

TouchPoint Attendant comparison

	TouchPoint Attendant Cloud PBX (call queues)	TouchPoint Attendant on-premise (response groups)	Communications Center Console CTI Server
Environment	Skype for Business	Skype for Business	Avaya, Cisco, NEC, and Skype for Business
Installation			
Installation	Installed by user from download. Focus on quick, self-discovery, minimal steps	Installed by user from download. Focus on quick, self-discovery, minimal steps	Install Master (wizard) for server and database first-time setup and/or migration. Install wizard includes server prerequisite checking at point of install, upgrade or migration. Client installation by way of packaged MSI, or direct to FAT client via collection management.
Configuration	Mainly on the SfB server. The user has some preferences they are able to set on the client.	Mainly on the SfB server. The user has some preferences they are able to set on the client.	Manual implementation process by accredited CC support and service partners, or their resellers. Direct regional Enghouse Services engagement also available. Remote installation is common, but where discovery and training is required, often an onsite resource is sent to deliver consulting, installation and training services.
User interface features			
Contact directory view	Yes	Yes	Yes
Directory contact notes visible	Yes	Yes	Yes
Console client preferences stored on server	No	No	Yes
View queue statistics	Yes – Operator Stats	Yes – Operator Stats	Yes
View your own stats	Yes	Yes	Yes
Accessibility support	Yes – Partial	Yes – Partial	Yes – Partial



	TouchPoint Attendant Cloud PBX (call queues)	TouchPoint Attendant on-premise (response groups)	Communications Center Console CTI Server
The Operator State Panel	Yes	Yes	Yes
Contact Search Box	Yes	Yes	Yes
Favorites group	Yes	Yes	Yes
Recent transfers	Yes	Yes	Yes
Frequent transfers	Yes	Yes	Yes
Contact groups	Yes	Yes	Yes
Queue features			
Queues supported	No	No	Yes
Intelligent queuing	No	No	Yes
Cherry pick	No	Yes	Yes
Queue mode change	No	No	Yes
Configurable queue names and priority	No	No	Yes
Show all calls in all queues option	No	Yes	Yes
Queue AA greeting	Yes	Yes	Yes
Queue updates / wait times / number in queue	No	Yes	Yes
Show & pick calls from each Queue	No	Yes	Yes
Call Delivery - longest waiting operator	No	No	Yes
Call Delivery - circular	No	Yes, Configured in RG	Yes
Queue wait time overflow (maximum wait time overflow)	Yes, Configured in CQ	Yes, Configured in RG	Yes, nonstandard configuration
Queue limit overflow (# of calls)	Yes, Configured in CQ	Yes, Configured in RG	Yes
Operator overflow (# operators)	No	No	Yes
Queue overflow destinations supported	Yes	Yes	Yes
Overflow options	Yes	Yes	Yes
Regular expressions dial plan support	Yes	Yes	Yes. Currently up to 16 digit, Note: excludes full E.164 support



	TouchPoint Attendant Cloud PBX (call queues)	TouchPoint Attendant on- premise (response groups)	Communications Center Console CTI Server
Service options			
Emergency mode switch	No	No	Yes
Emergency mode destination	No	No	Yes
Night service switch	No	Yes	Yes
Night service hours/timing	No	Yes	Yes
Night service destination	No	Yes	Yes
Directory features			
Directory size supported	Dependent on Skype for Business	Dependent on Skype for Business	10,000 officially supported limit, with site specific / assessed scalability up to 60,000.
Multiple Directory Groups	Yes	Yes	Yes
Mobile number support	Yes	Yes	Yes
Internal directory support	Dependent on Skype for Business	Dependent on Skype for Business	Yes
External directory support	Dependent on Skype for Business	Dependent on Skype for Business	Yes
Integration options	Dependent on Skype for Business	Dependent on Skype for Business	Yes. Integration / sync of directory by source to: Active Directory, ODBC (SQL/DSN etc), CSV import. User access permissions also available to be set via mapping tool.
Speed dials	Yes - Favorites	Yes - Favorites	Yes - Favorites
Alternative number search (hotkey)	No	No	Yes
Alternate names/contacts search	No	No	No
Keyword search	No	No	No
AND searching	Yes	Yes	Yes
Wildcard searching	No	No	No
Search results drill down feature	No	No	No
Click to Dial from other applications	Yes – Skype for Business	Yes – Skype for Business	Yes - Plugin
Color highlight by contact	No	No	No
Phonetic searching	No	No	No



