

FEATURE	OMNIGAGE	IDD
Click-to-dial	✓	✓
Message recording	✓	✓
Voicemail drop	✓	✓
Call tracking & detailed call logs	✓	✓
Message sharing	✓	✓
Compliance for reviewing/approving content	✓	✓
Inbound call control (answer or decline) & call contact matching for inbound calls	✓	
Screen-pop for incoming calls	✓	
Recent notes visible on dialer for both outbound and inbound calls, add public/private notes for contact while on call	✓	
Instantly acquire US/CA phone numbers for outbound/inbound calling and texting	✓	
Port phone numbers	✓	
Multiple phone number extension formats supported	✓	
Multi-channel (voice, email & SMS chat / Point-to-Point and Broadcast capabilities for each channel)	✓	
SMS chat	✓	
Email link-click and open tracking	✓	
Outcome-based engagements (create a click-to-dial list based on the results of an email blast)	✓	
Single sign-on (SAML 2.0)	✓	
Two-factor authentication using phone or texts	✓	
Unified inbox supporting activity across all channels	✓	
Salesforce with support for calls, texts, emails, blasts, templates, caller ID setup, and inbox	✓	
Comprehensive REST API with interactive documentation	✓	
Web hooks with support across most resources	✓	
Data exports using the API	✓	
JavaScript SDK	✓	

FEATURE	BENEFITS	OMNIGAGE	IDD
Self-service caller ID verification	<ul style="list-style-type: none"> • Caller ID verification ensures adherence to telecom regulations enforced by carriers globally • Caller IDs that are regarded as inauthentic are being increasingly flagged as fraudulent and resulting in carriers rejecting calls from these IDs • Self-service caller ID verification ensures calls are regarded as authentic and allows for consistent connectivity 	✓	
Message recording through browser or upload option	Recording content through a browser or file upload provides convenience to the end-user and can improve the quality of the recording	✓	
Best call time tracking	<ul style="list-style-type: none"> • Using Best-Call-Time tracking, an end-user can organize their call sessions around their clients' schedules and behavior • An end-user can significantly improve the likelihood of reaching a client live based on the predictive capability of Best-Call-Time tracking • The platform uses call outcome data to highlight the most likely time of day a client will answer their phone 	✓	
Share caller ID with individual users or teams	<ul style="list-style-type: none"> • A team of users can benefit from a shared caller ID (e.g., a sales team dedicated to a specific sector) • Often clients associate a single phone number with such a team and by allowing the entire group of users to share the same caller ID for their client calls, it can increase call credibility and clients' responsiveness 	✓	
Call recording & transcriptions	<ul style="list-style-type: none"> • Call recordings provide a valuable resource for end-users, allowing them to review conversations and capture relevant points that may have been missed during note-taking • The recording can serve as a call report and the platform will soon release a transcription feature which will provide further convenience 	✓	
Call controls including transfer and conference options	The key advantage for call control features involve providing a client the most seamless experience possible while maintaining accurate logging. For example, if a salesperson had a live client conversation and during the course of the call the client expressed interest in speaking to an analyst, the salesperson would have the ability to transfer the call directly to the analyst and the system would capture this activity. Second, the conference feature can be used to arrange a small group call. Similar to the previous example, if a salesperson was speaking to a client and the client requested a call with an analyst and industry expert, the salesperson could organize such an engagement and the activity of the high-value experience would be fully captured.	✓	