

Plans & Feature Comparison

	Starter	Pro	Enterprise
Platform	Rs. 19,999/mo.	Rs. 59,999/mo.	Custom
Minutes - Handle Time	6000 minutes - @ Rs. 37,799/-	10,000 minutes - @ Rs. 56,699/-	Custom
Price per minute	6.30	5.67	Custom
Volume (Up to leads/day)	500	2500	Unlimited
Workflow	Omni-channel	3 Omni-channel	Custom, Unlimited
Edit Permits	3 edits/month	Unlimited	Unlimited
Call Analytics	✓	✓	✓
Call Recordings	✓	✓	✓
Dashboard	✓	✓	✓
Agent Quality Reports	✓	✓	✓
API Integrations	✓	✓	✓
A/B Testing	✗	✓	✓
Weekday Operations*	✓	✓	✓
Weekend Operations*	✗	✓	✓
Regional Languages	✗	✓	✓
Advance Intelligence Report	✗	✗	✓
Customized Training Packages	✗	✗	✓
E-mail & Chat Support	✓	✓	✓
On Call Support	✓	✓	✓
Dedicated Success Manager	✗	✓	✓
Dedicated Business Analyst	✗	✗	✓
Support - TAT(Hours)	4	1	Custom
Snooze	✗	✓	✓
Answered (pulse in seconds)	60 - 30	60 - 30	Custom
Un-answered (pulse in seconds)	No Charge	No Charge	No Charge

*Excluding Public Holidays

#Unlimited includes 1 SMS + 1 Email free for every lead processed on the platform; additional Email and SMS will be charged as per actuals