featured customers

Call Center Management Software Category

FALL 2026
Customer Success Report





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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.

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

featured customers

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.

2026 Customer Success Awards

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



8x8 · aircall · ALVARIA Reach Out Right · dialpad

Five9 · GENESYS · NICE · RingCentral

talkdesk · twilio · VERINT



Anywhere now · BRIGHT PATTERN · CONTENT GURU Engagement Made Easy® · dixa

liveops · Mitel · natterbox · net2phone

plivo · vocalcom · VONAGE Part of Ericsson



CLOUDTALK · DialedIn CCaaS by ChaseData · IPSCAPE · MAXCONTACT

* Companies listed in alphabetical order



2026

CALL CENTER MANAGEMENT SOFTWARE

MARKET LEADER

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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

"Moving to 8x8 gave us the optimal hybrid working approach, supported by the ideal mix of physical and softphones, with a solid unified communications roadmap to grow. We also felt confident they were the best choice in terms of reliability, integration possibilities, and migration support. That trust soon paid back when we completed the upgrade from Fuze without any trouble."

ROMAN LARRAN
ICT INFRASTRUCTURE MANAGER, INTERNATIONAL SCHOOL OF GENEVA

"The 8x8 team was absolutely incredible and very responsive. If I had a question, I usually received an answer within 15 minutes. They were always honest and transparent about what could be achieved. Our 8x8 solution worked from day one, and we haven't experienced a single outage since."

MASSINISSA BENAMAR
HELPDESK MANAGER, GROUPE CHANTELLE

"We chose 8x8 because it was a more polished cloud communications product than the other solutions we looked at, with better features and user experience."

MYLES TONNIES
CHIEF INFORMATION OFFICER, CAYUGA MUTUAL INSURANCE

"8x8 was easy to implement. All people had to do was download the app. The rollout took us maybe two or three days, and we had no issues."

NATE BOWEN
GENERAL MANAGER, THE ALTOONA CURVE

TRUSTED BY

Kingspan · Barking & Dagenham · KC · Homeless Project Scotland · San Diego Zoo Wildlife Alliance



ABOUT AIRCALL

aircall

Aircall is the AI-powered customer communication platform for fast-scaling sales and support teams. The company's AI suite-including AI Assist, AI Assist Pro, and AI Voice Agent-helps SMBs operate smarter, drive efficiency, and improve performance through better conversations. More than 20,000 companies worldwide rely on Aircall to power over 2 billion customer interactions every year.

255 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

"Since we switched to Aircall, our average CSAT has gone up 4%, which is fantastic. Phone calls are a big contributor to that because so many people want to be able to have those meaningful interactions and connect with a real person when they have a query."

CHAD WARREN
SENIOR MANAGER OF CUSTOMER SERVICE, VUORI

"Aircall has revolutionized our inbound call management. The welcome message and customized flows we created for administration and sales allow us to direct every request to the right person, avoiding wasted time."

YANAN
GENERAL MANAGER, ACCADEMIA ITALIANA FITNESS

"Aircall has driven great response times and simplified how we manage calls. We've been able to deliver a more personal and consistent experience, which is core to our values."

KRISTY LAKE
CHIEF OPERATING OFFICER, NOVATED LEASE AUSTRALIA

"Aircall is a very nicely-designed piece of software. The actual design of AI Voice Agent is very simple and very, very easy. You don't need to be technical at all—that's part of the beauty of it."

ANTHONY MESSINA
SALESFORCE PLATFORM MANAGER, THE GROUT GUY

TRUSTED BY

BLENDERS EYEWEAR · RelationshipHero · Perfect Strangers · Too Good To Go · ruby



ABOUT ALVARIA

ALVARIA®
Reach Out Right™

Alvaria is a global leader in enterprise-scale customer experience (CX) solutions, delivering innovative and compliant contact center technology that empowers businesses to achieve their goals. From outbound dialing and compliance software to inbound self-service solutions, Alvaria's portfolio is trusted by leading brands worldwide to enhance customer engagement, optimize operational performance, and maintain regulatory compliance. For over 50 years, Alvaria has provided global enterprises with secure, autonomous solutions that enhance satisfaction and success for both employees and customers. This mission fosters a more connected and...

