom historical dashboards including flexible visualizations and filtering capabilities.
Agent Scripting Reporting		✓	Script transcript, which lists the script questions and corresponding responses that the agent entered for each interaction for the given period. Other interaction statistics are also included such as handle time; wrap up time; disposition codes.
Segment by Queue	✓	✓	
Omnichannel Dashboard Filtering	✓	✓	Rework real-time dashboards to create hardcoded dashboards per channel type for each existing dashboards (Overview; Interactions; Queues; Resources).
Real-time Thresholds & Alerts	✓		

# Live vs. Engage: Reporting continued

Feature	Live	Engage	Engage Notes
Historical Thresholds & Alerts		✓	
Skills & Group Based Reporting	✓		
Queue Tier Escalation Reporting	✓		
Customizable Real-time Reporting Tables	✓		
Access Control on Folders	✓		Access control level / permissions on reports that gives specific users or user groups access to a subset of dashboards and reports
Scheduled Historical Reports	✓	✓	
Embedded HTML, Images, Filters, Webpages into Historical Reports		✓	
Rapid Data Combinations & Stress-less Multiple Report Runs		✓	Our new historical data pipeline allows for rapid data combination and refining regardless of changes in data and data volume
Easy Customizable Dashboards & Reports		✓	
Custom Interaction Attributes	✓		

# Live vs. Engage: Workforce Optimization (WFO)

Feature	Live	Engage	Engage Notes
WFM Historical / RTA integration	✓	✓	<i>Engage</i> only has Teleopti (Verint/Adtech is on Roadmap). Integrations to Calabrio on 2017 Roadmap for <i>Engage</i>
QM / Evaluation Forms	✓		Integrations to Calabrio on 2017 Roadmap for <i>Engage</i>
Call Recording	✓	✓	<i>Engage</i> - 3rd party Recorders SIP invite. <i>Live</i> has native recorder (basic & high quality)
Speech Analytics			Integrations to Calabrio on 2017 Roadmap for <i>Engage</i>
eLearning / Coaching			Integrations to Calabrio on 2017 Roadmap for <i>Engage</i>
Performance Management / Gamification			
Screen Recording			Integrations to Calabrio on 2017 Roadmap for <i>Engage</i>
Live Monitoring			

