



The Salesforce CTI Solution  
For The Modern Business



OFFICE & SIP PHONE



MOBILE PHONE



SOFTPHONE



SMS TEXTS



SCREEN SHARE



VIDEO

# Compare Fastcall & Competitor Plans

[Link to the web article](#)

[sales@fastcall.com](mailto:sales@fastcall.com)



available on  
AppExchange

# Compare Fastcall & Competitor Plans

## Overall:

Overall	Fastcall Essential	Fastcall Pro	Salesforce Lightning Dialer	Five9	RingCentral
Built in Salesforce	✓	✓	✓		
Dedicated to Salesforce	✓	✓	✓		
Compatible with Salesforce High Velocity Sales		✓	✓	✓	
Dashboard Located Within Salesforce Tabs	✓	✓	✓	✓	✓
No Integration or Salesforce API Needed	✓	✓	✓		
Can Develop & Build Custom Features for You	✓	✓		✓	✓
Compatible with Hard/Desk Phones	✓	✓		✓	
Compatible with Mobile Phones	✓	✓		✓	✓
Compatible with Softphones	✓	✓	✓	✓	✓
Compatible with VoIP/SIP Phones		✓		✓	✓
Powered by Twilio	✓	✓	✓	N/A	N/A
Monthly or Annual Contracts	✓	✓	✓	✓	✓

## Outbound Calls:

Outbound Calls	Fastcall Essential	Fastcall Pro	Salesforce Lightning Dialer	Five9	RingCentral
Dial-By-List Within Salesforce Lightning	✓	✓	✓	✓	
Dial-By-List Within Salesforce Classic & Console	✓	✓		✓	
Click-To-Dial	✓	✓	✓	✓	✓
Voicemail Drop	✓	✓	✓		
Multiple Pre-Recorded Voicemail Drop Options		✓	✓		
Pre-Recorded Voicemails Accessible to Groups		✓		✓	
BeLocal/Local Area Code CallerID		✓	✓	✓	✓
Worldwide Calling	✓	✓		✓	✓
Internal Dialer		✓			

## Inbound Calls:

Inbound Calls	Fastcall Essential	Fastcall Pro	Salesforce Lightning Dialer	Five9	RingCentral
Interactive Voice Response (IVR)		✓		✓	✓
Automatic Call Distribution (ACD)		✓		✓	✓
Customer Recognition	✓	✓	✓	✓	✓
Call Forwarding	✓	✓		✓	✓
Simulring	✓	✓		✓	✓
Overflow	✓	✓		✓	✓
Basic Call Routing	✓	✓	✓	✓	✓
Routing to Lead Owner		✓			
Call Transfer		✓		✓	✓
Multiple Phone Numbers Available Per Person		✓		✓	✓
Omni-Channel Support		✓			
Voicemail Transcription	✓	✓			✓
Unlimited Inbound Voicemail	✓	✓		✓	✓
Missed Call Notifications	✓	✓	✓	✓	✓
Place Calls on Hold	✓	✓		✓	✓
Hold Music Functionality	✓	✓		✓	✓
Time of Day Routing	✓	✓			✓

## SMS:

SMS	Fastcall Essential	Fastcall Pro	Salesforce Lightning Dialer	Five9	RingCentral
SMS Messaging		✓			✓
SMS Templates		✓			
SMS-By-List		✓			
SMS Automation		✓			✓
Send & Receive Pictures via SMS		✓			✓

## Data/Info Management:

Data/Info Management	Fastcall Essential	Fastcall Pro	Salesforce Lightning Dialer	Five9	RingCentral
Automatic Call Logging	✓	✓	✓	✓	✓
Note-Taking During Calls	✓	✓	✓	✓	✓
Call History	✓	✓	✓	✓	✓
Call Recording	✓	✓	✓	✓	✓
Listen In	✓	✓	✓	✓	✓
Listen in with Whisper/Mute Functionality	✓	✓	✓	✓	✓
Reporting	✓	✓	✓	✓	✓
Call Goal Tracker	✓	✓			

More information at [www.fastcall.com/pricing-plans/](http://www.fastcall.com/pricing-plans/)