



Call Center Management Software Category

FALL 2025
Customer Success Report





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.

2025 Customer Success Awards

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



* Companies listed in alphabetical order



2025

**CALL CENTER
MANAGEMENT
SOFTWARE**

MARKET LEADER





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.

692

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“8x8’s global coverage and flexible system was a no brainer for us. As a global company, it’s paramount that we are able to give our customers the best experience possible and Virtual Contact Centre is the ideal solution to helps us do this across the world. With the right technology in place, we can make sure every customer interaction with us is world class.”

KARINE TEIXERA
HEAD OF CUSTOMER SERVICE, WEB DMUK,
EASYROOMMATE VIVASTREET

“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.

“Selecting one of the other vendors would have meant keeping our on-site PBX and then adding on a new call center. With 8x8, we didn’t have to compromise—we got everything we wanted.”

UF TUKEL
CO-PRESIDENT AND FOUNDER, WMPH VACATIONS,
ICRUISE.COM

“Our previous phone system had no call reporting features. All calls looked the same—whether they had been answered live or not.”

ABDUL QADIR
SYSTEMS MANAGER, AON HEWITT, AON HEWITT

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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.

251

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“Aircall's startup mentality and tech-first approach was something we recognized. In the beginning, if something was unclear, or if there was a feature we thought would be useful, the team at Aircall was very responsive — helping us find workarounds and discussing how functionality could be added to the product roadmap. We understand the ‘no is not an answer’ mindset.”

LISANNE VAN KESSEL
OPERATIONAL SUPPORT TEAM LEAD, ADYEN

“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

“We're able to smoothly do our jobs. Every time a customer asks us to contact them on their preferred method it never works. There's always an exchange of numbers and usernames, ending up with poor call quality and frustration.”

DUNCAN PRATT-STEPHEN
HEAD OF CUSTOMER SUCCESS US, MENTION

“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 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...

308 TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“EASY BUY has been aware of the importance of the Call Center. It creates the customer satisfaction, customer engagement, and competitive advantage, which are the fundamental keys of EASY BUY's success. To enhance the efficiency of performance, it is crucial to emphasize on the accuracy and flexibility of infrastructure management. The functions of Aspect Aspect®...”

CHATCHAI LERTBUNTANAWONG
CHIEF INFORMATION OFFICER, EASY BUY PUBLIC
COMPANY LIMITED

“It is really important to us to have a call center software that we can rely on. Many of our customers' main business operations rely on Melco's embroidery machines and software. When they have an issue with one of our products, we need to get them running at full capacity as quickly as possible so they can get back to managing their own business. With Zipwire we have a strong backbone to support our technical support team's...”

DAN SWEENEY
TECHNICAL SUPPORT MANAGER, MELCO EMBROIDERY

“We make 100,000+ calls a day across multiple types of campaigns and Noble handles this volume with ease while screening out bad calls so that our agents work more efficiently. Maestro makes daily list and campaign management much easier, so that our managers and supervisors spend less time setting up and administering campaigns. We have huge time and cost savings with built-in Digital recording and QA. We are still...”

JUSTIN JAROSE
DIRECTOR, CALL CENTER OPERATIONS, INFOGROUP

“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...”

JOHN SHAW
CIRCULATION MARKETING MANAGER, DAYTONA BEACH
NEWS-JOURNAL

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ABOUT CALABRIO



We maximize agent performance, exceed customer expectations, and boost workforce efficiency using connected data, AI-fueled analytics, automated workforce management and personalized coaching. Calabrio ONE gives you the power to engage agents and satisfy customers—anytime, anywhere. The only suite of its kind on the market, Calabrio ONE simplifies operations, improves agent performance, and elevates customer experiences. It captures and connects all your contact center data in a single interface with embedded analytics so you can quickly turn insights...

217

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Calabrio fits right into the sweet spot of our interactions with our clients, which is the core value of our service. It enriches the entire customer experience. Calabrio ONE helps us drive quality and consistency into our customer interactions which helps us secure new business.”

