



# Call Centre Matrix

Call Centre Matrix v1.1

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Service Feature	Hunt Group	Call Centre Basic	Call Centre Standard	Call Centre Premium
Routing Profile for Calls (Circular, Regular, Uniform and Simultaneous)	✓	✓	✓	✓
Skill Based Routing				✓
DNIS (Dialled Number Identification Service)				✓
Queuing of Calls*		Up to 25	Up to 50	Up to 200
No Answer Forwarding	✓	✓		
Overflowing of Calls		✓	✓	✓
Time Schedules	✓ <sub>3</sub>	✓ <sub>3</sub>	✓ <sub>3</sub>	✓
Holiday Schedules	✓ <sub>3</sub>	✓ <sub>3</sub>	✓ <sub>3</sub>	✓
Forced Forwarding				✓
Entrance Greeting	✓ <sub>3</sub>	✓	✓	✓
Comfort Message		✓	✓	✓
Call Whisper				✓
Music on Hold		✓	✓	✓
Queue Information Greeting		✓	✓	✓
Queue Status Notification				✓

Escape from Queue Option		✓	✓	✓
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1 Feature only available with N-IPVC-137 Call Centre Agent or N-IPVC-508 Unity Call Reporting ACD Agent + N-IPVC-510-Unity Call Reporting Presence

2 Feature on available with N-IPVC-136 Call Centre Supervisor or N-IPVC-509-Unity Call Reporting Supervisor

3 Feature only enabled with N-IPVC-132 Group Service Enhancement Pack

\*Exact amount of calls queued is determined by SIP Call Capacity purchased

Please refer to Call Centre Basic, Call Centre Standard and Call Centre Premium Service Descriptions for detailed information on features above

Service Feature	Hunt Group	Call Centre Basic	Call Centre Standard	Call Centre Premium
Agent Functionality		*	✓	✓
Force Agent Answer				✓
Agent can join call centre <sup>1</sup>			✓	✓
Agent Availability Codes <sup>1</sup>			✓	✓
Call Disposition Codes				✓ <sup>4</sup>
Supervisor Reporting <sup>2</sup>			✓	✓
Supervisor Monitoring <sup>2</sup>				✓
Supervisor Barge-In <sup>2</sup>				✓
Supervisor Silent Monitoring <sup>2</sup>				✓

Feature only available with N-IPVC-137 Call Centre Agent or N-IPVC-508 Unity Call Reporting ACD Agent + N-IPVC-510-Unity Call Reporting Presence

2 Feature on available with N-IPVC-136 Call Centre Supervisor or N-IPVC-509-Unity Call Reporting Supervisor

3 Feature only enabled with N-IPVC-132 Group Service Enhancement Pack

4 Requires N-IPVC-137 Call Centre Agent

\*Call Centre Basic service overlay does not support N-IPVC-508 ACD Agent Unity Call Reporting License

Please refer to Call Centre Basic, Call Centre Standard and Call Centre Premium Service Descriptions for detailed information on features above

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