312 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

"There are multiple advantages to Alvaria. Besides performance improvements, motivation, and retention, one of the huge advantages that the game provides is complete transparency for agents into what other agents are doing. It completely removes and dispels favoritism between managers and certain agents, because they can see actions moment to moment; what is occurring and the results."

BPO COLLECTIONS

"Alvaria allows Whakarongorau Aotearoa to forecast and resource normal demand as well as react to community events relating to physical and mental health allowing Whakarongorau Aotearoa to respond to incidents as they occur."

CALL DESIGN
WHAKARONGORAU AOTEAROA

"Alvaria Motivate has been fantastic in increasing our ability to recognize and reach employees that should be rewarded for meeting goals and increasing performance."

ALAN LAI
WORKFORCE ANALYTICS MANAGER, ARA DIAGNOSTIC IMAGING

"[Alvaria] allows our company to expand automated capabilities to offer to our customers."

LARGE ENTERPRISE PROFESSIONAL SERVICES COMPANY
LARGE ENTERPRISE PROFESSIONAL SERVICE COMPANY

TRUSTED BY

Homecare Medical partners in connected care
AlliedGlobal
mercado livre
resolutte
Sekure MERCHANT SOLUTIONS



ABOUT DIALPAD

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

"Dialpad stood out because they provide platform maintenance and quick support on things like reporting LAPU's telephony systems were problematic as their IT team had to do a lot of manual work to set up IVR and reports, and manage the systems. "With Dialpad, we only need one full-time team member to manage our communication platform, compared to an entire team before."

DANIEL TERRONES
DIRECTOR OF INFORMATION TECHNOLOGY, LA PACIFIC UNIVERSITY

"What sold me on Dialpad was being able to actually be more involved and being able to make changes in real-time, not having to put in a ticket and never hearing back about it. If we need to close the office for a meeting, add people, get a new phone number, or add a new license, all those things can be done really easily."

KATHY SMITH
PRACTICE MANAGER, METROPOLITAN PEDIATRICS

"Dialpad is super reliable and has features that we use every day. We can easily scale our customer service, and we feel like we'll never need to be in an office because of Dialpad."

GUILLERMO CORNEJO
FOUNDER & CEO, RIDERS SHARE

"Dialpad is part of the company culture at Camino Financial."

TANIA CARDENAS
SENIOR SALES AND OPERATIONS MANAGER, CAMINO FINANCIAL

TRUSTED BY

THE FRUITGUYS · SUNRUN · randstad · NEW CITY MOVING SERVING CHICAGO AND SUBURBS · PARK WAY SOLUTIONS



ABOUT FIVE9

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.

300 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

"Five9 Email has been a huge improvement over our previous platform, from the agent desktop to the customer experience. It's one less application for agents to log into, they can access emails directly from the Five9 platform, and we can add and customize features."

CONTACT CENTER LEADER
MAJOR LONGSTANDING E-COMMERCE AND CATALOG RETAILER

"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

"Five9 Interactive Voice Response enables patients to self-serve and reach the right answer or expert more quickly, while agents are free to focus on complex inquiries."

MARTIN FLICK
CHIEF EXECUTIVE OFFICER, DOCTOR CARE ANYWHERE

"Five9 has been the solution we needed to improve our omnichannel experience and introduce new technology to keep our members and providers happy."

NONPROFIT COMPANY

TRUSTED BY

doctor care anywhere. WYNDHAM HOTELS & RESORTS Yopa AdmiralLaw ALDO GROUP



ABOUT GENESYS

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.

1436 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

"Our goal was wholesale transformative change, which couldn't be achieved by just tweaking around the edges. It meant completely retooling and putting empathy at the core of our services — significantly improving experience, innovation possibilities, and value for money — and to do all that in record time."