CRAIG SCHMIDTKE
EXECUTIVE VICE PRESIDENT OF SALES, MARKETING AND
PRODUCT STRATEGY, VIRTEVA

“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

“Calabrio ONE has increased productivity in the call center and has kept our staff extremely happy with knowing their schedules and exceptions ahead of time.”

CARLOS SALDANA
SENIOR MANAGER OPERATIONS MANAGER, SMILE
BRANDS GROUP

“Calabrio software has been extremely strong in pinpointing and correcting our problem areas as well as allowing us to have a centralized location to view our daily schedule.”

KETAN KARNIK
IT PROFESSIONAL, HCA HEALTHCARE

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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...

378

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“At Azusa Pacific University, we were able to pivot our 24/7 Call Center to a hybrid of remote agents and agents in separate physical locations. Our same extension was utilized and we had no disruption in service. In fact our calls and work orders increased some weeks up to 80%! We are so grateful for Dialpad. Thank you.”

ANDY VIVANCO
EXECUTIVE DIRECTOR, INFORMATION AND MEDIA
TECHNOLOGY, AZUSA PACIFIC UNIVERSITY

“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

“What really gave Dialpad the edge was that we could record the call and access the recording through a link. That's a big deal for us, because if a driver can't make the weekly meeting, they can go and listen to it.”

ERIK EKBERG
TALENT ACQUISITION AND ORGANIZATIONAL
DEVELOPMENT MANAGER, C.R. ENGLAND

“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

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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.

274

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Five9 is a great resource. The product is easy to use and allows us to effectively manage our call center operations. From the reporting to real-time data, Five9 helps meet our customer needs. They are also quick to reply and assist with any administration functions we need assistance with.”

JERAD SULLIVAN
OPERATIONS MANAGER, HOGLUND LAW

“With Five9, we got exactly what we wanted in terms of the phone system features, the flexibility, and how easy it was to manage the ebb and flow of calls with our partners. It was flawless.”

LAURA ZINK MARX
EXECUTIVE DIRECTOR, NJ 2-1-1

“Website leads are processed through Salesforce and then pushed out to Five9. Within seconds—literally—our sales team is calling them back.”

LEE HASSON
DIRECTOR OF BUSINESS INTELLIGENCE, OPEN ENGLISH

“Five9 helps us achieve on of our main contact center goals: answering all calls with a live agent within ten seconds.”

KATIE FOSHER
CALL CENTER SUPERVISOR, OLYMPUS





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.

1355 TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“We made the strategic decision to partner with Genesys over other vendors. This choice was driven by the industry-leading reputation, comprehensive feature set and proven track record of Genesys. In a competitive market, Genesys stood out for its ability to meet our specific requirements and deliver a unified solution.”

KUMAR KV
VICE PRESIDENT FOR INFORMATION TECHNOLOGY,
NARAYANA HEALTH

“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

“Implementing Genesys means we can capture the people who would have abandoned a call, so that we don't lose that opportunity to sell. Now, around 60 percent of customers that are offered a callback take up that offer.”

JONATHAN NG
TECHNOLOGY MANAGER, SALES SOLUTIONS, CRM AND
CONTACT CENTERS, NEWS LIMITED, NEWS LIMITED

“Genesys Cloud cloud-based services has had a real impact on our bottom line, not only decreasing call center labor costs, but also increasing revenue by enhancing the customers experience.”

MICHELE HUGHES
DIRECTOR, CALL CENTER OPERATIONS, SECURUS



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ticketmaster



ABOUT NICE SYSTEMS

NiCE

NICE Systems is the worldwide leading provider of software solutions that enable organizations to take the next best action in order to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE's solutions empower organizations to capture, analyze, and apply, in real time, insights from both structured and unstructured Big Data. This data comes from multiple sources, including phone calls, mobile apps, emails, chat, social media, video, and transactions. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100...

1149

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“The integrated surveillance system helps us keep our rails safe for passengers. If our system isn't perceived as safe then passengers won't utilize our system and we lose money. With the CCTV system and the NICE recording solution we are able to catch perpetrators who are involved in car jackings, armed robberies, thefts, assaults and more. The video resolution is so high that we can make out VIN numbers on vehicles and support prosecution of criminals with high quality facial capture.”

