2019 WINTER CUSTOMER SUCCESS REPORT

CALL CENTER SOLUTIONS CATEGORY

featured customers

CALL CENTER SOLUTIONS OVERVIEW

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 SCORING METHODOLOGY

The FeaturedCustomers.com Customer Success score is based on data from our customer success content platform, social presence, as well as additional data aggregated from online sources and social media properties. Our ranking engine applies an algorithm to all of the data collected to calculate the overall Customer Success score. The overall Customer Success score is a weighted average based on 3 parts:

Content Score is affected by the following:

1. # of vendor generated customer success content pieces (case studies, success stories, testimonials, and customer videos)
2. Content quality score generated from all customer success content
3. % Change in Content over past 6 months
4. Number of employees (based on social media and public resources)

Social Score is affected by the following:

1. # of LinkedIn followers
2. # of Twitter followers
3. # of Facebook likes
4. Number of employees (based on social media and public sources)
5. Engagement across all platforms

Company Score is affected by the following:

1. Number of employees (based on social media and public resources)
2. Vendor momentum based on web traffic and search trends
3. Employee satisfaction and engagement (based on social network ratings)
4. % traffic increase to your Customer References
5. Lower Funnel SEO Key Term Rankings

CUSTOMER SUCCESS AWARDS



Market Leader (90 - 100)

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 (85 - 89)

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 Leader.



Rising Star (80 - 84)

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.

ALL VENDORS



Five9
NICE · inContact
aspect
8x8
GENESYS
twilio
RingCentral



liveops
VOCALCOM
zendesk talk
INVOCA
CALABRIO
CallFire



talkdesk
aircall
WhosOn



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.

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"I recommend Five9 for its first-class technology and because they go above and beyond to make sure customers are taken care of. The dedication and support they have provided is remarkable, especially given how fast we are growing."

Matthew Dvorak
Director of Workforce Management, Tempoe

"Five9 understands our company and where the market is going, which helps us navigate social media, mobile technology and web. With what Five9 has to offer and analytics, we'll be able to expand our offerings easier through multiple channels."

Gary Britton
Vice-President, Operations, Teladoc

"Five9 offers the best customer support out of any contact center vendor I've worked with before. From the implementation process to software going live in our contact centers to now, the Five9 team has supported us every step of the way."

Emily Cramer
Contact Center Technical Project Manager, Penn Foster

"Our abandon rate and average speed of answer have both decreased significantly since we optimized our Five9 solution. We have also seen increased agent productivity and efficiency. I definitely recommend Five9."

Cody Bennett
Senior Analyst/Applications Lead, BSI Financial Services

CONTENT	SOCIAL	COMPANY
97	90	89

TOTAL WEIGHTED SCORE: 96

READ ALL 71 CUSTOMER SUCCESS REVIEWS FROM FIVE9 USERS

NICE · inContact



ABOUT NICE INCONTACT

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

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"inContact solved our holiday call overload problem with its on-demand scalability, but it has done much more. With integrated support for our outsourced call center and comprehensive agent performance metrics and reporting, we have the tools to be much…

Kirk McNesby
Technical Operations, Activision Customer Support, Activision, Inc.

"The inContact solution is an astronomical catalyst that will propel your contact center to a level of excellence you didn't think possible."

Angela Crozier
Certified Contact Center Manager, Michigan Public Health Institute

"The NICE Performance Manager Module coupled with NICE IEX Workforce Management helped us make significant improvements in our contact center operations. We are finally able to schedule and forecast trends quickly and accurately while empowering our agents to own their schedules and their performance."

