

ROGER365.io Subscription Tiers

CORE FEATURES	BASIC	BUSINESS	ENTERPRISE
Attendant Console Interface	✓	✓	✓
Additional concurrent calls	✗	Optional	Optional
Additional wallboards	✗	Optional	Optional
Announce waiting time & queue position	✓	✓	✓
Multiple queue logins	✓	✓	✓
Music on Hold	✓	✓	✓
Blind/Consultative/Safe transfers	✓	✓	✓
Call Park	✓	✓	✓
Callback request	✓	✓	✓
Outbound Calling	✗	✓	✓
Outbound Call Campaigns	✗	✓	✓
Live queue insights & statistics	✓	✓	✓
IVR / Automated attendant	✓	✓	✓
Last Agent Routing	✗	✓	✓
Preferred agent routing	✗	✗	✓
Shift-aware routing & Skill Based Routing	✗	Optional	✓
Maximum agents per queue	Lower	Higher	Highest

CRM Integrations

Most CRM connectors are optional add-ons and available across plans:

- Azure Entra address book syncing
- HubSpot
- Salesforce
- Microsoft Dynamics
- Zoho
- TOPdesk
- Exact Online connectors
- And more

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AI FEATURES	BASIC	BUSINESS	ENTERPRISE
AI Chatbot (omnichannel)	✗	✗	✓
Conversation Summary (AI summaries)	✗	✗	Optional
Image analysis	✗	✗	Optional
Live translation	✗	✗	✓
Sentiment analysis	✗	✗	✓
Transcription	✗	✗	✓

PRODUCTIVITY FEATURES	BASIC	BUSINESS	ENTERPRISE
Address book & favorites	✓	✓	✓
Agent Assist (CRM/timelines/insights)	✗	Optional	✓
Callback requests	✓	✓	✓
Customer Journey / Timeline	✗	Optional	✓
Outlook Calendar & Presence integration	✓	✓	✓

REPORTING & QA FEATURES	BASIC	BUSINESS	ENTERPRISE
Agent login/logout control	✗	✓	✓
Call classification/dispositions	✗	✓	✓
Supervisor Monitor/Join/Whisper	✗	Optional	✓
Supervisor Dashboard	✗	✓	✓
Reporting dashboard & analytics	✗	✓	✓
Wallboards (real-time KPI display)	✗	✓	✓