ROBBIE WARWICK
HEAD OF VOICE AND VIDEO PLATFORMS, UK HOME OFFICE

"Improvements achieved with Genesys Cloud are helping our teams to change more lives. We're now able to have between 30% and 40% more interactions, which translates to supporting an additional 300 to 400 more survivors per week."

ELLEN PATTERSON
DEPUTY SERVICE MANAGER, REFUGE

"Genesys best met our needs on a single platform. It provides both the routing of interactions across different channels and the entire operation management, besides offering a module for monitoring and recording agents."

CARLOS EDUARDO SANTOS
GENERAL MANAGER OF SOFTWARE ENGINEERING, PAGBANK

"Our experience using Genesys Copilot over recent weeks and months has been really positive I expect Eir to see massive benefits from using it."

JOHN CONNORS
DIRECTOR OF BUSINESS TRANSFORMATION, EIR

TRUSTED BY



ABOUT NICE SYSTEMS

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...

1191 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

"BRS's journey with NICE CXone Mpower has transformed our contact center operations and truly empowered our team. The ability to manage everything from one platform while delivering consistent, high-quality service across channels is invaluable. This collaboration with NICE supports our commitment to operational excellence and positions us for continued growth in a rapidly evolving market."

THANAWAT THAIYOO
CUSTOMER SERVICES AND SUPPORTS DIRECTOR, BOON RAWD SUPPLY CHAIN CO

"With NiCE Cognigy AI, we've chosen a platform that delivers just that A tool that is flexible enough to cover a lot of different use cases but at the same time provides a common framework for global scaling and governance."

CHRISTIAN HOHMANN
HEAD OF NEW TECHNOLOGIES (AL) & IT-MANAGEMENT, HENKEL

"With NiCE Cognigy AI, we're able to provide our customers with real added value and deliver even better services and products."

PETER-PASCAL MEIK
MANAGER INNOVATION & PROJECTS, TOYOTA

"With NiCE Cognigy we were able to deploy a chatbot to assist users in Rio Grande du Sul in just six hours."

JEAN DE OLIVEIRA
AEGEA

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Henkel · fnbo · SALZBURG AG · Utah Community Credit Union · SWEATY BETTY



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.

1320 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

"With RingCX and AI Quality Management, I can now achieve the same high-quality coaching in just one hour per day that previously would have taken four. Instead of sifting through random calls, the automated call scoring identifies the lowest-performing calls and pinpoints the key moments in the call transcripts that led to their score, allowing me to provide targeted feedback, making coaching sessions far more impactful."

THOMAS DARLING
CUSTOMER SATISFACTION SUPERVISOR AND SUPPLY MANAGER, NOVATECH

"Deploying RingCentral has benefited us in many ways. From giving our faculty and staff more mobility in how they communicate, to empowering our call center teams to easily monitor call volume and patterns, to making our campus safer, we know we made the right choices with RingEX and RingCX."

JOHN SMITH
COMMUNICATION SYSTEMS ENGINEER, PRIVATE RELIGIOUS UNIVERSITY

"RingCentral made our call flows a lot easier and they were condensed down while achieving the same result and saving time if changes need to be made. We have saved hundreds of dollars per month moving to RingCentral."

PIERRE DELPECH
SYSTEM ADMINISTRATOR, ALTRONICS

"With AI Conversation Expert, we're better able to coach our contact center on quality and how to build trust, factors that drive repeat business and referrals. And when we have quality and trust, it translates to sales."

MICHELLE GEDDES
CONTACT CENTER MANAGER, BROOKSTONE WINDOWS & DOORS

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COMMUNITY first CREDIT UNION

Dejavoo

CÔTE BRASSERIE



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,...

382 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

"With Talkdesk, we have now been in a long relationship actually. So we can speak the truth. We can say what works well, what needs to be improved, but always with the same objective. Our culture is based on excellence and tailor-made services. With Talkdesk, we have found a partner who aligns with our values."

HUBERT CHOPLIN
GLOBAL DATA & CRM DIRECTOR, JOHN PAUL GROUP

"We beta tested Talkdesk Copilot for 30 days, but we didn't need the full testing period. We saw immediate results with a 30-second reduction in average handle time, largely from automated note taking during after-call work. When you multiply that time savings across our call volume, the ROI is remarkable."

