

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

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 Compliant	●	●	●
- PCI DSS Compliant	x	x	●
- 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	●	●	●

Features	Voice	Connect	Empower
- Subscribe to release alerts	●	●	●
- 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	\$
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	●

Features	Voice	Connect	Empower
- Customer journey analytics	X	X	●
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	●

Features	Voice	Connect	Empower
- PCI-compliant tools for processing payments	X	X	●
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	●

Features	Voice	Connect	Empower
- Real-time transcription	X	X	●
- 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	●

Features	Voice	Connect	Empower
- Step-and channel-level scripting	X	X	●
- 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	\$
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**.

