crexendo® VIP™

Call Center Features

Elevate Your Call Center with the Award-Winning VIP Platform

SPRING 2026 High Performer | SPRING 2026 Leader | SPRING 2026 Highest User Adoption | SPRING 2026 Easiest Setup | SPRING 2026 Best Relationship | SPRING 2026 Easiest To Do Business With | SPRING 2026 Easiest Admin | SPRING 2026 Easiest To Use | SPRING 2026 Best Usability

Rated the #1 VoIP Provider by Real, Verified Users on G2.com



Deliver VIP-level Customer Experiences

The Crexendo® VIP™ Platform delivers powerful, native, customer management tools to help your call center create exceptional experiences with every customer interaction. In addition to our powerful Unified Communications as a Service capabilities, your call center can leverage additional features that include:

- Expanded Auto Attendant for maximum flexibility
- Speech recognition-enabled self-service
- Customizable Call Center Queuing and routing thresholds for inbound call queues
- Callback in Queue
- Comprehensive agent customization
- Additional channels with SMS queuing
- Extensive supervisor capabilities
- Real-time reporting, monitoring and alerts
- Robust analytics to enable best practice management
- Integrations into over 400 CRM and SaaS applications
- Call recording

7+ Million Global Users use & trust Crexendo®

Crexendo's Industry-Leading VIP Service Level Agreement:

- **Platform built on Oracle Cloud Infrastructure (OCI) with Ultimate Reliability, Security, and Compliance**
- **Features 'Always On' Network Security with 24/7 Advanced Monitoring and Management Tools**
- **Includes Cloudflare Centralized DNS Management and Terraform-Based Scripting for Rapid, Automated Deployments**
- **Trusted by Over 300,000 Organizations and 7 million Users**
- **Provides peace of mind with our 100% Uptime Guarantee***

100% UPTIME GUARANTEED*

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BUSINESS TECHNOLOGY SOLUTIONS

* See service level agreement for specific terms and conditions.

VIP Platform Call Center User Types and Features



Call Center Agent Features

- Log In and Log Out of Queue
- Record Call Dispositions into Customer Records
- View History and Retroactively Annotate Calls
- Customizable Interaction Wrap Up State
- Switch Between Active Devices
- Attendant Console Access
- Change Agent Availability State
- View Queue Status Information
- Interact Over Voice and SMS Simultaneously*
- Manage Hot Desking, Presence, and Hunt Groups
- Conduct up to Five Simultaneous SMS sessions*
- Multi-Factor Skills-Based Routing
- Handle Multiple Calls at one time
- Categorize Calls
- View Active Calls
- View Current Statistics
- Skills-Based Single Call Mode
- Auto Logout
- All the Features of an Advanced or Elite User

Call Center Supervisor Features

- Dedicated Contact Center Supervisor Scope
- Access Information for All Queues Managed
- Access Information for All Agents Managed
- Modify All Call Queues Managed
- Manage Browser Based Notification Thresholds
- Manage Multiple Queue Routing Options
- Manage Speech Enabled IVR Capabilities**
- Create and Modify On Hold Messaging
- Modify Agents Individually or in Groups
- Access Overall Call History & Agent Call History
- Manage Hot Desking, Presence, and Hunt Groups
- Desk, Mobile and Web Access
- Quality MGMT including Monitor, Whisper, Barge
- Manage SMS Queues*
- Ability to Log In and Take Calls as an Agent
- Generate and Schedule Custom Reports
- Customize Real-Time Dashboard Configuration
- Share and View Shared Real-Time Dashboards
- View Agent ACD Status and Remotely Change Status
- QoS Based Call Quality Monitoring
- Manage Call Back in Queue Capabilities***
- All the Features of an Advanced or Elite User

Optional Call Center Features

- Call Back in Queue
- Toll Free Numbers
- Inbound SMS Management and Queuing
- Enhanced Application Integrations
- Speech Enabled Interactive Voice Response
- Call Recording

* Requires SMS Queuing ** Requires Speech Enabled IVR *** Requires Call Back in Queue

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