MIKE MATOUSH
SENIOR VP OF LEARNER EXPERIENCE, CAREER CERTIFIED

"Talkdesk makes it easier for customers because we are providing a better service than before. Overall, we are very satisfied globally with the implementation."

CONCEIÇÃO MATOS
RETAIL TRANSFORMATION OFFICE LEADER, NOVOBANCO

"With Talkdesk, we can finally provide the flexibility to interact with customers on their terms, whether they want to talk to an agent or use self-service options."

KATHLEEN GENIER
AVP, NASSAU FINANCIAL GROUP

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World Vision — For Children. For Change. For Life.
medela
novobanco
GANT TRAVEL MANAGEMENT
ROCKY BRANDS



ABOUT TWILIO

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,...

1423 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

"While medical professionals are trying to improve the lives of their patients, they often have hundreds of patients under their care, making it difficult to reach out to all of those people and provide them quality care. As a result, many people feel disconnected from their doctors and care teams, CareSignal is able to bridge that gap and provide patients and healthcare providers better ways to connect, so individuals can better manage their health."

NATHAN BECK
ENGINEERING MANAGER, LIGHTBEAM

"Interhyp Group leveraged Twilio Flex's 'out-of-the-box' features to create an omnichannel support experience. Beyond this, we were able to easily add customizations within the tool for our own unique processes, These customizations included the ability to add multiple call participants, add white label options and create automatic wrap-up functions which are performed when a call has ended."

BARBARA SECHÉHAYE
HEAD OF CORPORATE EFFICIENCY, INTERHYP GROUP

"By focusing our marketing efforts exclusively on people who have demonstrated a purchase intent, while simultaneously filtering out inactive or disengaged customers, we have been able to optimize our advertising spend."

ALICE LUZZI
DIGITAL MARKETING SPECIALIST, ARDUINO

"Investing in Personalized Support is the bare minimum you can do if you care about your business, and your customers. It's totally worth it to have a partner that's really knowledgeable."

ROMIT NATH
DIRECTOR OF TECHNICAL PROGRAM MANAGEMENT, INTERNET BRANDS

TRUSTED BY

OLX GROUP · Nestlé PURINA · OROTON · RIVIAN



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...

915 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

"Our goal was to listen everywhere, collecting insights from as many channels as possible to understand more about our customers. That way, the bank would be uniquely positioned to identify actions to transform the customer experience."

AMMAR ASKARI
HEAD OF CUSTOMER EXPERIENCE, BANK DHOFAR

"Verint Work Allocation Bot within Verint Operations Manager checked all our boxes, and Verint Desktop and Process Analytics was a bonus. To know where people were spending their time was for us a crazy concept at the time."

VICE PRESIDENT, OPERATIONS MANAGER
TOP 10 U.S. RETAIL BANK

"Verint is helping OTTO listen and engage across its e-commerce platform. This allows the business to spot early warning signals, prevent lost sales, and increase customer conversions."

CHRISTINA TERENKOFF
SENIOR UX MANAGER, OTTO

"I'm so glad we chose Verint for VOC in the Americas. We are extending the success we have with Verint in Europe to our clients worldwide."

IVAN SERRANO
SURVEY HUB LEADER, NIELSEN IQ

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MICRO FOCUS · cognizant · Delta Community Credit Union · rue21 · PNC



2026

CALL CENTER MANAGEMENT SOFTWARE

TOP PERFORMER

featured customers



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

"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..."

ALAN HENDERSON
GROUP INFORMATION SYSTEMS MANAGER, METHVEN

"We manage The data in a secure and transparent way. Only consumers and lenders with the requisite authority have access to this information. Privacy is a high priority to us explained. BKR is extremely fastidious. The company therefore complies with the most stringent standards in the area of privacy and data security. We use only trusted data. Data you really can trust."