MICHAEL SINCLAIR
SECURITY SYSTEMS ADMINISTRATOR, DENVER
REGIONAL TRANSPORTATION DISTRICT

“Our business has grown dramatically when we switched to NICE inContact, and there is a direct correlation. They provide us with the reliable platform, a cutting edge feature that is continually updated, and a support team I can count on. We know from experience that you can't expect that from every technology provider.”

JILL BLANKENSHIP
PRESIDENT, FRONTLINE CALL CENTER

“Upgrading our NICE IEX Workforce Management system to Release 4 provides our call centers with an improved method to forecast call arrivals, AHT, service levels and agent scheduling. And as a bonus, our enhanced reporting capabilities present us greater opportunities to manage our performance.”

MATT SEIFERT
MANAGING DIRECTOR, MARSH

“The NICE-inspired and Analytics-driven coaching process we've adopted has had a tremendous effect on employee engagement.”

KARI FRANKLIN
GLOBAL RESERVATIONS QUALITY ANALYST, AMERICAN
AIRLINES

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ABOUT 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.

1234 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

“With RingCentral we can forward calls to any device and use the mobile app, even internationally using Wi-Fi, or on airplanes. Most of our agents don't work in the office, and they need access to voicemail, our office directory, and they really appreciate the fax to phone feature of RingCentral.”

GENE MAGGIO
DIRECTOR OF IT, TELES PROPERTIES

“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

“RingCentral is an all-in-one platform for collaboration and communication. Having one vendor versus several to manage gives us time back to innovate in IT.”

NATE HAWLEY
ARCHITECT, IT SYSTEMS ENGINEERING, BRINKER INTERNATIONAL

TRUSTED BY

Medallia

SAN ANTONIO
ZOO

TUFF SHED

VolunteerHub
A BetterGood Product

ilovetravel



ABOUT 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,...

373

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

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

“We were looking for a solution with the flexibility to scale with seasonal demand, offered seamless integration to Google, included advanced reporting and was very easy to use, Talkdesk matched our needs and are working with us to enable even more of our unique requirements. They really listen.”

BRENT HILTSCHER
MANAGER OF UNIFIED COMMUNICATIONS, THE SCOTTS
COMPANY

“The ability to grade a much larger volume of phone calls really helps us, AI looks for specific quality criteria and flags calls for our review when needed. This has dramatically expanded our quality management capabilities.”

CHRISTIAN THURGOOD
FOUNDER, ZION CALL MANAGEMENT

“Talkdesk offered a solution that met our immediate needs, future-proofed our contact center and enabled us to make changes simply and without occupying internal IT resources.”

ROSIE PITCHFORD-BYRD
SERVICE CENTER DIRECTOR, YMCA OF THE USA

TRUSTED BY





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,...

1122

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Balihoo’s ability to seamlessly provide local Twilio-powered call-tracking numbers to national brands means the success of local marketing campaigns is both measurable and repeatable.”

SHANE VAUGHAN
CMO, BALIHOO

“We wanted a reliable platform that could support our evolving needs and rapidly growing call center, and twilio’s flexible api fit perfectly with our model.”

JAMISON MOORE
DIRECTOR U.S. SALES AND SUPPORT, WIX

“With the Twilio implementation, we’ve seen a big decrease of incoming calls and have received extremely positive feedback from our customers.”

MAT LAVOIE
CHIEF TECHNOLOGY OFFICER, INSTAMEK

“The main thing we liked about Twilio was the flexibility to make programmable calls.”

TURAN RUSTAMLI
CHIEF TECHNOLOGY OFFICER, LANDMAX.PRO

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ABOUT VERINT SYSTEMS

VERINT®

Verint® (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions. Actionable Intelligence is a necessity in a dynamic world of massive information growth because it empowers organizations with crucial insights and enables decision-makers to anticipate, respond and take action. Verint Actionable Intelligence solutions help organizations address three important challenges: customer engagement optimization; security intelligence; and fraud, risk, and compliance. More than 10,000 organizations in over 180 countries, including over 80 percent of the Fortune 100, use Verint solutions to improve enterprise performance and make the world...

