Product Features	SoftCall	ExactCall	SecureCall	ProtoCall Lite	ProtoCall
Call Forwarding	✓	✓	✓	✓	✓
Voicemail Indicator	✓	✓	✓	✓	✓
Custom Hold Music	✓	✓	✓	✓	✓
Intelligent Conference Calling	✓	✓	✓	✓	✓
Enhanced Call Center Conferencing | Managed Warm Transfer	✓	✓	✓	✓	✓
Call Queue Display or LCD Replicator	✓	✓	✓	✓	✓
OnDemand Call Recording(s)	✓	✓	✓	✓	✓
Audio Clip Recording	✓	✓	✓	✓	✓
Speech to Text Transcription	✓	✓	✓	✓	✓
Enhanced Caller ID/Spam Detection	✓	✓	✓	✓	✓
Click to Call	✓	✓	✓	✓	✓
Call Tagging	✓	✓	✓	✓	✓
Voicemail to Text Pane (Display)	✓	✓	✓	✓	✓
Keyword Spotting/Call Tagging ASR	✓	✓	✓	✓	✓
Customized Buttons (per process/ user /organization)	✓	✓	✓	✓	✓
Call scripting (In App)	✓	✓	✓	✓	✓
Pre-Recorded Audio for Disclosures		✓	✓	✓	✓
Disclosure Delivery via Email		✓	✓	✓	✓
Disclosure Delivery via SMS		✓	✓	✓	✓
Disclosure Delivery (TTS)		✓	✓	✓	✓
Pre-Recorded Audio Using Agents Own Voice		✓	✓	✓	✓
SMS Messaging		✓	✓	✓	✓
Email Messaging		✓	✓	✓	✓
Credit Card Collection (PCI Scope Elimination) via DTMF, SMS, Email			✓	✓	✓
Secure Data Collection (SSN, SoFi, Account #, Etc.)			✓	✓	✓
Reports/Compelling Evidence			✓	✓	✓
Secure Data Delivery			✓	✓	✓
API Access			✓	✓	✓
Pre-Recorded Audio Using Agents Own Voice				✓	✓
Preview Dialer Functionality				✓	✓
Call scripting (In App)					✓
End to End Call Scripting and Automation (Full Soundboard Suite)					✓
KeyBoard Hotkeys					✓
Full Soundboard Administration Suite					✓