

Hosted Contact Center Solution Comparison



Choose Which Solution is Right for You

Aastra OnDemand™ has hosted contact center services for companies of all sizes. Whether you have a small business with a few employees taking calls, or a sophisticated call center with demanding performance tracking requirements, we have the solution to meet your needs.

	CVCC Express™	Centergy Virtual Contact Center™
Agent and Menu Sizing		
Number of Agents Supported	Unlimited	Unlimited
Number of Supervisors Supported	Unlimited	Unlimited
Number of Menu Levels	1	Unlimited
Number of Menu Choices	4	10

Virtual,
Flexible,
Scalable

That's the value Aastra OnDemand™ hosted services bring to your business.

Contact Center Solutions For Businesses of All Sizes

	CVCC Express	Centergy Virtual Contact Center
Agent Voice Connection		
VoIP - Best Effort	Included	Included
VoIP - Managed QoS*	Optional	Included
PSTN – Any Phone**	Included free for 90 days	Included
IVR		
Interactive Voice Response (IVR)	Greeting and Group Selection; "Please wait" and Off-hours announcements	Full IVR
Database Integration	Not Available	Optional
Agent Desktop Integration	Not Available	Optional
Hold music	Standard - Light Jazz	Custom
Reporting		
Historical Reporting	4 Reports	All Reports
Real-time Supervisor Display	Included	Included
Export Statistics to Excel	Not Available	Included
Advanced Features		
Reason Codes	Predefined	Client Defined
Agent to Agent Transfer Notes	Included	Included
Call Disposition Codes	Not Available	Included
Live Call Monitoring	Not Available	Included
Call Recording	Not Available	Included
Supervisor to Agent Chat	Not Available	Included
Call Messaging / Voice Mail	Not Available	Included
Web Chat	Not Available	Optional
Email Routing	Not Available	Optional
Support		
Carrier-class Fault Tolerance / Recovery	Included	Included
Software Upgrades	Included	Included
Support	FAQ, Email	FAQ, Email, 24x7 Call Support
Pricing		
Monthly Fee	No monthly fee	Monthly fee per agent and supervisor
Setup/Implementation Fee	No setup fee – web-based setup	Tiered based upon complexity of workflow design

* If within service area of VoIP partner.

** CVCC Express uses your existing telephones to deliver calls to your agents. Calls from the CVCC hosting center are free for 90 days over standard telephone lines. After 90 days you can convert to best effort VoIP at no charge or select either managed VoIP or continue to use traditional connections at our prevailing rates.



Whatever the size of your business, Aastra OnDemand™ hosted services let you Focus on Customers, not Technology.

About Aastra OnDemand™

Aastra OnDemand is the new hosted service of Aastra USA Inc., a leader in IP communications products including IP-PBX systems, standards based telephones, unified communications and contact center applications. Aastra OnDemand is dedicated to serving the needs of customers taking advantage of the dramatic shift toward the software as a service delivery model. With over 25 years of experience delivering PBX and contact center systems to some of the largest and most demanding companies in the world Aastra OnDemand is now bringing that expertise to companies of all sizes.

You can now take advantage of the dramatic productivity improvement and cost savings to be found in the hosted service model with the confidence that the service is delivered by an organization that truly understands what quality, reliability and service mean.

Note: CVCC Express™ is a service of Aastra OnDemand™ and is free of monthly service charges for businesses, education, not-for-profit organizations and governmental agencies in the conduct of their normal business. Aastra reserves the right to cancel accounts that appear to be unused for 60 days or more and of organizations conducting their activity on the service to the detriment of the system or other users. One time charges may apply to some setup services and charges may apply for tolls between the hosting center and the agent. Charges will also apply if you choose to obtain an 800 service from Aastra OnDemand.