758

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“The deployment of Verint Workforce Management in our back office allows Aegon to plan capacity consistently across each department for the first time. Data integrated into the Verint solution highlights gaps and allows teams to focus on improving our skill coverage and flexibility to ultimately improve the customer experience and turnaround times.”

LIAM MORRIS-ELLIS
RESOURCE PLANNING MANAGER, AEGON

“The independent facilitation by Verint Witness Actionable Solutions meant that our call centre agents felt they had been engaged in the process and that the new system was a collaborative effort to improve the performance of our operations, rather than just a management initia.”

CHRISTELLE ZUCCOTTI
DIRECTOR OF OPERATIONS, ACCOR HOTELS

“Perhaps most valuable to us is Verint’s incredible 24x7 support of its solution. When I call the support number, I know my call will be answered in seconds and I’ll quickly have an answer to my question.”

PHIL MONTVILLE
SENIOR CORPORATE COMMERCIAL OPERATIONS
SPECIALIST, THERMO FISHER SCIENTIFIC

“By addressing key issues such as hold times and repeat calling, Verint Speech Analytics enables us to streamline the customer journey and unlock operational benefits for the business.”

ALISON HANSON
DIRECTOR OF CONTACT CENTRE STRATEGY,
HOMESERVE

TRUSTED BY

Guardian

**L'ORÉAL
PARIS**

Bullhorn



Aer Lingus



2025
CALL CENTER
MANAGEMENT
SOFTWARE

TOP PERFORMER



ABOUT ANYWHERENOW



AnywhereNow is the trusted partner in delivering exceptional customer experiences driven by Enterprise Dialogue Management. They enable enhanced customer engagement, efficient workforce collaboration, AI driven insights, and full omnichannel service experience, leveraging the power of Teams and the entire Microsoft ecosystem, as well as a multitude of CRM integrations. AnywhereNow's products are award-winning, recognized by industry analysts, and trusted by over 2,000 blue-chip customers and partners such as Rabobank, Mazda, NHS, Emirates, KPMG, Deloitte, Credit Suisse, Aldi and...

47

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“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...”

MARTIN DE BOER
MARKETING DIRECTOR, CORENDON

“We're much easier able to track calls. People can access wallboards, whether in the app or the web-based version, whether they're in the office, at home or even traveling around. The team leaders and managers have found big improvements in workforce management. They now have real-time insights at their fingertips, allowing them to anticipate and optimize resources and support staff more effectively.”

STUART RUGG
SUPPORT AND OPERATIONS MANAGER, GLOBALSIGN

“We want to work anywhere, anyplace, anytime, any device. We are slowly building this out, with Teams Calling being a nice building block. We really want to start looking at how we're going to shape hybrid collaboration; together with AskRoger!. That obviously requires more than just providing telephony. It's super fun to spar with each other and make plans for the future.”

PETER ELIAZAR
ICT DIRECTOR, HAAG WONEN

“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

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ABOUT BRIGHT PATTERN

BRIGHT PAT·TERN

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...

100

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“We’re at 95% customer satisfaction. To do that without a brick-and-mortar call center, a lot of people think it’s impossible. But we’ve done it. Working with Bright Pattern, we’re able to help our members in a way that’s based on the issue they are having.”

SEAN RIVERS
DIRECTOR OF OPERATIONS TECHNOLOGY, REPUBLIC WIRELESS

“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

“Bright Pattern makes us more agile, more nimble. It’s made a night and day difference in what we can now offer our clients.”

TRIPP KERR
VICE PRESIDENT OF OPERATIONS, 80024SUPPORT

“When a cloud contact center provider offers so many different channels on one platform, experimentation is easy.”

RACHEL HABER
DIRECTOR, CLIENT SERVICES, AFLIGO

TRUSTED BY









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 ® solution. Europe's largest Customer Engagement and Experience solution, , 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...

