

Call Center Management Software Category



Call Center Management Software Category

Call center software enables enterprises to manage several communication channels like phone, live chat, email, social media, instant messaging, and SMS text. It can be deployed as part of a help desk or customer support system with a ticketing functionality to assist agents to resolve customer issues. Call center solutions come in multiple functions and forms including automatic call distributor (ACD), interactive voice response (IVR), computer telephony integration (CTI), predictive dialer, call analytics, call accounting solutions, call center monitors, and auto dialer.

Improvements in hosted software and Voice over Internet Protocol (VoIP) technology enable the use of a hosted call center facility that only needs basic equipment like a phone, PC, and browser. Using a call center solution, you can effortlessly set up a dedicated call center that manages activities such as social media support, virtual queuing/web callback, text/speech analytics, call recording, and quality monitoring.



Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:

CONTENT SCORE

- ▢ Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- ▢ Customer reference rating score
- ▢ Year-over-year change in amount of customer references on FeaturedCustomers platform
- ▢ Total # of profile views on FeaturedCustomers platform
- ▢ Total # of customer reference views on FeaturedCustomers platform

MARKET PRESENCE SCORE

- ▢ Social media followers including LinkedIn, Twitter, & Facebook
- ▢ Vendor momentum based on web traffic and search trends
- ▢ Organic SEO key term rankings
- ▢ Company presence including # of press mentions

COMPANY SCORE

- ▢ Total # of employees (based on social media and public resources)
- ▢ Year-over-year change in # of employees over past 12 months
- ▢ Glassdoor ranking
- ▢ Venture capital raised

Award Levels



MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.



2021 Customer Success Awards

Check out this list of the highest rated Call Center Management Software based on the FeaturedCustomers Customer Success Report.



MARKET LEADERS



TOP PERFORMERS



RISING STARS



* Companies listed in alphabetical order





ABOUT 8X8

8x8

8x8, Inc. is a leading provider of cloud phone, meeting, collaboration and contact center solutions with over a million business users worldwide. 8x8 helps enterprises engage at the speed of employee and customer expectations by putting the collective intelligence of the organization in the hands of every employee.



339

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“We needed a comprehensive solution: phones, online meetings and call centers. 8x8 is really the only hosted VoIP provider out there that can integrate a virtual call center into their service.”



NEAL ALBERDA
GLOBAL IT DIRECTOR, REPLICON

“We used to have to set the night greeting manually on our old system. If we forgot and a call came in after hours, the phone just rang and rang, and the call wasn't answered. With 8x8, you just need to configure the Auto Attendant once, and the night greeting comes on automatically at whatever time you set. It gives us one less thing to worry about at the end of a long day.”



TOM HUYNH
OUTSIDE CONSULTANT, THE YEW CHUNG EDUCATIONAL FOUNDATION

“8x8 does a fabulous job in responding to customers. Whether I make a call, send an email or access the self-service portal, I always get a quick response. Our account manager is fully invested in making sure we have no issues, and I'm extremely impressed with that.”



YUSUF ABU HATOUM
CHIEF INFORMATION OFFICER, CST INDUSTRIES, INC.

“The statistics 8x8 generates are crucial for our growth. We had record-breaking call volume during the holiday season. We wouldn't have been able to manage such a large volume of calls without the reporting information the 8x8 contact center software provides.”



ROB STORIE
CUSTOMER CARE MANAGER, ZUMIEZ

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zumiez

UFC GYM

RE/MAX





ABOUT AIRCALL



Founded in 2014 within the startup studio eFounders, Aircall develops a software only phone system for support, sales, marketing and call-center teams. Aircall is designed to be entirely self-service, extremely easy to use, and connects to any other business software. It's currently used by thousands of teams in 35 countries all over the world.



142

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“One of our support teams was already using Aircall when I joined and they loved the overall simplicity of the system and most importantly for me, the Salesforce integration allowed us to give agents access to key communication channels from one central hub without compromising on enterprise call center functionality.”



ROSS BIXLER
VICE PRESIDENT OF OPERATIONS, HOME BAY

“With Aircall, we not only track volume of calls, missed opportunities and average call time, we also use call recordings for training purposes. Aircall recordings are also useful for our CSM and marketing team for playbacks and understanding our customers better. It supports our customer journey at every single funnel stage.”



TREKKSOFT

“In terms of efficiency, it really helped a lot - it's easier to redirect calls to other departments, easier to put calls on hold, and we now implement music during those waiting periods. We've noticed people staying on the line longer, so all of this helped us to become more productive and a lot faster.”



FREDERIK SCHWERDTFEGGER
BUSINESS DEVELOPMENT MANAGER, ZIZOO

“Aircall's seamless integration with Zoho let us track and log our calls, measure our results, and analyze customer touchpoints so we can build better connections.”



LOCAFOX

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ABOUT CALABRIO

CALABRIO™

Calabrio is the customer experience intelligence company that empowers organizations to enrich human interactions. Through AI-driven analytics, Calabrio uncovers customer behavior and sentiment, and derives compelling insights from the contact center. Organizations choose Calabrio for its ability to understand customer needs and the overall experience it provides, from implementation to ongoing support.



168

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Before Calabrio, we couldn't report on adherence with any regularity or via any sort of standardized process. Now, we've integrated our ACD with Calabrio, so we easily can report on irregular behavior and recommend changes. We're delivering a better customer experience, and our customers know someone will be there when they need them.”



CHRIS WEST
WFO PROGRAM MANAGER, RACKSPACE TECHNOLOGY

“Availability and access of call center metrics, such as Schedule Adherence and Conformity in Calabrio, have allowed our business unit to tie bonus compensation percentages to performance merit.”