SABINE SAMMELIUS
TEAM MANAGER, BKR

"Our business expected more local and more personal onsite support rather than just offshoring it in order to boost end-user satisfaction, When we also decided to move to a new headquarter building, it provided the ideal greenfield opportunity to go to market again."

TON LIGTVOET
EXECUTIVE DIRECTOR IT SOURCING, ARCHITECTURE AND PORTFOLIO MANAGEMENT, ROBECO

"Resonate's expertise and the features unlocked by Anywhere365's Dialogue Studio tool enabled an enhanced scope to also bring in integration with their legacy CRM, and allows for future digital omnichannel features."

DEIDRE BAGGETT
PROJECT MANAGER IT SUPPORT, MAZDA

TRUSTED BY

SWAROVSKI for Professionals · KPMG · mazda · gch · UBT Union Bank & Trust



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...

102 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

"Because Bright Pattern is totally independent with no reliance on any of our current platforms, including Microsoft UC, the transition plan from our current contact center system was completely de-risked and allowed us to cut over without any disruption to services."

RUNGI PINGI
HEAD OF ICT, TELIKOM LTD

"Thanks to Bright Pattern, we can move forward in our mission to strengthen resilience in Black Boston communities through having the Community Communications Center be powered by Bright Pattern's technology."

MARTIN
EXECUTIVE DIRECTOR AND CO-FOUNDER, NEXT LEADERSHIP DEVELOPMENT CORPORATION

"Bright Pattern is a very secure, stable, and easy-to-use platform, requiring a lower level of support. I cannot fail to mention its excellent functionalities and uptime. It is true omnichannel with context on all service channels."

CARLOS QUINTINO
PLANNING & DEVELOPMENT DIRECTOR, UPCOM DTS

"Due to the simplicity of the platform, Bright Pattern offers low license costs and professional services at a fraction of the cost of other cloud-based vendors."

FROST & SULLIVAN

TRUSTED BY

Officeworks · VIVAX PHARMACEUTICALS · TELIKOM LIMITED · the Y FOR YOUTH DEVELOPMENT FOR HEALTHY LIVING FOR SOCIAL RESPONSIBILITY · CONDUIT GLOBAL



ABOUT CONTENT GURU

CONTENT GURU
Engagement Made Easy®

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...

48 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

"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

"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..."

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

"At EPBC, we are committed to ensuring that patients have access to high-quality care in the most appropriate environment for their needs, while ensuring a seamless transition between services within the organization. "storm® has allowed us to do all this and more. We've been able to improve the patient experience by tailoring to their needs and healthcare journey, while improving the experience of our healthcare advisors with..."

HEAD OF OPERATIONS
EAST BERKSHIRE PRIMARY CARE

"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

TRUSTED BY

Leonardo Hotels · sodexo · NEC · KwikFit · alerta



ABOUT DIXA

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...

91 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

"Dixa's automation and incredible AI agent assistant have greatly enhanced our efficiency and productivity. They enable our agents to dedicate more time to tackling complex challenges and nurturing meaningful relationships with our customers. This not only boosts our team's satisfaction but also leads to higher levels of customer loyalty. With Dixa, we're not just working faster; we're working smarter."

ERICA PICCOLOMINI
CHIEF CUSTOMER OFFICER, STAYFORLONG

"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

"Dixa's chatbot offers an innovative and "easy to use" solution which makes our customers and our support team happy. Working with their customer success team is very productive and feels like great teamwork."

REBECCA LANGE
SENIOR CUSTOMER SUCCESS MANAGER, ARMEDANGELS

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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...

89 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

"The Liveops teams are not only performing at program-to-date highs, but the insights and analytics being provided by the team are the best they have ever been and are setting the bar with our other partners. Liveops is an amazing partner to work with, and they are thinking about our business in ways I always hoped we would. It would be a fair statement to say that Liveops is finally challenging our ways of thinking—and in a good way."

AVATARA GARCIA
DIGITAL CONTENT WRITER, GLOBAL PHARMACEUTICAL CLIENT

"Liveops offers a level of staffing flexibility we haven't seen elsewhere. The ability to ramp support up or down—even in 30-minute intervals—is a game changer for managing dynamic volume."