47

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“When we came to look for a replacement solution to our service desk contact center in Wynyrd, our requirements were complex, reflecting the multiple simultaneous targets we need to meet. We were immediately impressed by storm's reporting functions and intuitive service builder, which enabled us to hit these targets while connecting and improving our range of services to an...”

HEAD OF CUSTOMER SERVICES & SERVICE MANAGEMENT
NEC

“EDF Energy has maintained a strong working relationship with Content Guru since 2008, when the company initially leveraged the storm platform's automated contact center and mass alerting capabilities. We needed to deliver our automated renewal service on a tight timescale, and other providers were unable to satisfy this—or to provide a cost-effective solution. Content Guru exceeded our expectations by delivering the project end-to-end...”

TELEPHONY OPTIMIZATION MANAGER
EDF ENERGY

“Scalability and resilience are crucial in extreme weather events and it's critical that life threatening calls are dealt with. On average, we receive 1200 calls daily, but disruption will cause significant spikes. A recent incident caused 50,000 customers to lose power. We received 400 calls in the first 10 minutes. We were able to react quickly, and record a message about the situation so the IVR could communicate that message when the effected...”

ALEX WILLIAMS
HEAD OF CUSTOMER CONTACT, UK POWER NETWORKS

“Whenever there were hurdles or challenges, the Content Guru team took a step back to properly analyze the problem before taking action. In the healthcare sector, we focus on tackling a medical problem by treating it quickly. My experience is that software suppliers that emerged from the healthcare sector often respond in this way. Content Guru's approach is to assess the problem and produce an analysis with different scenarios and...”

DIRECTOR
ALERTA



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ABOUT DIXA



Dixa enables companies to deliver customer service as it is meant to be. We help customer service leaders to create effortless experiences for customers and teams that unlock loyalty. Dixa's Conversational Customer Service Platform combines powerful AI with a human touch to deliver a highly-personalized service experience that scales as your business grows. Teams and their customers benefit from greater satisfaction while automation helps increase service efficiency and effectiveness, which ultimately delivers real business value. Our dedicated customer success team ensures you are up and running quickly and partners with you on your journey to achieving...

83

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“To enhance our CX, we knew that the business needed a unified platform to reduce silos across channels and teams. Dixa's one-screen wonder has been a game changer that keeps our workflows seamless. The platform empowers the team to deliver personalized experiences with everyone working as #OneRapha, and our strong partnership ensures that our evolving needs are understood.”

RHYS HOWELLS
HEAD OF CUSTOMER SERVICE, RAPHA

“Dixa has provided Scale Media with a platform that allows our agents to have all the tools at their fingertips, enabling them to take better care of our customers. They are more timely in their responses, more knowledgeable with their replies, and more professional as a result of the confidence they now exude when assisting our customers with their inquiries.”

MICHAEL FURMAN
CX DIRECTOR, SCALE MEDIA

“Our chatbot, Höffner-Assistent, enables customers to find answers themselves 24/7 and helps keep wait times down for those that need to speak to an agent. That means fast, efficient service for all our customers regardless of the channel they prefer.”

MARTIN WAGNER
HEAD OF ORDER MANAGEMENT, HÖFFNER

“With Dixa, we have connected every channel and eliminated the chaos caused by having separate systems and screens. We can now build better relationships with our customers by having continuous and personal conversations.”

SOFIE FRANZÉN
HEAD OF CUSTOMER CARE, ROYAL DESIGN

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ABOUT LIVEOPS

liveops

Liveops is a premier provider of flexible, scalable customer service solutions, revolutionizing the way businesses deliver exceptional customer experiences. With a nationwide network of experienced independent contractors, Liveops connects brands with skilled professionals who provide empathetic, personalized service across a range of industries, including healthcare, retail, insurance, and financial services. Liveops specializes in tailored customer support, from inbound and outbound sales to customer care and crisis response. Our flexible model allows companies to adapt seamlessly to...

80

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 Chat & Email has helped us eliminate lost orders and allowed us to cut costs. We have reduced our number of contact center seats from 30 to just 19.”