ROB ANDERSON
BUSINESS ANALYST, PAYCHEX

“We suspected—then proved to be true—that Calabrio's combination of quality analytics and desktop analytics would give us the important contact center insights we needed.”



JONATHAN SCHAFER
CONTACT CENTRE TEAM LEADER, THOMSON REUTERS

“Without the ability to identify and deliver high-schedule adherence, we would've been totally destroyed by COVID-19. Yet, despite moving everyone from brick and mortar to work from home within only two weeks, our adherence actually went up!”



AARON JACOBS
DIRECTOR OF WORKFORCE OPTIMIZATION + ANALYTICS, GE APPLIANCES

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ABOUT DIALPAD



Dialpad is communications for the modern workplace. Dialpad provides cloud-based voice, messaging, video, and meetings designed to let the most innovative companies connect everyone, be everywhere, and create anything. Dialpad is integrated with Microsoft Office 365, Google Apps for Work, Salesforce and more—making work better for users, and administration simple and secure for forward-thinking IT. Customers come from every size, industry, and continent in the world, including SoFi, Netflix, Hillary Clinton, Vivent Solar, Motorola, and more. Dialpad is available on iOS, Android, Web, and Desktop.



149

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Dialpad unified our communication — calls, messaging, and conferencing all in one platform. The ease of use for users and admins was great too. It doesn't take a degree in telecommunications to figure out how everything works.”



CHRIS LABARBERA
IT SUPPORT LEAD, ACI JET

“Most providers only give you a phone with voicemail and very few features. Dialpad has phone calling, voicemail, an app for your cell phone, an app for your computer, you can use your desktop as a phone, you can use an iPad—immediately, that's far more feature rich than the others.”



KELLY WINSTROM
DIRECTOR OF IT, ANDY MOHR GROUP

“Dialpad allows us to continuously add on lines, call centers, and departments as we grow internally. This allows us to be extremely agile in a cost-effective way.”



DAN ROLAND
CHIEF EXECUTIVE OFFICER, KATALYST

“I 100% believe that Dialpad made scaling our business easier, because I'm in control of so much. I have the ability to add new people, add new call centers, change phone numbers—all on my own.”



ADAM BLODGETT
CUSTOMER CARE SUPERVISOR, PETPARTNERS

TRUSTED BY

ACQUIA

syngenta

toast

Uber

NETFLIX



ABOUT FIVE9



Five9 is the leading provider of cloud contact center software. They are driven by a passion to transform contact centers into customer engagement centers of excellence, coupled with a deep understanding of the cost and complexity involved in running a contact center.



158

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“With Five9, we can easily add as many lines and licenses as we need, scaling up quickly and cost-effectively to meet patron demand. This flexibility has allowed us to engage our clients with confidence.”



MIKE JENNINGS
CHIEF ADMINISTRATIVE OFFICER, TURNSTYLES TICKETING

“The call quality is good and so is the reporting. Being able to do this remotely when needed has been a simple and easy process and it's worked very successfully for us.”



RORY BRITT
IT MANAGER, NJ 211

“Our agents provide exceptional service to customers. We let clients access calls in their domain. They can pull calls at random and check that scorecards are consistent. Our clients have not had that before and they appreciate that we provide this level of transparency.”



DAREN AUTRY
HEAD OF COMMERCIAL OPERATIONS, BAKKT

“The thing we like most about Five9 and having a cloud solution is the mobility. It allows us the autonomy to make changes quickly, create new campaigns immediately, change dialing rules within seconds, and customize reporting.”



JOSHUA NEILSON
CALL FLOOR DIRECTOR, ONE ON ONE MARKETING

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ABOUT GENESYS



Genesys is a leading provider of customer service and contact center solutions. With more than 2,000 customers in 80 countries, Genesys software directs more than 100 million interactions every day from the contact center to the back office, helping companies deliver fast, simple service and a highly personalized cross-channel customer experience. Genesys software also optimizes processes and the performance of customer-facing employees across the enterprise.



934

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“The Genesys Premier Edition - Virtual Contact Center allows flexibility in how we act as agents. The system is very efficient; it minimizes hold times and provides a level of reporting that has been a real eye-opener. It has made a dramatic improvement for our team and our callers.”



JEN WHITING
CUSTOMER SERVICE MANAGER, PRINCETON UNIVERSITY

“Genesys is the 'Swiss Army Knife' of call routing, allowing us to grow to unlimited skill sets, virtual queues and reporting to meet evolving business requirements. We feel secure knowing that when business users come to us with one-off, maybe even atypical requests, we can lean on rich functionality from Genesys.”



BRAD MCBRIDE
INFORMATION SERVICES MANAGER, VOICE COMMUNICATIONS ENGINEERING, J.B. HUNT

“We wanted to harmonize the call center and customer interaction processes, reduce the internal support and vendor support expenses, optimize the IT landscape, tune up the data exchange processes inside the call center, and enhance the customer service. All these tasks were solved with the help of Genesys solutions.”



SERGEY RUSANOV
MEMBER OF THE BOARD AND CHIEF INFORMATION OFFICER, OTKRITIE GROUP

“Working with Genesys helps our agents to have a more effective way of managing calls and the solution integrates well with other solutions. We're able to get attached data in a very efficient and seamless manner, so it's very easy.”



SANPHASAK NITINTHORN
ASSISTANT DIRECTOR, TRUE CORPORATION

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ABOUT NICE INCONTACT

NICE inContact

NICE inContact makes it easy and affordable for organizations around the globe to provide exceptional customer experiences while meeting key business metrics. NICE inContact provides the world's #1 cloud customer experience platform, NICE inContact CXone™, combining best-in-class Omnichannel Routing, Workforce Optimization, Analytics, Automation and Artificial Intelligence on an Open Cloud Foundation. NICE inContact is a part of NICE (Nasdaq: NICE), the worldwide leading provider of both cloud and on-premises enterprise software solutions.



