

Recorded User Feature	Essentials	Advanced	Ultimate
Mobile-responsive application accessible via web browser across mobile devices	Yes	Yes	Yes
User Interface: Multi-language support	Yes	Yes	Yes
Transcription: Multi-language support	Yes	Yes	Yes
Synchronizes with the voice platform to simplify deployment and administration	Yes	Yes	Yes
Recording storage included	Yes	Yes	Yes
Define recording retention policy	Yes	Yes	Yes
Multiple devices per recorded user	Yes	Yes	Yes
Administrators can view and assign user licenses and permissions	Yes	Yes	Yes
Online help and video tutorials (UK English)	Yes	Yes	Yes
Search and play recordings (play, back, forward, mute, skip silence, play speed)	Yes	Yes	Yes
Recording analytics KPI dashboard with extensive filtering (date, time, evaluation, outcome etc.)	Yes	Yes	Yes
Securely share recordings via a time limited link	Yes	Yes	Yes
Download individual recordings	Yes	Yes	Yes
Review associated recordings (participant history)	Yes	Yes	Yes
Add private and shared comments	1 shared comment	Yes	Yes
Rate calls using a single score	Yes		
Create and use scorecards to evaluate calls		Yes	Yes
Automatically evaluate conversations using scorecards			Yes
Add call outcomes, reason codes and notes	Yes	Yes	Yes
Automatically assign call outcomes and reason codes			Yes
Call transcription with participant indication		500 minutes included	Unlimited

Exact and extended topic matches highlight keywords and phrases		Predefined topics	Yes
Rate every call for sentiment (good, average, poor)		Yes	Yes
View audio participation, sentiment rating and exact topic matches alongside audio		Yes	Yes
Word Cloud - Highlight and select commonly used words		Yes	Yes
Create notification rules for topic matches and/or sentiment ratings			Yes
Select call recording storage location	Yes	Yes	Yes
Tamperproof recordings using PGP encryption	Yes	Yes	Yes
Multiple recording modes and policies (where available)	Yes	Yes	Yes
Exclude specified calls on Caller ID	Yes	Yes	Yes
Mask caller ID to protect caller privacy	Yes	Yes	Yes
Audit trail of administration and user activity	Yes	Yes	Yes
Manual deletion of individual recordings	Yes	Yes	Yes
Retain recordings using legal hold and retrieve	Yes	Yes	Yes
Manual pause, resume and discard (where available)	Yes	Yes	Yes
Enable and disable Microsoft recording notifications	Yes	Yes	Yes
Support PCI DSS compliance by automatically redacting sensitive card data		Yes	Yes
Protect sensitive information with playback lock		Yes	Yes
Synchronize account and contact names by integrating with CRM using an API		Yes	Yes
Select and play recordings from Analytics 365 Call Analytics (where available)	Yes	Yes	Yes
CRM system integration		Yes	Yes
Developer API access	Yes	Yes	Yes