JESSICA SEAMARK
BRAND'S NATIONAL CUSTOMER SERVICES MANAGER,
FONTERRA

“We never would have considered having so many of our calls handled by one vendor before Liveops came along and turned the industry on its head.”

JONATHAN L. CONDGON
PRESIDENT, BEACHBODY

“From my perspective, having [the] Liveops Platform to queue, manage and report on email and text communications has been a great time saver.”

GAY REED-BARRANCE
CONTACT CENTER MANAGER, AMWAY

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ABOUT MITEL



Mitel is 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...

592

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“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...”

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

“The Mitel solution has enabled us to further improve our ability to handle our clients’ calls in a timely, efficient and professional manner, ensuring that any possible impact on their business is also minimised.”

TRISTAN WARNER
CHIEF TECHNOLOGY OFFICER, ENERDS

“Calls at Aerial are handled in 42 seconds, with the IVR handling 42% of all calls and only 4 agents now required in the call center at any one-time, creating annual budget savings of \$1.2 million.”

MARK BRAMSTON
AERIAL MANAGING DIRECTOR, AERIAL CAPITAL GROUP

“We wanted our agents to be super agents and we needed a call centre to match. We spoke to a number of suppliers and it was Mitel who understood exactly what we wanted to do.”

MARTIN FOX
STRATEGY DEVELOPMENT OFFICER, ENFIELD COUNCIL

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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.

134

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“The customer experience is brilliant – customers can always reach their FXecosystem contact, call quality is excellent and their contact has all the information about the account instantly to hand. To the customers it shows we are a highly-customer centric, service quality driven organisation. This is undoubtedly enhancing our reputation in the competitive market that we operate in.”

JAMES BANISTER
CEO, FXECOSYSTEM

“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

“As we further expand internationally, the scalability, routing, language support and call cost management of the Natterbox cloud service will ensure that we will maintain our incredible customer experience and run our business effectively.”

ALEX WEBBER
ENTREPRENEUR IN RESIDENCE, NUMBER 26

“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



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ABOUT NET2PHONE

net2phone

net2phone is a leading provider of innovative and affordable cloud based communications services for businesses worldwide. net2phone has built a robust and flexible communication platform to advance business communications into today's modern environment. With the new hybrid work environment and ever increasing number of ways to communicate and collaborate, they've integrated a full suite of tools to complement traditional voice. net2phone's services are available in the core markets of United States, Canada, Mexico, Spain, and several countries in Central and South America, with additional reach and capabilities...

41

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“The ease of uContact achieved quick adaptation for agents with no need of in-person training and made it simple to expand the team remotely internationally. We found in uContact a unique solution for the complete management of our operations.”

ROMAN VASSILENKO
INSEGMENT

“With net2phone, we can make and take calls as well as send text messages using our business phone number and extension! That means we can communicate with our customers from anywhere on the lot without having to use our personal cell phone numbers.”

BRECHBILL TRAILERS

“The software itself is very user-friendly, super important when it comes to introducing new agents to the platform. Very easy to navigate around, intuitive software with a great customer support team ready to assist you in no time.”

JUAN MARTÍN VAZ
EL PAÍS

“We bet on uContact to replace the Genesys solution because the dynamism of our business required more flexibility to adapt to changes. This change has exceeded our expectations, both at the level of solution and support.”

ANDRES PEDERNEIRA
SYSTEMS MANAGER, MEGATONE

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ABOUT PLIVO



Plivo is a fast-growing cloud telephony startup backed by the same investors as Skype, Facebook, Google, Dropbox, Lyft and Airbnb. They have raised \$2M thus far, became profitable over an year ago, and are scaling exponentially. They are looking for people who are excited to grow and have a direct impact on disrupting the multi-billion dollar telecommunications space.

50

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“The colleges were using local SMS services with INNA to notify students if classes were canceled. It had been set up maybe 20 years ago and not updated since. Now and then the services went down, and sometimes outgoing messages got backed up. When a local utility company would send out messages to several hundred thousand customers it sometimes filled up the SMS queue for many hours.”