279

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Not everyone is going to pick up a phone so we have to give them multiple options. They can send us a text message, an email, or call. We want to capture every electronic method of communication and NICE inContact allows us to do that.”



DALLIN GREEN
TELEPHONY MANAGER, CLEARLINK

“I highly recommend NICE inContact to any contact center, especially if you need to process both inbound calls and outbound dialing.”



JAN VAN DALEN
DIRECTOR OF INFORMATION TECHNOLOGY, HOVEROUND CORPORATION

“The ability for us to have real-time reporting with CXone is probably one of the most important facets of our business. This reporting feature allows us to have a full understanding of our current call center model, thus enabling us to make intelligent business decisions.”



BRENT BENNETT
DIRECTOR, GEORGIA DEPARTMENT OF REVENUE

“It was a pleasant surprise, and a testament to CXone's scalability that the collections team can now easily handle higher call volumes. If we weren't using CXone, we probably would have left money on the table.”



MURUGAPPAN CHETTIAR
SENIOR VICE PRESIDENT FOR OPERATIONS STRATEGY AND ENTERPRISE PROJECTS, KAPITUS

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ABOUT RINGCENTRAL

RingCentral

RingCentral, Inc. (NYSE: RNG) is a leading provider of cloud-based business communications solutions. Easier to manage and more flexible than on-premises communications systems, RingCentral's cloud solution meets the needs of modern distributed and mobile workforces, while eliminating the expense and complications of on-premises traditional hardware-based systems and software.



790
Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Rather than giving out their personal mobile number, they use the RingCentral app to make and receive calls, or send and receive messages, using the same business phone number that they would use in the office. That also means they know when they are getting business calls and texts, rather than personal ones, because they come through the RingCentral app.”



KEVIN FERGUSON
PRESIDENT, CEO & FOUNDER, CRAFTLOGIC SOFTWARE

“RingCentral has given us the freedom to untether ourselves from our desks. The RingCentral mobile app allows us to flip calls from our desk phones to our cell phones or simply use the softphone application. Now we can serve all of our customers at any time, worldwide.”



JEFF KUNKEL JR.
MANAGER OF INFORMATION TECHNOLOGY AND OPERATIONS, AXIAL

“RingCentral had the most relevant capabilities for our needs. From auto receptionist, multiple lines, call handling and the ability to create remote lines, the solution offered everything we wanted. And on top of everything else the pricing was much better.”



SNEHA CREW
OFFICE MANAGER, CHECKPOINT TECHNOLOGIES

“Every single user has a direct dial number, direct fax, SMS text messaging, and the ability to forward calls how they like. The system is very intuitive, and it is simple to log in and get what you need done.”



BRENT COWING
SENIOR SYSTEMS ENGINEER, NEXT LEVEL SECURITY SYSTEMS

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GUESS

intuit.



SUBWAY



227

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT TALKDESK

talkdesk®

Talkdesk is the world's leading cloud-based call center software solution. Talkdesk's easy-to-use, out-of-the-box call center software solution helps growing businesses improve customer satisfaction, while simultaneously reducing customer support costs. Using Talkdesk, businesses can create an entire call center in the browser in 5 minutes. Unlike other outdated and costly solutions that require a long setup and big upfront investment, Talkdesk requires no phones, no hardware, no coding and no downloads - all that is needed is a computer and an internet connection. With one click, Talkdesk integrates with Salesforce, Zendesk, Shopify, Infusionsoft, Olark and others to provide comprehensive information about customers.

Featured Testimonials

“Talkdesk works great with SFDC and our ever-growing support team. Great call quality and integration with SFDC. We also use it for our account managers, onboarding and expansion sales teams. We looked at a number of vendors and Talkdesk was the one that did everything we needed. Highly recommend.”



ALEX S
MANAGER CUSTOMER SUCCESS OPERATIONS & RENEWALS, QUALIA

“I've run call centers for many years and Talkdesk is wonderful. Set up and customization are easy. Reports can be as basic or complex as you want. Live agent monitoring is a snap. On top of all this, the cost is reasonable, the customer support is top-notch, and the account managers are tireless and responsive.”



KEN W
DIRECTOR CUSTOMER SUPPORT, QUEST ANALYTICS

“When we were looking for a new contact center solution, we wanted a reliable tool. We didn't want any surprises. It was very important for us that we have a stable platform, stable service and that it was integrated with Salesforce. This is one of the benefits that we achieved with Talkdesk.”



SUSANA D'ELIA LAGO
TECHNICAL SUPPORT SERVICES DIRECTOR, ELISA VIDERA

“Our agents love the click-to-dial feature, as well as using the callbar with all of its integrations. Logging dispositions is a breeze, and reporting in Salesforce is also fluid. I would highly recommend Talkdesk to any organization, especially if you use Salesforce as your CRM.”



BRANDON L
SENIOR SALES MANAGER, ESIGHT EYEWEAR

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McKinsey
& Company

AMERICAN
EXPRESS

trivago®

Scotts®

PELOTON



666
Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT TWILIO



Twilio, a software and cloud-based communications platform, enables developers and businesses to rapidly build and deploy communication solutions that meet their specific needs. Whether integrating voice, messaging and/or VoIP capabilities into a web or mobile app or building a complete system like a call center, Twilio removes the traditional obstacles to creating effective communications experiences. Twilio gives businesses the ability to innovate, prototype, create, and connect with their customers at the right time and in the way. The company is privately held and based in San Francisco, California.

Featured Testimonials

“With Twilio we obtain two big benefits. The first is a global call system with the capability to have a high level of automatization, avoiding the typical problems of coverage and availability. The second is a good environment for developers, with full detail of logs, and real time information of the call process. The combination of these two benefits was the key for us.”



