sharpen®

Simple pricing.
Exponential value.

PCI, HIPAA, GDPR
Compliant

14+
Global data regions with
40+ data centers

4.4
MOS Score

AES
256-bit Encryption

Customers in
20 Countries

99.999%
Financially-Backed Uptime

100%
Open Rest API's

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Sharpen Voice

Single telephone extension for lobbies, conference rooms, etc.

$5 USD

Sharpen Connect

Unified communications app for everyone in the company.

$15 USD

Sharpen Empower

Full contact center capabilities, focused on improving agent and customer experiences.

$109 USD

● ALL FEATURES, ○ SOME FEATURES, **x** NOT INCLUDED, **$** ADDITIONAL COST

Features	Voice	Connect	Empower
Cloud-Native Platform	○	●	●
- Multi-tenant microservices	●	●	●
- 14 global data regions in 40+ global data centers	●	●	●
- Active and real-time replication	●	●	●
- Continuous feature release with no downtime	●	●	●
- AES 256-bit encryption of data at rest and in transit	●	●	●
- Purpose-built by our internal development team	●	●	●
- 100% open REST API platform	x	●	●
- [dot]CX – object-oriented programming language	x	●	●
- Automatic lowest latency routing	●	●	●
- IP-Phone supported	●	●	●
- Web-phone supported	x	●	●
- 4.4 MOS Score – Highest possible call quality	●	●	●
Security & Compliance	●	●	●
- Single Sign On [SSO] Supported	●	●	●
- TLS v1.2 and AES 256-bit data encryption	●	●	●
- HIPAA & PCI DSS Compliant	●	●	●
- GDPR compliance	●	●	●
- USA federal, state, and local telemarketing regulations	●	●	●
- TCPA & DNC Compliant	●	●	●
Administrator Configuration	●	●	●
- 100% Web-based	●	●	●
- Advanced security and policy management	●	●	●
- Permissions-based access control	●	●	●
- Instant global phone number provisioning	●	●	●
- Latency monitoring tools	●	●	●
- One-click simple configure of features	●	●	●

Features	Voice	Connect	Empower
Unified Communications	●	●	●
- Cloud-native IP PBX	●	●	●
- Ring groups	x	●	●
- Auto Attendant	x	●	●
- Voicemail to email	○	●	●
- Phone number provisioning	●	●	●
- RespOrg services	●	●	●
- Custom on-hold music	x	●	●
- Speed dial	●	●	●
- Time-and event-based routing controls	x	●	●
- Directory access	●	●	●
- Web Fax	x	●	●
- Fully integrated with contact center solution	●	●	●
- SMS/MMS Capabilities	x	●	●
- Softphone/webphone	x	●	●
- Voicemail	x	●	●
- Inbound/Outbound Calling	●	●	●
- Internal Messages	x	●	●
> Direct	x	●	●
> Group	x	●	●
> Project	x	●	●
- Conference Calling	x	●	●
- Screen Share	x	●	●
- Video Chat	x	●	●
- File Sharing	x	●	●
- Task Manager	x	●	●
Financially Backed SLA's	●	●	●
- 99.999% Platform uptime	●	●	●
- "Status" page access	○	●	●
Support: Customer Care	●	●	●
- 24/7/365 US-based Support	●	●	●
- Enterprise Service Level Agreements	●	●	●
- Online submit and manage cases	●	●	●
- Detailed release and feature notes	●	●	●
- Subscribe to release alerts	●	●	●

Features	Voice	Connect	Empower
- Knowledge Base and Training Center	●	●	●
> FAQs	●	●	●
> Getting Started Guides	●	●	●
> Detailed Product Guides	●	●	●
Client Experience	$	$	$
- Assistance through the entire journey	●	●	●
- Well-defined on-boarding process	●	●	●
- Packaged deployment options	●	●	●
- Key reports and dashboards	x	x	●
- "Train the trainer" resources	●	●	●
- System Administration and Supervisor training	●	●	●
- Preview release notes and future release dates	●	●	●
- In-house e-Learning team	x	●	●
- Established engagement process	●	●	●
Integrations	x	x	●
- Salesforce Sales Cloud	x	x	●
- Salesforce Service Cloud	x	x	●
- Salesforce Lightning	x	x	●
- Desk.com	x	x	●
- Zendesk	x	x	●
- ServiceNow	x	x	●
- Custom Database	x	x	x
Analytics & Insights	x	x	●
- Dashboards	x	x	●
- Reporting	x	x	●
- Charts	x	x	●
- Third-party data sources	x	x	●
- SQL query access	x	x	●
- Derived fields	x	x	●
- Live/streaming analytics	x	x	●
- Historical analytics	x	x	●
- Trending analytics	x	x	●
- Custom Agent Vues	x	x	●
- Agent Experience Score	x	x	●
- Speech analytics	x	x	●
- Text analytics	x	x	●
- Customer journey analytics	x	x	●

Features	Voice	Connect	Empower
Omni-Channel	x	x	●
- Inbound calls	x	x	●
- Outbound calls	x	x	●
- Emails	x	x	●
- Web chat	x	x	●
- Video chat	x	x	●
- Chatbots	x	x	●
- Co-browse/Screen-share	x	x	●
- SMS	x	x	●
- MMS	x	x	●
- Facebook	x	x	●
- Twitter	x	x	●
- Voicemail	x	x	●
- Callback	x	x	●
- Ticketing Cases	x	x	●
- Web Fax	x	x	●
- Internet of Things events	x	x	●
- Task	x	x	●
- Micro-Learning	x	x	●
- Coaching/interaction review	x	x	●
Agent Desktop	x	x	●
- Sharpen Omni	x	x	●
- Sharpen University	x	x	●
- Agent Experience Score	x	x	●
- AgentVue dashboard	x	x	●
- Web app	x	x	●
- Desktop app	x	x	●
- CTI with third party databases	x	x	●
- Softphone/webphone supported	x	x	●
- Agent history	x	x	●
- Customer history	x	x	●
- On-demand-caller ID	x	x	●
- Disposition codes and notes fields	x	x	●
- Configurable agent status	x	x	●
- Configurable tabs	x	x	●
- Wrap-up state	x	x	●
- Templates	x	x	●
- Scripts	x	x	●
- PCI-compliant tools for processing payments	x	x	●