ÓLAFUR TRYGGVASON
SENIOR SYSTEMS ENGINEER, ADVANIA

“We chose Plivo as carrier because we can terminate minutes where we want them at a good price and with very good quality and very low latency—and that’s just one part of it.”

SCOTT ROSEN
PRESIDENT AND CEO, MDABROAD

“CallRail’s application and analytical tools are unrivaled in their scope and Plivo enables us to make them affordable and reliable to any business that wants them.”

MARK SULLIVAN
DIRECTOR OF PARTNERSHIPS, CALLRAIL

“Plivo was able to offer us a solution that let us send out all of our text messages under one phone number for a lower price point.”

RUSHI PATEL
CO-FOUNDER AND COO, HOMEBASE

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ABOUT VOCALCOM



Vocalcom is a leading provider of cloud-based omnichannel customer engagement solutions with an international presence in 47 countries and 28 years of industry expertise. With our renowned Hermes360 inbound & outbound dialer, we support the world's leading brands and outsourcers in proactively managing their customer service. Vocalcom offers an innovative solution, driven by CRM and AI, enabling the development of more respectful and effective personalized customer interactions.

41

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“We selected Vocalcom as we wanted the very best cloud technology in order to offer an outstanding service each and every time. Since deployment, we’ve achieved that, and much more. Vocalcom is our strong partner in the Benelux. With them it is for us possible to create our own private cloud solution based on Vocalcom. Our latest succes story together with Vocalom is winning a national award for best use of Cloud Technology in...”

BOUDEWIJN CHAMULEAU
DIRECTOR, CONTACT CENTER LIVE

“The deployment of the Vocalcom Hermes cloud solution allowed us, in spite of a significant overload in call activity linked to the health crisis, to improve our service quality by 10% and our customer satisfaction by 10 points on answer quality and customer care.”

JULIE HÉBRAS
DIRECTOR OF CUSTOMER KNOWLEDGE AND
CUSTOMER RELATIONS, CNED

“The Vocalcom’s predictive dialer allows us to keep our promise of productivity to our customers since the algorithms, which are adjustable for each customer, are proven and reliable. With the integrated scripting tool, we are able to create campaigns that facilitate an agent’s selling process for complex sales.”

ANNE-SOPHIE BERTHELOT
CLIENTELA

“The native integration of Vocalcom call center system with Salesforce was key to getting a 360-view of the customer across the organization and aligning all of our teams. Our agents can now be more agile and deliver a personalised customer experience.”

BECHIR OMRAN
INNOVATION AND GROWTH STRATEGIST, UMHAME

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ATENTO

arvato





ABOUT VONAGE



We're making communications more flexible, intelligent, and personal, to help enterprises the world over stay ahead. We provide unified communications, contact centers and programmable communications APIs, built on the world's most flexible cloud communications platform.

404 TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Vonage solutions empower our business with innovative communication tools that enhance connectivity and efficiency across multiple regions. By leveraging our virtual numbers, our customers can effortlessly manage calls from any location without the need for a SIM card, ensuring uninterrupted communication through our robust Voice API. This flexibility allows our customers to engage with their customers and partners seamlessly, regardless of where you or they are situated.”

JÉRÉMY GOILLOT
CEO AND CO-FOUNDER, THE MOBILE FIRST COMPANY

“Vonage should be commended for helping us ensure every voice is heard and every person is understood, regardless of language need. With the help of Vonage, we've created a video solution that provides live, professional interpreters in more than 240 languages. This has a massive positive impact on the lives of the thousands who use this service daily.”

SIMON YOXON-GRANT
PRESIDENT AND CEO, LANGUAGELINE

“With Vonage's Video API, we've ensured 24/7 patient care, prevented 100,000 falls annually, and saved hospitals over \$3.5 billion. The seamless integration allowed us to transition without downtime, ensuring patient safety was never at risk. Its proactive capabilities empower real-time responses that make a tangible difference in care.”