JOSÉ LUIS CANTERO
CTO AND CO-FOUNDER, WHISBI

“Twilio's ease of use, utility pricing model, and proven scale help keep our campaigns running smoothly. Our clients were thrilled at how fast and reliable Twilio was during our most demanding peaks.”



MIA RUIZ-ESCOTO
SENIOR INTERACTIVE PRODUCER, GOODBY SILVERSTEIN & PARTNERS

“We leverage the platform we built with Twilio to do onboarding virtually. People love working for us because they can work on their own time and our platform supports that flexibility. And because they can sign up easily with us, Twilio has really empowered us to scale quickly.”



ANDY FANG
CO-FOUNDER AND CTO, DOORDASH

“With Twilio we get data, voice, SMS and email service in a single platform and billing relationship. Today we added over 650 trackers each week and continue to grow. This would not have been possible without Twilio.”



BRENDAN YOUNGER
CO-FOUNDER, LOGISTIMATICS

TRUSTED BY

SONY



NETFLIX







291

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT ALVARIA



Alvaria is the world leader in enterprise-scale customer experience (CX) and workforce engagement management (WEM). They are technology innovators in call center software, cloud contact center solutions, workforce optimization and customer service experience. The future of customer experience takes shape with solutions that are scalable, resilient and secure. Their name is derived from Latin for "hives" – nature's perfect form for millions of years – bringing you solutions that are scalable, resilient and secure, with efficiency, speed and pinpoint accuracy. ALVARIA™. Reshaping Customer Experience™.

Featured Testimonials

“Because our inbound and outbound calls are broadly on the same topic it's a perfect scenario for call blending. Blending has helped us better manage peaks and troughs in contact volumes and that has had a dramatic impact on agent occupancy. Agents like the system, as well, because they have a consistent workload throughout each day- avoiding the manic periods and the lulls.”



DAVE LISTER
HEAD OF SERVICE DEVELOPMENT, BRITISH GAS

“[Alvaria] understands call centers and knows what you do on a daily basis; you don't have to explain it to them. We no longer just have agents on the phone getting calls and hoping they get a connection. [Alvaria] gives us the ability to be more complex in finding right party contacts and getting the right results. We are achieving a significantly higher number of completed calls per hour and contacts per hour and are penetrating lists very quickly. And, we have virtually zero downtime; the [Alvaria] platform just stays on and it works consistently.”



COREY MUSTARD
VP, PROGRAM ADMINISTRATION & DIALER TECHNOLOGY, MDS COMMUNICATIONS

“The flexibility of the [Alvaria] Solution fit the bill for EOS and GSB, from its ability to handle multiple dialing strategies to the range of built-in features and support for integration to external systems. Improvements in reporting, campaign controls, dialing efficiency, and agent performance are contributing to more productivity across both companies, improved services for our clients, and increased debt collections, giving us the competitive advantages we need to grow our businesses.”



TED HAWLEY
PRESIDENT, GENERAL SERVICE BUREAU

“Having a single platform to support all of our call center programs with inbound and outbound blended agents is the most important feature. We also have much better reporting and improved tracking for our programs with inbound and outbound reports that show us what is going on with all of our campaigns. We have greatly increased the productivity and efficiency of our call center.”



JOHN SHAW
CIRCULATION MARKETING MANAGER, DAYTONA BEACH NEWS-JOURNAL

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28

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT ANYWHERE365

Anywhere365

Anywhere365 has become the world's leading cloud-based dialogue management and contact center platform, native to Microsoft Teams. It lets you fully leverage all existing investments in the Microsoft ecosystem in the secure infrastructure of Microsoft Azure. Anywhere365 is uniquely built for the Microsoft buyer and lets you engage your customers effortlessly across any communications channels, from any device and any location. Realtime voice-to-text processing translates over a dozen (for a chat even for over 60) languages. While AI Bots handle all routine requests, live agents work on more complex dialogues. The context of the dialogue always moves with the customer, ensuring the first contact resolution of their issues.

Featured Testimonials

“My own concern about selecting a telephony and contact centre system is that the platform should be able to be applied globally to the Methven business and that it will integrate in the future to online versions of Microsoft Dynamics AX and Dynamics CRM. It is important that we leverage our existing investment in Microsoft products and ensure new services deployed follow the Methven roadmap which is to utilise Microsoft Cloud services such as Office365, Azure and the like. I think it will be a while before we get to the stage of installing Skype for Business Enterprise Voice in the United Kingdom and China, whereas Australia may be sooner.”



ALAN HENDERSON
GROUP INFORMATION SYSTEMS MANAGER, METHVEN

“All our employees can now use presence, chat, voice, video and desktop sharing. They have insight in CRM data that is automatically enriching customer conversations and in the customer's browser history, so that they can trace back what the customer has searched for, which provides better customer interactions and creates upselling opportunities. Anywhere365 WebChat ensures that the customer is instantly directed to an available employee with the right skillset. If so desired, the agent has the discretion to add voice or video capabilities, straight in the webchat client.”



MARTIN DE BOER
MARKETING DIRECTOR, CORENDON

“Skype for Business is now integrated with our contact center, so every caller is identified upfront, reducing the time on the phone for both the foodie and the customer love (customer service) team. In addition, being able to predict peak calling times and capturing information at every interaction has been invaluable.”



RYLEIGH CORNES
HEAD OF CUSTOMER LOVE, MY FOOD BAG

“As we support more and more end users, our services become more complex. The number of end users has even doubled in two years' time. This means that you not only receive more calls, but you also have more employees, support more processes and have to operate in quite a few organizations. For example: we currently manage almost twenty-five TOPdesk environments.”