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Features	Voice	Connect	Empower
Supervisor Interface	x	x	●
- Sharpen University	x	x	●
- Agent Experience Score	x	x	●
- Listen	x	x	●
- Whisper	x	x	●
- Barge-in	x	x	●
- Agent desktop recording	x	x	●
- Build & edit customizable dashboards	x	x	●
ACD	x	x	●
- Conditional routing	x	x	●
- Prioritized routing	x	x	●
- Intelligent routing	x	x	●
- One-click configuration	x	x	●
- Inbound campaigns	x	x	●
- Outbound campaigns*	x	x	●
- Blended campaigns*	x	x	●
Sharpen Flow: IVR/IVA	x	x	●
- Route all communication types	x	x	●
- Drag & drop design interface	x	x	●
- Self-service	x	x	●
- Auto attendant	x	x	●
- Voice prompts	x	x	●
- Channel-based routing	x	x	●
- Skills-based routing	x	x	●
- Overflow routing	x	x	●
- Third party/CRM-based routing	x	x	●
- Speech recognition/Speech-enabled IVR	x	x	●
- Integration with third-party databases	x	x	●
- IVR journey and analytics	x	x	●
- Intelligent Virtual Agent [IVA]	x	x	●
- Business hours and holiday event scheduling	x	x	●
Sharpen University: WFO	x	x	●
- Sharpen University	x	x	●
- Voice recordings	x	x	●
- Video recordings	x	x	●
- Text-based recordings	x	x	●
- Real-time transcription	Voice	Connect	Empower

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Features	Voice	Connect	Empower
- Agent Desktop Recording	x	x	●
- TLS v1.2 and AES 256-bit encryption	x	x	●
- Cloud storage of recordings	x	x	●
- Quality Management [QM]	x	x	●
- Performance Management [PM]	x	x	●
Survey	x	x	●
- Post-interaction surveys	x	x	●
- Send surveys via	x	x	●
> IVR/IVA	x	x	●
> SMS	x	x	●
> Email	x	x	●
Sharpen Tables	x	x	●
- Custom Data Models	x	x	●
- Build globally replicated custom tables	x	x	●
Actions: Automated Robotic Processes	x	x	●
- Build, configure, and modify alerts	x	x	●
- Alerts to SMS, Email, HTML5, Connect, and Slack	x	x	●
- Manual, scheduled, and event-driven actions	x	x	●
- Granular control over system events and actions	x	x	●
- Access to live, historical, and third-party data sources	x	x	●
Cadence: Outbound Campaign Manager	x	x	●
- TCPA-compliant	x	x	●
- Automatic detection of landline or cellular number	x	x	●
- Proactive customer care [PCC] module	x	x	●
- Proactive outbound IVR campaigns	x	x	●
- Automated outbound messaging system	x	x	●
- Opt-ins and channel preferences	x	x	●
- Campaign management tool included	x	x	●
- One-click voicemail	x	x	●
- Import campaign/call lists	x	x	●
- Variable dialing retries	x	x	●
- Simultaneous running campaigns	x	x	●
- Blended campaigns	x	x	●
- Local presence	x	x	●
- Scheduled callback tool built-in	x	x	●
- Step-and channel-level scripting	Voice	Connect	●

Features	Voice	Connect	Empower
- Outbound email, SMS, and voice	x	x	●
- Unlimited campaigns	x	x	●
- National DNC registry	x	x	●
- Dialer	x	x	○
> Manual	x	x	●
> Click-to-Call	x	x	●
> Preview	x	x	●
> Power	x	x	●
> Predictive	x	x	$
WFM	x	x	○
- Forecasting	x	x	●
- Scheduler	x	x	$
> Schedule Adherence	x	x	●
> Agent Shift Trading	x	x	●
- Third Party integrations supported	x	x	●
Telco	$	$	$
- Domestic local minutes, inbound, and outbound	●	●	●
- Domestic long distance minutes, inbound, and outbound	●	●	●
- Port or provision phone numbers	$	$	$
> Local	●	●	●
> Long distance	●	●	●
> Toll-free	●	●	●
> International	●	●	●
- Third-Party integrations supported	x	x	●
- International dialing	$	$	$
- International toll-free	$	$	$
- Bring your own telco	$	$	$

About Sharpen Technologies

Sharpen Technologies has developed an agent-first omni-channel cloud contact center platform. Its solutions uniquely address long-standing agent issues responsible for sub-par customer experiences. Sharpen's patent-pending Agent Experience Score [AXS] gives contact centers a new way to measure and track not only performance, but overall agent well-being. The company's unique omni-channel approach gives agents a single interface for communicating across any channel. A global, cloud-native platform eliminates scalability issues while delivering mathematically unbeatable voice quality. Sharpen was named among the Best Places to Work in Indiana. The company is also a recipient of the Stevie American Business Awards. Sharpen was founded in 2011 and is headquartered in Indianapolis, Ind. Visit **sharpencx.com** or contact us at **855.249.3357**.