NICHOLAS LUTHY
CHIEF PRODUCT OFFICER, COLLETTE HEALTH

“With Vonage, we have access to the communications capabilities we need, the data we need and the support of a great team - all of which allow us to continuously innovate and improve. We are in a good position to grow and expand to meet our customers' needs in the future, supported by the Vonage Communications Platform.”

GIL SHOVAL
CHIEF EXECUTIVE OFFICER, COPERATO

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ZALORA





2025
CALL CENTER
MANAGEMENT
SOFTWARE

RISING STAR





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.

109

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“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

“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

“We are extremely pleased with the results we achieved with CloudTalk. We are impressed with international calling capabilities, affordable pricing, and the ease of integration with Pipedrive.”

VLASTIMIL VODIČKA
CEO, LEADSPICKER

“Once we switched to CloudTalk, our missed calls dropped by 23%. “That’s not just a number; that’s customers we’re able to connect with before it’s too late.”

AYIF AMRULLAH
VENDOR OPERATIONS MANAGER, ASPIRE

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ABOUT DIALEDIN



DialedIn is a leading provider of contact center solutions. DialedIn's software products and highly trained team help businesses of all sizes to streamline their operations and improve their overall customer experience. DialedIn's cloud-based platform is designed to be flexible and scalable, allowing our clients to easily customize their call center solutions to meet their unique needs. Whether you need inbound or outbound calling, multichannel support, or advanced analytics and reporting, we have the tools to help you...

89

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

"This dialer is one of the most easy going software and most efficient dialer in the industry. They meet every technology features and plus they are able to customize your dialer based on your needs. I highly recommend [DialedIn] Powerstation."

ARSIM S
SENIOR TECH MANAGER, FIRST CLASS VACATION

"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 would highly recommend Chase data services to anyone. I used them many years ago, and then return down the road because I could not find service as good anywhere else. They are an amazing company with a superb product."

DANIAEL ARONOFF
MANAGER, SPROUT

"I have been very happy with both the product and the support I have received from Chase Data. They have been very responsive & helpful with tech support."

DAVID WEINER
TELEMARKETING MANAGER, MASSMUTUAL FINANCIAL

TRUSTED BY

MassMutual

FIRST CLASS
VACATIONS



Allen Marketing Group
Professional. Passionate. Collaborative.

B.E.S.M. Inc



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.

46

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“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

“IPscape's post-call survey feature is integral to providing insight into our membership experience. NESS Super has achieved an average CSAT score of 4.87, which has truly exceeded our expectations.”

SENIOR MEMBER SERVICE MANAGER
NESS SUPER

“GiveSCAPE is perfect for Fundraising – IPscape dialler helped us improve our contact rates by 25%.”

DATABASE MANAGER
GIG LIVE

“IPscape just works. It is reliable, has the functionality I need and provides unbeatable support.”

EXECUTIVE DIRECTOR PEOPLE & CUSTOMER
PEAK SERVICES

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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.

79

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“When we first partnered with MaxContact, we were small, we’ve now grown to a sales team of 20+ and expanded other departments too. If we had stayed with our previous supplier, we’d never have grown this fast because everyone was dialling manually. We wouldn’t have had any reports, we wouldn’t know where people were, we couldn’t monitor breaks – nothing. With MaxContact, we can see the whole company’s performance more clearly.”

JAMES WALSH
HEAD OF TECHNOLOGY AND COMMUNICATIONS,
KANDOO CAR CREDIT

“We knew that staying with this platform would significantly constrain our ability to meet the evolving demands of our clients and customers in the next few years.”

CRAIG SCOTT
GROUP OPERATIONS DIRECTOR FOR BUSINESS
PROCESS OUTSOURCING, MARSTON HOLDINGS

“The speed of MaxContact is phenomenal! Especially when loading our complex and multiple scripts to our agents and reporting on key statistics across the business.”

CHIRPLE

“MaxContact is extremely easy to use, it’s user friendly. I like that everything is on one screen so it’s easy to view all of the information required to deal with a call.”

AJMOL CHOUDHURY
CUSTOMER SERVICE AGENT, MARSTON HOLDINGS

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FreeGreen
ENERGY