MAARTEN VAN DER KLEIJ
HEAD OF THE SHARED SERVICE DESK, OGD IT SERVICES

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SWAROVSKI
for Professionals



ROBECO
The Investment Engineers



88

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT BRIGHT PATTERN

BRIGHT PATTERN

Bright Pattern is the most simple and powerful contact center for midsize and enterprise companies. With the purpose of making customer service brighter, easier, and faster than ever before, Bright Pattern offers the only true omnichannel cloud platform that can be deployed quickly and nimbly by business users. Bright Pattern allows companies to offer an effortless, personal, and seamless customer experience across traditional channels like voice, text, chat, email, video, messengers, and bots. The company was founded by a team of industry veterans who pioneered the leading premise solutions and today are delivering an architecture for the future with an advanced cloud-first approach. Bright Pattern's cloud contact center solution is used globally in over 26 countries and 12 languages.

Featured Testimonials

“Bright Pattern gives Waterfield Technologies the ability to provide a consistent and seamless experience across all channels with real-time visibility into channel performance. We are excited to partner with Bright Pattern to deliver a cost-effective option for customers looking to migrate or implement a cloud-first contact Center.”



HOWARD LEARY
WATERFIELD TECHNOLOGIES

“When it comes to integrating a call center platform with our existing call center technology like ServiceNow and Microsoft Teams, we don't want to have to do a lot of manipulating and tinkering, we want to flip a switch and get right to it. Bright Pattern provided an actual API that truly integrates Bright Pattern with ServiceNow, making implementation easy and quick.”



DARREN ALICK
SENIOR DIRECTOR OF CUSTOMER EXPERIENCE, THE YMCA OF THE NORTH

“When we implemented Bright Pattern's platform, agent frustration dropped dramatically. Rather than spending all day fighting the software, agents are now helping customers. Bright Pattern has made being a 100% remote workforce easy and reliable.”



BRANDON COLTON
CUSTOMER CARE OPERATIONS MANAGER, ZERO REZ ATLANTA

“Bright Pattern's predictive dialing has really helped us process all of the calls to constituents. Very few of my colleagues can do as many phone calls in a day and be able to get constituents on as quickly as G7 can with Bright Pattern.”



GERARDO GUZMAN
PRESIDENT, G7 STRATEGY GROUP

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38

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT CONTENT GURU



Content Guru makes engagement easy. A global leader in cloud communications solutions, they deliver off-the-shelf and bespoke customer engagement and cloud contact centre services, through the multi-award-winning storm® solution. Europe's largest Customer Engagement and Experience solution, storm®, brings together intelligent automation, third-party systems integration, and on-demand scalability to enhance all customer communication functions. With true omni-channel engagement capabilities, storm gives organisations the power to create consistent and seamless experiences for customers, inspiring loyalty and powering success.

Featured Testimonials

“Storm® delivers an amazing set of capabilities, which have transformed the way NHS 111 operates in London. We're really excited to implement further capabilities through storm® as we go forward, and it will be instrumental in realising our digitalization objectives. Most importantly, however, is that we're able to substantially improve the experience of Londoners calling NHS 111 and the outcomes of our patients, ensuring that they get through to the care and support they need, when they need it, first time.”



HEAD OF SERVICE REDESIGN & INNOVATION (INTEGRATED URGENT CARE)
NHS LONDON SHA

“We chose storm®'s cloud-based IP contact center because of the flexibility it gave us for the use of intelligent IVR and call routing with a low total cost of ownership. We've enjoyed the savings and consistency associated with a centralized system, without compromising the experience for customers calling in to the contact center. storm is also making a crucial difference to the customer experience in our hotels. Our reception teams have more time to deliver outstanding service and they are less pressured at peak times.”



IT MANAGER
JURYS INN

“With UK lockdown measures in place and growing fears over the risks of face-to-face consultations, our over-the-phone urgent care services have been more popular than ever. We needed a way to make video consultations a realistic option for our services, thereby minimizing in person contact while ensuring patients can be assessed properly. Having worked with Content Guru and used their storm platform for 5 years, we were confident they would be able to provide us with a solution. The team worked quickly to roll out video consultations for our clinicians, an easy-to-use application which is now widely utilized by our teams.”



JANICE GREENHILL
DIRECTOR OF PERFORMANCE AND DELIVERY, HERTS URGENT CARE (HUC)

“storm® is a great solution for homeworking, and we are really pleased with Content Guru as a supplier. They prioritised our needs, and helped get our contact centre back on track within days.”



JASON WEBB
SENIOR SERVICE DELIVERY MANAGER, RAIL DELIVERY GROUP

TRUSTED BY





ABOUT DIXA



Dixa is a global customer service tech company on a mission to build stronger bonds between brands and their customers - much like the connection between friends. This is accomplished through conversational customer engagement, the next-gen of customer service software which supports ongoing conversations between brands and their customers across all channels. Dixa unifies all of your customer-facing communication channels in one view, so you can avoid wasting time switching between different systems and spend more time focusing on your customers. Dubbed the "One-screen Wonder," Dixa currently supports phone, email, live chat, Facebook Messenger and WhatsApp and can integrate with any system to ensure your agents have all the context and customer data they need to provide quick, personalized service every time.

★★★ 29

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“We had been looking for an all-in-one travel engagement platform for several years and quickly realized that Dixa was unique for a travel company like us. With all customer data across email, chat and phone going into one solution, our sales and service teams as well as our customers have a significantly better experience, which has resulted in an increase in bookings, customer satisfaction and efficiency across the board.”



TONY REILLY
CUSTOMER MANAGER, SERENITY HOLIDAYS

“We strive to bring convenience to our customers lives by providing them with a flexible and sustainable alternative to car ownership. In order to deliver on this promise, we must ensure our customers can always communicate with us. Dixa gives us the ability to engage with our customers around the world in a smarter and more convenient manner.”