CHIEF OPERATING OFFICER
LEADING HEALTHCARE ORGANIZATION

"LiveOps has remained flexible to meet our needs, whether supporting a group of 15 trainees or over 300. They have proven to be a responsive, flexible, and quality business partner."

MANAGER
LEADING INSURANCE COMPANY

"Liveops has all the tools you'd expect from a modern provider—WFM, SLAs, reporting. They're fully equipped to act as a virtual center with all the operational tech built in."

CX PROGRAM LEADER
LARGE RETAIL COMPANY

TRUSTED BY

BEACHBODY · salesforce · ProFlowers · Murad · Fonterra Dairy for life



ABOUT MITEL

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...

610 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

"With Mitel solutions, our company is today more efficient and productive and the products are well designed and easy to use. Also, Cosval Group and Mitel share the same values: professionalism, high quality standards and seriousness."

STEFANO BAERLOCHER
DIRECTOR OF INTERNATIONAL SALES & COMPANY MANAGEMENT, COSVAL GROUP

"Implementing Mitel's auto attendant, contact center, voicemail, and call recording systems has transformed our operations. We can now handle patient calls efficiently and ensure no missed messages."

JOE-ANNE MCCORMICK
TELECOM SPECIALIST, SCOI

"When I contacted Mitel, I felt their customer service was unique compared to other vendors. It made me feel comfortable that I would get the customized experience I was looking for."

BANE KODEIH
DIRECTOR OF IT, SOFITEL ABU DHABI CORNICHE

"Mitel provided the expertise we needed and made the whole process very easy. From an implementation standpoint, I'd rate Mitel a 10 out of 10."

SAÏD EASTMAN
CHIEF EXECUTIVE OFFICER, JOBSINTHEUS.COM

TRUSTED BY

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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.

146 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

"Natterbox's AI Call Coaching has been instrumental in providing clear insights into our agents' performance. It not only validated our gut instincts on individual rep strengths and areas for improvement, but it also helped track empathy levels during high-pressure periods, like renewals. The product has allowed us to understand team trends over time, which has been crucial in making informed coaching decisions."

CHRIS RUE
DIRECTOR OF FAN GROWTH & INSIGHTS, SEATTLE SOUNDERS FC

"This has been a home run! Remote Assist fixed problems and made things a lot easier for us. Customers find it convenient to get their problem solved right away without having to wait for emails. Even our less tech-savvy customers have been pleasantly surprised at how simple it is to use."

JOHN CLARK
SYSTEMS ADMINISTRATOR, DIAMONDBACK COVERS

"We recently adopted Natterbox for our operations across Australia, India and for our new contact centre in Manila, Philippines. Service performance has been excellent and their support team have been great to work with."

MATT SUTTON
FOUNDER & DIRECTOR, RESONANT

"Natterbox's very friendly, engaging team listened to what we wanted and we're really pleased. Natterbox PCI Payments has helped to deliver a secure, easy to use way for us to take customer payments over the phone."

CRAIG GOLDSBROUGH
EUROPEAN IT MANAGER, CHRISTIES DIRECT

TRUSTED BY

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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...

67 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

"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 PEDERNERA
SYSTEMS MANAGER, MEGATONE

"net2phone ofered a comprehensive and feature-rich communications platform, from within a single price point - a state of afairs that the group had been unable to enjoy with previous providers."

ERIC RICHARDSON
VP OF IT, IF&P FOODS

TRUSTED BY

Olive Health · New England Pediatrics · Chum (Food • Shelter • Dignity • Hope) · ResidentialONE · Seattle's Union Gospel Mission



ABOUT PLIVO

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

"I appreciate the timely and thorough responses I've received from support, SMS is an unpredictable space and channel. I've had a wonderful customer service experience with both our CSM and the customer support team. Sometimes we don't have an immediate answer but I never feel like they're not on top of it or they're not prioritizing us. I truly feel like Plivo is working in Fluent's best interest, and that takes my worries away."

