	8.1	9.0	9.1	10.0	10.1	11.0	11.1	12.0	12.1
TouchPoint SMS chat management & integration with CP for 'Opt to Agent'	✓	✓	✓	✓	✓	✓	✓	✓	✓
Skype for Business / Lync IM queueing now supported as a rich chat integration into CC	✓	✓	✓	✓	✓	✓	✓	✓	✓
Escalate from voice to video, or IM to screenshare in one integration va Lync	✓	✓	✓	✓	✓	✓	✓	✓	✓
Roaming agents supported with full visability and reporting via Lync mobile or Cisco Jabber	✓	✓	✓	✓	✓	✓	✓	✓	✓
Full support for SQL 2014 and Clustering, including server disastear recovery support	✓	✓	✓	✓	✓	✓	✓	✓	✓
Integrated Outdial	✓	✓	✓	✓	✓	✓	✓	✓	✓
Fax and voicemail control	✓	✓	✓	✓	✓	✓	✓	✓	✓
TouchPoint support for media escalation. Add IM to voice, or voice to IM with SfB		✓	✓	✓	✓	✓	✓	✓	✓
Web enabled TouchPoint Client (MTSL)/supported hosted/Homebased/Roaming Agents		✓	✓	✓	✓	✓	✓	✓	✓
TouchPoint KPI, metrics, graphs and data visualization		✓	✓	✓	✓	✓	✓	✓	✓
TouchPoint Call Bar access to Presence Controls		✓	✓	✓	✓	✓	✓	✓	✓
TouchPoint playback and QMS recording		✓	✓	✓	✓	✓	✓	✓	✓
CP integration for advanced IVR and Mobile Self Service		✓	✓	✓	✓	✓	✓	✓	✓
CP integration for Mobile Self Service		✓	✓	✓	✓	✓	✓	✓	✓
Full Skype for Business Client and Server support (UCMAS)		✓	✓	✓	✓	✓	✓	✓	✓
Avaya IPO 9.1 compliance with support for up to 400 agents		✓	✓	✓	✓	✓	✓	✓	✓
CUCM compliance, with TAPI integration improvements		✓	✓	✓	✓	✓	✓	✓	✓
Windows 10 support (must include Internet Explorer)		✓	✓	✓	✓	✓	✓	✓	✓
TouchPoint for UC users			✓	✓	✓	✓	✓	✓	✓
Cisco Jabber support			✓	✓	✓	✓	✓	✓	✓
Call Bar			✓	✓	✓	✓	✓	✓	✓
Notify Me			✓	✓	✓	✓	✓	✓	✓
Related Interactions View			✓	✓	✓	✓	✓	✓	✓
Shared Mailboxes			✓	✓	✓	✓	✓	✓	✓
Queues selector and filter			✓	✓	✓	✓	✓	✓	✓
Contact Server and Admin Web Server for free-text field Google-style searching				✓	✓	✓	✓	✓	✓
TouchPoint for CC and CCE				✓	✓	✓	✓	✓	✓
CP Integration SMS Queueing - opt out to agent				✓	✓	✓	✓	✓	✓
Workforce Scheduler for forecasting				✓	✓	✓	✓	✓	✓
Desktop to TouchPoint Agent Improvements - Media pickup, Alert disable, QMS recording gateway SSL in QMS Web Portal support, Support for QMS 7.0 MP3 & Opus codecs, Avaya IPO presence monitoring increase to 11000 ext, Reports display abandon on night messages, Park for Agent, Record call to mailbox, save voicemail message, Indial modifiers display dialed number, Call control from voice call tab, SfB search, Request call from Alert Notification, Task/Activity Queuing				✓	✓	✓	✓	✓	✓
TouchPoint - Wrap up code extensions				✓	✓	✓	✓	✓	✓
Skype federation support				✓	✓	✓	✓	✓	✓
Transfer text based interactions to QMS for evaluation				✓	✓	✓	✓	✓	✓
Native Web Chat Functionality					✓	✓	✓	✓	✓
Ability to escalate Web Chats to a Video Chat					✓	✓	✓	✓	✓
Agent lead Page Sharing					✓	✓	✓	✓	✓
JAWS® and MAGic®screen magnification software integrated to assist the visually impaired					✓	✓	✓	✓	✓
QMS Multimedia Transfer					✓	✓	✓	✓	✓
Queues View enhanced for supervisors					✓	✓	✓	✓	✓
Log Collector					SP1	✓	✓	✓	✓
TouchPoint Traditional Chinese support					SP1	✓	✓	✓	✓
Hot Seating support (PBX)					SP1	✓	✓	✓	✓
Data Privacy Tool for assisting requests to remove / anonymize personal data					SP2	✓	✓	✓	✓
REST API for Bot integration					SP3	✓	✓	✓	✓
Social Connector integration					SP3	✓	✓	✓	✓
Survey – Add medias (SMS / Chat)					SP3	✓	✓	✓	✓
Presence Contacts Pages					SP4	✓	✓	✓	✓
Voicemail access via Handset					SP4	✓	✓	✓	✓
Snapshot HTML client					SP4	✓	✓	✓	✓
Teams integration						✓	✓	✓	✓
Innovaphone integration						SP1	✓	✓	✓
Teams Supervisor client						SP1	✓	✓	✓
Teams Presence						SP1	✓	✓	✓
Shared Presence Contacts Pages						SP2	✓	✓	✓
Contact Server - Azure AD Contact Source						SP2	✓	✓	✓
Teams Supervisor client - agent state control - login / logout / break / worktime						SP2	✓	✓	✓
Snapshot update - migration tools, AgentTile improvements, and new Queue stats						SP2	✓	✓	✓
IP Office MTCTI integration						11.1	✓	✓	✓
Web Administration – first release : Companies / Departments, Break / Worktime reasons, Wrapup templates, Login classes, + new modules and new features added to CC in the last 12mths.							✓	✓	✓
Queue and deliver Vidyo calls							✓	✓	✓
Teams certification testing							✓	✓	✓
Communications Center API additions for Chat and the UI.							SP1	✓	✓
Ring Central integration								✓	✓
Ring Central Presence								✓	✓
Communications Center Agent Web UI voice only								SP1	✓
Communications Center Agent Web UI email, chat, SMS								SP2	✓
Communications Center Agent Web UI video and supervisor features									12.1
CC12.1 Release date August 2022									