MORTEN JAKOBSEN
HEAD OF MOBILITY SERVICES & MANAGING DIRECTOR, DRIVENOW

“Launching Honest Baby Clothing with Dixa allowed us to provide exceptional customer service from day one. We were able to remotely onboard our service team in less than a day, and Dixa integrates with our Shopify store, displaying key information like tracking numbers and order history.”



ANNE EPSTEIN
HEAD OF CUSTOMER SERVICE, HONEST BABY CLOTHING

“The way we can manage our leads and customer service with Dixa is unique because all customer engagements and data across phone, email, chat and messaging apps goes in one solution. With Dixa, we give our customers and our employees a significantly better experience, which has resulted in an increase in sales, customer satisfaction and efficiency across the board.”



RIE ULRICH
COO, ALLER LEISURE

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32

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT LIVEVOX



LiveVox is a leading provider of enterprise cloud contact center solutions, managing more than 12 billion interactions a year across a multichannel environment. With over 15 years of pure cloud expertise, they empower contact center leaders to drive effective engagement strategies on the consumer's channel of choice. Their leading-edge risk mitigation and security capabilities help clients quickly adapt to a changing business environment. With new features released quarterly, LiveVox remains at the forefront of cloud contact center innovation. Supported by over 450 employees and rapidly growing, they are headquartered in San Francisco with offices in Atlanta, Bangalore, and Colombia.

Featured Testimonials

“Using LiveVox's monitoring, chat, and agent scorecard applications, our managers were able to maintain communication and visibility for their remote service representatives. COVID-19 was a shock to everyone. With the help of LiveVox, our at-home representatives were able to bring some humanity back to financial servicing in a time when it was needed most.”



JUSTIN BATES
SENIOR DIRECTOR OF OPERATIONS, NEW CREDIT AMERICA

“Prior to LiveVox, we were using several different applications across voice, email, and SMS. This created handicaps in our ability to quickly service and report on multichannel engagement. With LiveVox, all of our channels are on a single platform, providing our agents with the insight they needed to immediately identify and service the customer, regardless of the channel. In doing so, it's helped us not only facilitate faster multichannel response times, but also provide a unified experience for both customers and agents.”



TOM NUSSPIKEL
CHIEF OPERATING OFFICER, AMERICAN FIRST FINANCE

“LiveVox can be managed with relative ease. You don't have to have a large, technology supporting team in comparison to an on-premise telephony platform. Upgrades are also much simpler and less time-intensive. Using a cloud-based solution has been much easier than what I experienced throughout my career with traditional financial services companies.”



MATT MURPHY
DIRECTOR OF WORKFORCE MANAGEMENT AND DIALING OPERATIONS, BEST EGG

“The pandemic made everyday life more complicated. We knew we needed to counter that with convenience. Incorporating SMS as part of our enrollment experience gives patients the power to engage on their own terms. LiveVox was key in helping us to adapt not only by making the shift to work from home easy, but also the incorporation of new channels. Their ability to provide flexibility for us as a business allows us to pass that on to how we service patients.”



NATHAN ALLEN
SENIOR VICE PRESIDENT, MEDASSIST

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ABOUT LIVEOPS

liveops

Liveops is the global leader in cloud contact center and customer service solutions. Liveops' award-winning platform has processed more than 1 billion minutes of customer interactions and managed operations for the largest US-based cloud contact center of 20,000 home-based, independent agents. With 10+ years of cloud experience, Liveops is the partner of choice for companies wanting to migrate to the cloud. Headquartered in Redwood City, California, Liveops supports a wide range of industries including financial, health care, insurance, retail, and high tech.

49

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“With Liveops Chat & Email, we have a sophisticated system that prioritizes and directs incoming emails to the right agent, shows histories, provides template responses and real-time reporting. It is easy-to-use, has dramatically improved response times and streamlined the sales cycle.”



ALAN MOSCROP
CUSTOMER SERVICE MANAGER, GLASSES DIRECT

“Liveops makes it easy to reach thousands of customers with ticket notifications, promotions and last minute specials. These communications have resulted in a 30% increase in sales to repeat customers.”



FADE O'GUNRO
ADVERTISING MANAGER, WORLDWIDE SPORTS TRAVEL

“Liveops Chat & Email speeds up response time by 500% and dramatically reduces agent time and email volumes with automated replies, consolidation, prioritization, routing, templates and real-time reporting.”



PARCELFORCE WORLDWIDE

“With Liveops, we've significantly improved the quality of our customer experiences consistently and across all locations. Equally important, we have a solid contact center platform that will grow with the business.”



KRISTA ANDERSON
SVP, GLOBAL CUSTOMER SUPPORT, SALESFORCE

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498
Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT MITEL



A global market leader in enterprise and mobile communications powering more than 2 billion business connections and 2 billion mobile subscribers every day, Mitel (Nasdaq: MITL) (TSX: MNW) helps businesses and mobile carriers connect, collaborate and provide innovative services to their customers. Mitel innovation and communications experts serve more than 60 million business users in more than 100 countries, and 130 mobile service providers including 15 of the top 20 mobile carriers in the world. That makes them unique, and the only company able to provide a bridge between enterprise and mobile customers.

Featured Testimonials

“Our patient contact center has a dashboard, which makes it easy to monitor calls, view and keep track of the average time to answer, abandon rates, and other patterns that can affect the overall patient experience. Previously, every practice location was handling patient appointments individually. With Mitel, appointment calls are centralized and the whole process is much more efficient.”