	TouchPoint Attendant Cloud PBX (call queues)	TouchPoint Attendant on- premise (response groups)	Communications Center Console CTI Server
Large Enterprise functionality			
Operator multi-tenant support	No	No	Yes. Ability to configure multiple operator classes; hide queues and directories (configurable) based on permissions.
Directory: Multi-tenant support	No	No	Yes. Ability to configure multiple operator classes; hide queues and directories (configurable) based on permissions.
Different Music On Hold per Queue	Yes	Yes	Yes. Route point MOH support is retained per queue. Queues can be configured / hidden per Operator class.
Multiple PBX connections from one server	Not applicable	Not applicable	No.
Presence / Status features			
Calendar view (via Outlook client)	No	No	Yes. Unified messaging integration available for back office to synchronize presence with exchange calendaring
Telephony features			
Blind transfer (Line Blind Transfer)	Yes	Yes	Yes
Supervised transfer	Yes	Yes	Yes
Safe / Standard transfer	Yes	Yes	No
E-mail from Console	Yes	Yes	Yes
IM from Console	Yes	Yes	Yes
Transfer Reversion (Call Recall)	No	No	Yes
Transfer to voicemail	Yes	Yes	Yes
Call Hold	Yes	Yes	Yes
Call hold with notes	No	No	Yes
Undirected Call park (finds first slot)	No	Yes	Yes
Park for	No	Yes	Yes
Park recall	Yes	Yes	Yes



	TouchPoint Attendant Cloud PBX (call queues)	TouchPoint Attendant on-prem (response grps)	Communications Center Console CTI Server
Park recall from other operators	No	No	Yes
Wait times	Yes	Yes	Yes
Call notes	No	No	Yes
Call toggle	Yes	Yes	Yes
Camp on	No	No	Yes
Serial Calling	No	No	No
Set CFWD and DND on contact endpoints	No	No	Yes, configurable
Conference	No	No	Yes
System features			
Server requirement	Server less solution	Server less solution	See supporting docs - hard or virtual servers supported. Different resource req. specified depending upon call traffic
Virtual server platform support	Server less solution	Server less solution	Yes, VMWare 5.5, HyperV
Virtual client platform sprt	Server less solution	Server less solution	Yes - mixed, see PSS doc.
Database engine	SQL lite	SQL lite	SQL Express/Standard/Enterprise, (legacy Faircom)
Database integration supported	No	No	Yes - for custom reporting and directory
Client silent install (MSI package) supported	Yes	Yes	Yes
Client server model	No	No	Yes
Keyboard driven	Yes, Hotkeys	Yes, Hotkeys	Yes, Hotkeys
System logging	Yes, configurable	Yes, configurable	Yes, Fully configurable, includes alerting
Reporting	No	No	Yes. OOB reporting + extensible opt for external reporting services / blending
System options			
Voice Connect (IVR, custom MOH, in queue messaging)	No	No	Yes
Wallboard	No	No	Yes. EICC Snapshot
Reporting client	No	No	Yes. EICC Supervisor
Administration option	No	No	Yes
Publisher - Subscriber server model (resilience)	No	No	Yes. Failover / redundancy-sync based
Bespoke database integration available	No	No	Yes. Advanced Services
Call Recording integration available	No	No	Yes. Using vendor or third party integration