SHARITA PASSARIELLO
SENIOR CRM MANAGER, FLUENT

"We use Plivo for our automated testing suite for Firefox OS. Plivo APIs are very easy to develop on and have proven to be very reliable. Plivo met all of our requirements: ability to control the call, monitor that call live, and retrieve call details after the call is complete."

BOB SILVERBERG
ENGINEER, MOZILLA

"It felt like Plivo's Android SDK was specifically built for us, and it's worked out perfectly."

SAGAR MODI
CHIEF EXECUTIVE OFFICER, QTALK

"We created GoCheckin 2017 as an app to improve our marketing services."

MAYA TRAN
PRODUCT MANAGER, FASTBOY MARKETING

TRUSTED BY

HOUST LUXER ONE QTalk mdabroad homebase



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.

56 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

"I have never found a tool as complete and easy to use as the Vocalcom Hermes solution. Call flow management, IVR adjustment, new campaign setup it allows you to manage all operations without relying on an IT provider and without having any knowledge of scripting."

CYRIL ROUSTAN
RETAIL & LOGISTICS CUSTOMER SERVICE CENTER MANAGER, ENGIE SOLUTIONS

"The power of the Vocalcom Hermes solution helps strengthen our positioning as an extension of our customers and guarantees our customers an ultra-personalized customer experience on complex multi-channel journeys."

MARC DE BOISLAVILLE
FOUNDER AND CHIEF EXECUTIVE OFFICER, CLIENTELA

"With the Vocalcom solution, we are achieving the goals we were aiming for. We are able to reach a service quality of more than 95% for many customers, with an average handling time of less than 20 seconds."

NICOLAS BROUSSARD
PRESIDENT, SIMPLIFY

"The intelligence of the Vocalcom contact center solution, which we have been using since 2012, allows us to be savvy and resourceful on a daily basis and offer the best service to our customers."

JEAN-RENÉ CAU
FOUNDER AND CHIEF EXECUTIVE OFFICER, EVO+

TRUSTED BY

FIMAINFO Solution Digitale & Cloud · Simplify. · CNM prévoyance santé · GENERALI PMC Treize Montluçon · CAC CENTRALE AUTOMOBILE CHÉRIFIENNE



ABOUT VONAGE

VONAGE
Part of Ericsson

Vonage, a part of Ericsson, creates technology that empowers enterprises and equips developers to lead in the next era of digital transformation. Its AI-powered platforms and tools enable new value creation and innovative customer experiences across mobile networks and the cloud. The company's technology portfolio includes Network APIs, CPaaS, CCaaS, and UCaaS solutions. Trusted by enterprises across industries and embraced by developers around the world, Vonage is committed to reimagining every digital interaction. Vonage is a wholly-owned subsidiary of Ericsson (NASDAQ: ERIC) and operates within Ericsson Group Business Area Global...

401 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

"With the integration of Vonage APIs, video-assisted shopping increased conversion rates averaging 23%, with certain brands reaching 30% and higher. Shoppers enjoy a seamless, engaging experience, leading to a Net Promoter Score, or NPS, above 80. Thanks to interactive follow-ups via RCS and video calls, retailers have seen a 30% reduction in returns compared to eCommerce, significantly reducing the burden of post-sale logistics for..."

DAN GARNER
CHIEF PRODUCT OFFICER, CONFER WITH

"Customer experience is an important part of our organization. Before Vonage Premiere for Service Cloud Voice, we had little visibility into incoming call data, the disparate reporting tools would often create delays and all of that provided more obstacles to helping us improve our overall customer service. The seamless integration with Service Cloud Voice not only improved..."

KRISTINA DILLON
MANAGER OF SERVICE CLOUD ADMINISTRATION, CFA INSTITUTE

"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 are able to keep users within our ecosystem, allowing us to ensure that both local authority employees and members of the public can join meetings, communicate, and view secure and easily accessible information from any device."

STEVEN GARRATT
CIVICA

TRUSTED BY

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2026

CALL CENTER MANAGEMENT SOFTWARE

RISING STAR

featured customers



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.