THOMAS OKOKHERE
VICE PRESIDENT OF FINANCIAL ANALYSIS AND INTERNAL AUDIT, CAPSTONE PEDIATRICS

“The Mitel IP Telephony system integrates seamlessly with the Cisco data network and voice calls no longer require a separate network to travel on. This has enabled us to centralize communications across the council, enabling the main accommodation sites to have the same access to communications. This has meant we have been able to improve communications both internally and with the public, thereby improving public services. The introduction of Mitel IP Telephony means that we can now offer our employees the option of working from home with office-like network access, which will help us to retain talented workers and improve their worklife balance.”



ROY GRANT
HEAD OF IT OPERATIONAL SERVICES, CITY OF YORK COUNCIL

“We needed a solution that delivered security, call quality, flexibility and disaster recovery. Only Mitel demonstrated that they could do it all and do it in the cloud for less money than we were paying with our premise-based solution.”



SIMON DAYAN
DIRECTOR OF IT, TCCSC

“The Mitel platform is 30% more efficient than our previous system, as calls don't sit in queues with timeouts bouncing around IVR, increasing customer satisfaction and experience.”



SCOTT ARMIT
HEAD OF DIGITAL, FIRST ASSISTANCE

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ABOUT NATTERBOX



Natterbox delivers a global Cloud Telephony Platform. Unique as the world's first and only end to end telephony service to be 100% embedded and managed within Salesforce. Natterbox empowers businesses to use live CRM data to deliver concise personalised phone journeys, with high call quality, around the globe. Natterbox is fully downloadable through the Salesforce AppExchange and offers a true no hardware, no software cloud based solution. Transforming the world one conversation at a time.



103

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Natterbox has allowed us to be available to our customers outside of business hours. With many exciting features to streamline incoming calls and reduce handling required on each call. This would not have been possible with traditional telephony options.”



MICHAEL BELL
TECHNICAL SUPPORT AGENT, LITERACYPLANET

“Intuitive and easy to use. Fully embedded to Salesforce, with some great features to use in a call centre environment. Natterbox is a great product.”



JENNY LOW
SALESFORCE ADMIN, EIGHTCAP

“Natterbox has hit it out of the park with their telephony solution which includes a traditional PBX component + an optional call center offering that provides all of the additional features you need in operating a call center – both components work seamlessly together!”



GARRETT BRUCKER
OPERATIONS & TECHNOLOGY CONSULTANT, REVOLUTION GROUP

“The team can now ring clients with Click to Dial from the contact record and when a client calls in, Natterbox automatically pops their Salesforce contact record, saving our guys loads of time doing record search and manually dialing numbers, which has been really gratifying.”



LEE-MARTIN SEYMOUR
DIRECTOR, TALENTFORCE

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ABOUT VOCALCOM



Vocalcom is a multi-award winning, cloud-based contact center solution and inside sales platform that helps businesses drive a more effective sales team and manage multi-channel customer interactions as one single conversation. With a strong track record of innovation and a never-ending desire to be the first, Vocalcom powers more than 1 billion of the world's best customer experiences while delivering transformative business results.

98

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Vocalcom's call center software and Salesforce are the best out there. I can access both systems from just about anywhere. The call center software from Vocalcom is easy to use on every level within the call center. Being able to seamlessly integrate Salesforce.com and consolidate multiple levels of customer interactions reduces support costs and increases speed to service. It's simple to use yet full of features. The implementation, training and support teams have been fantastic, extremely helpful and responsive. Movement of calls between multi sites have been a lot easier - a true pleasure to work with.”



LAURENCE AUGOYARD
CHIEF OPERATING OFFICER, ALTARES DUN & BRADSTREET

“We have been using Vocalcom for over 6 months now. The incredible support and sales staff have been great. Their call center software has increased our leads, conversions and sales over 45%. The software in general is very easy to use and operate. The functionality of everything and what you can do is incredible. The reporting interface is clean and simple and the system integrates with our sales manager system through an API. There was no problem setting up anything and we have no issues at all.”



JENNIFER VIRLEY
VICE PRESIDENT, CENTRAL INTAKE & ADMINISTRATION, CRAWFORD & COMPANY

“Vocalcom's predictive dialer is a must have for any organization that makes outbound phone calls. We went from 30 calls/day per rep to 100 - 125+ /day. Contact rates went up over 100%, and the list goes on. The predictive dialer design is attractive and simplistic, and the product is easy to use. The available features are excellent, and the customer support is pretty great, too. It's a top-notch predictive dialer that's left us very happy.”



FREDERIC POUHET
TELEPERFORMANCE

“We are thrilled with the flexibility, customization, ease of use and the capabilities provided by Vocalcom's contact center software. It really has enhanced our services and responses time as well as the customer experience we provide. The contact center software interface is easy to use and quick. It allows our support team to tackle a high volume of tickets and either solve the problem or escalate it to our engineering team. Vocalcom's contact center software also includes excellent reporting so we can track how effective each agent is and identify problems based on ticket volumes. It's also really customizable.”



PRAKASH RAO
MCDONALD'S

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ABOUT CHASEDATA CORP



ChaseData Corp makes powerful software that help call centers succeed. Their call center software platform empowers thousands of call centers around the world from startups and entrepreneurs to large publicly traded companies to connect one conversation at a time with the people they serve. ChaseData Corp has focused on designing, dosing, and supporting the industry's most advanced but easy to use call center software. With the advent of cloud based technology, their scalable, flexible call center software is available to companies large and small, in a broad spectrum of businesses and uses. They have provided hundreds of clients in multiple industries with just what their business needs, and their words speak for themselves.

19

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“The dialer software is easy to use and easy to set up for new users. Great reporting and even better customer service when it is needed. I would highly recommend this product to anyone who needs flexibility in their dialer software.”



BRIAN SMITH
MARKETING, START VIRAL LLC

“I have had the pleasure to work with ChaseData for my hosted dialer needs for over 15 years! As a business consultant and call center program developer, I have had the opportunity to compare with the many "service providers" over the years and always recommend Chasedata to my clients and personally used their technology for my own call center solutions. Ahmed and his crew offer the personal touch that larger providers can never come close too. Their interface is very user friendly and they are always improving features that make my job a lot easier.”



ENRICO MAROTTA
OBV, INC

“Since 2011 I've been a customer of ChaseData. With the reporting system of ChaseData, it's made my life a lot easier. As a Sales Manager it's important to know what your agents are doing at all times. I can actually coach and listen to all my agents on any given phone call, as well as look up all the history and listen to past recordings. It's a huge sales aid as well as training tool for myself and for all my reps.”



MICHAEL TOBIAS
SENIOR VP CALL CENTER RELATIONS, THE INSURANCE ACADEMY

“The system is top notch, we came from using a myriad of different applications for our sales and customer service team members. ChaseData made it possible by combining all our communications needs under one platform. Now I can run reports across all my channels and that gives me a 360 view of my operations. These reports are invaluable to me, they save me a lot of time and money.”



DANIEL
OCEAN FINANCING

TRUSTED BY





ABOUT CLOUDTALK

cloudtalk

With CloudTalk, you can deliver exceptional customer support to your clients. Whether you employ several busy agents or handle phone calls rather rarely, CloudTalk will fully adapt to your needs and size of your business. The only thing you need is internet access. Integration into your existing helpdesk, e-commerce or CRM solutions, international phone numbers and many other features of a first-class call center will make your work more efficient and boost satisfaction of your clients.

33

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Due to the Covid-19 outbreak, we had to set up and deploy a completely new team entirely remotely. CloudTalk proved to be an excellent tool, as it enabled us to run the call center remotely while maintaining order thanks to a solid overview of each agent's results and performance.”



ERAN SHUST
CHIEF EXECUTIVE OFFICER & CO-FOUNDER, SPLITTY TRAVEL

“CloudTalk has improved our call quality and radically decreased the number of dropped calls. The call dashboard also allows the management team to ensure that sales representatives are meeting key metrics, as well as diagnose any potential opportunities in their process.”



PETER ZAJAC
CHIEF EXECUTIVE OFFICER, SURGLOGS

“CloudTalk helped us with a massive reduction in the missed calls and an efficient allocation of the customers to a specific agent. Integration with LiveAgent allows us to automate unnecessary tasks and streamline the workflows, resulting in a customer support system that can focus on customer happiness.”



FREDERICO LOPES
HEAD OF THE CUSTOMER SERVICE, DISCOVERCARHIRE

“The onboarding of new representatives was a breeze with CloudTalk. Newbies can learn from recordings from their more senior colleagues. Additionally, the Call Monitoring feature allows managers to jump into calls in real-time and, when needed, to “whisper” helpful tips or answers.”



RADOSLAW KASIK
FOUNDER AND CHIEF INVESTMENT OFFICER, FINAX

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ABOUT MAXCONTACT



MaxContact is a software company with a difference. Formed by a group of contact centre professionals who had become frustrated with solution providers that over promised and under delivered on features, support and resilience. Since then, they have become one of the fastest growing contact centre specialists in the UK, going from strength to strength. They are so confident they can provide a better overall solution that they offer free trials and currently have a 97% uptake rate against existing solutions.

35

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“The partnership for helping or adding custom features has been of great benefit. We now know that no matter how complicated a client's requirements are, we can work with MaxContact to come up with a solution that works. This has given us an edge when bidding for new campaigns.”



FIRSTSOURCE

“The option to try before you buy with a 30 day trial was great. After saying this we knew after a week that MaxContact was for us and far superior to our previous dialler.”



KARL BURKE
MANAGER, THE HONEY GROUP

“One of the biggest factors for us, in taking on a new system, was the level of support we would receive. MaxContact has been exemplary in their support efforts. From set-up to ad-hoc 'how to' enquiries, we have always received the highest level of service. As well as simply responding to our queries, they provide additional value through their industry knowledge and experience.”



STEVE BROWN
GFM

“We have started utilising features that have been added over the years such as queue buster, tagging, undroppable algorithm and much more. MaxContact's continual improvement strategy means we won't have to worry about the solution becoming legacy again.”



ADAM ROBINSON
IT DIRECTOR, CC33

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ABOUT ipSCAPE



ipSCAPE is an Australian cloud-based Software as a Service (SaaS) call centre company. ipSCAPE has head offices in North Sydney and a large national presence servicing multiple government and enterprise clients across Australia. In addition, the company has expanded through international partners who distribute ipSCAPE software to clients throughout Asia and Europe.

25

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“ipSCAPE has been integral in providing our clients an exceptional customer experience. We reduced costs by 80% through implementing ipSCAPE.”



AMAN ARORA
GROUP IT SUPPORT MANAGER, HEALIUS

“ipSCAPE was critical to our business during COVID-19, allowing us to quickly adapt to working from home. This allowed us to not just continue fundraising activities for our charity clients, but to grow our business and support more Charities.”



ROSS HOWE
CHIEF EXECUTIVE OFFICER, CORNUCOPIA

“The pay-as-you-go model was incredibly attractive to us. We now have a powerful and scalable contact centre that is also incredibly cost efficient.”



AUSTRALIAN CATHOLIC UNIVERSITY

“ipSCAPE has allowed us the flexibility, reliability and core functionality that we were looking for in a dialler. We have worked together to not only meet these needs but to further enhance the overall functionality of the product. After 20+ years of working within this sector, ipSCAPE stands out with a solid product; offering significant customisation and excellent account support. It's been a pleasure working so closely with ipSCAPE and I look forward to what else we can achieve together.”



ALEX WALMSLEY
HEAD OF IT OPERATIONS, COMPARE CLUB

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