129 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

"We use CloudTalk across sales, support, and operations to keep everything running smoothly. Our support team relies on automated call routing to quickly connect clients with the right agents, reducing wait times and improving the customer experience. Our sales team uses it for outbound calls and follow-ups, with CRM integrations helping us keep track of every customer interaction. Recently, we started using multi-channel..."

NATHANIEL NUQUI
IT SUPPORT SPECALIST, LKN STRATEGIES

"We chose CloudTalk because it excelled in all our evaluation criteria. The call quality was great. The analytics and reporting features were robust, allowing us to gain valuable insights into our call performance. Furthermore, CloudTalk's scalability meant it could grow with our business, and your customer support was very responsive. In comparison to alternatives, CloudTalk provided the most comprehensive and reliable solution, making..."

FREDDY LEE
SALES AND MARKETING DIRECTOR, M4U HOLDINGS

"We trialed CloudTalk and it just worked. At that point, we were so fatigued from switching tools, I didn't want to test anything else. The timing was right and the experience was smooth."

MADELINE MOLONEY
CUSTOMER EXPERIENCE MANAGER (GLOBAL), RATEMYAGENT

"CloudTalk hit the sweet spot—it had the features we needed, without overpricing. Most importantly, it integrated with Pipedrive, which is the heart of our business."

KACPER ZIAJ
SALES EXECUTIVE, DOORSAN

TRUSTED BY

PACTUM AUTENTI HIREDLY pipedrive



ABOUT DIALEDIN

DialedIn
CCaaS by ChaseData

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

"I love how everything is so self explanatory, all of the buttons are labeled clearly & have images that correspond with the function. It's very easy to use, the audio comes through clearly, and there are very rarely glitches. My favorite part is the Call Back function, it's so nice to not have to remember who i have to call back at what time."

CAMERON R.
IN-HOUSE MARKETING AGENT, LARGE ENTERPRISE COMPANY

"What I like most about DialedIn is the ease of the system, contacts are easy to reach and disposition to get back to the task at hand faster. The way it is set up everything is findable without much prior knowledge to the system. Everything I need is in one place to reach my clients."

NAPHTALI M.
MEDICARE SALES AGENT, MID-MARKET COMPANY

"It helps calculate the amount of calls for each rep to."

BUSINESS SUPPLIES AND EQUIPMENT COMPANY

"Call automation, managing leads and monitor agents."

INSURANCE COMPANY

TRUSTED BY

Allen Marketing Group
Professional. Honest. Courteous.

C. Michael Exteriors, Inc.

FIRST CLASS VACATIONS

Holiday Inn Club Vacations

KEY TRAVEL



ABOUT IPSCAPE

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 is not just a technology provider, but are a true partner for CompareClub. What truly sets them apart from the rest of the competition is their local account management and support."

CHIEF OPERATION OFFICER
COMPARECLUB

"Through ipSCAPE, our insurance company has been able to scale their contact centre up and down instantly (without having to purchase extra equipment) to match the growth and fluctuations of the business."

AUSTRALIAN INSURANCE COMPANY

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

DATABASE MANAGER
GIG LIVE

"The DebtSCAPE solution has ensured CCSG stay ahead of the curve with any technological changes."

CHIEF EXECUTIVE OFFICER
CCSG

TRUSTED BY

AlliedCredit high performance finance
ness super powering your financial future
STONEINK
compareclub
Odondo Good Governance



ABOUT MAXCONTACT

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.

83 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 compared two CCaaS providers. The side of the business that was using MaxContact was running a lot better, with more communication channels, plus the platform was more refined, polished and easier to use."

GARETH MORGAN
OPERATIONS AND COMMUNICATIONS MANAGER, H&T GROUP

"We've definitely seen a marked improvement in productivity, and we are starting to see financial benefits of having a fast reliable dialler. So yeah, we're really happy so far,"

ADAM BROWN
DATA MANAGER, RETURN FUNDRAISING

"We have Worked with MaxContact for years, they have always been there to help I can't recommend them enough."

PAUL TAYLOR
HEAD OF TELESALES, UTILITA

TRUSTED BY

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