Laura Batton
Director of Call Centre, Ricoh

"One of the biggest benefits that we yielded with inContact is the ability to virtualize our call center. That gave us a lot more flexibility to expand our corporate footprint. even into locations that were more technologically limited. Additionally, it gives us the ability to have people work in satellite locations, so we can hire people in different locations…

Edwin Anderson
Director of Technology Development, Patient Advocate Foundation

CONTENT	SOCIAL	COMPANY
98	89	86

TOTAL WEIGHTED SCORE: 95

READ ALL 127 CUSTOMER SUCCESS REVIEWS FROM NICE INCONTACT USERS

ABOUT ASPECT SOFTWARE

Aspect Software provides complete contact center solutions to help companies create better customer service experiences and more engaged call center agents. Discover our flexible, highly-scalable Cloud, Hosted and On-Premises options for the contact center, IVR/self-service, chatbots/AI, workforce optimization and more. For more information, visit www.aspect.com.

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"We chose Aspect because of their deep understanding of what it takes to bring a superior customer experience to an international brand like Lidl. It's been a fantastic collaboration throughout conception to roll out."

Alex Murray
Digital Director, Lidl UK

"After implementing Aspect Via WFM, for the first time Ring was operating like a true WFM team and contact center. We could see things in real-time, program schedules, keep track of how agents were spending their time and gain visibility into metrics that were previously unavailable like shrinkage."

Joey Provencio
Senior Manager, Support Operations, Ring

"Aspect has been a trusted and innovative solutions provider for a long time and what we have come to expect from them on premise also holds true for their SaaS offering – with all the additional advantages of an offering tailor-made for the cloud."

Dirk Katschenges
Head of Group IT-Service, Hoist Finance

"Aspect WFM gives us forecasts and capacity plans so we can optimize our staffing across our partners and give our agents optimal schedules as well."

Andrew Kennedy
Product Manager, Intuit

CONTENT	SOCIAL	COMPANY
97	90	88

TOTAL WEIGHTED SCORE: 95

READ ALL 208 CUSTOMER SUCCESS REVIEWS FROM ASPECT SOFTWARE USERS

8x8



ABOUT 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.

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

Neal Alberda
Global IT Director, Replicon

"8x8 made a number of promises to us, and kept every single one of them. Without 8x8's support, we would not have been able to deliver this project on time."

Tim McQuillen
Chief Knowledge Officer, Rubicon Project, Rubicon Project

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

Rob Storie
Customer Care Manager, Zumiez

"8x8 was immediately responsive to me when I called. The sales person I spoke with seemed genuinely interested in helping me solve this challenge. I sensed that 8x8 would be a solid partner and stand by us through thick and thin. I felt very comfortable dealing with them."

Heather Donnelly
Owner and President, MarkIT Support, LLC, Outreach Process Partners

CONTENT	SOCIAL	COMPANY
98	84	80

TOTAL WEIGHTED SCORE: 93

READ ALL 224 CUSTOMER SUCCESS REVIEWS FROM 8X8 USERS

GENESYS™

MARKET LEADER

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.

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"Genesys, with support from e-Contact, is helping us to meet our vision of being the best contact center in Chile in terms of innovation, productivity and service quality."

Ivonne Müller
Head of Contact Center, Banco de Chile, Banco de Chile

"The best-of-breed Genesys technology is only matched by its highly valued Technical Support team. We want outstanding services; all the rest is commodities."

Juan Pablo Sanfuentes
Corporate Contact Center Manager, Falabella

"The Genesys architecture is game changing. It lends itself to hosting and cloud deployment, and the functionality means that we can implement it in a way that helps agents do their job well, rather than constrain them with a bunch of rules. So, to produce our SaaS offering for Jetstar, we clearly needed to put Genesys at the heart of the platform."

Aaron Panozza
Founder And Managing Director, Engage, Jetstar Airways

“Traditionally a project of this size, with over 1,000 complex requirements, would take years to accomplish. By choosing the best combination of technology platform and integration partner, we achieved it in record time.”

Ian Mahoney
Programme Director, M&S;, Marks & Spencer

CONTENT	SOCIAL	COMPANY
95	88	84

TOTAL WEIGHTED SCORE: **93**

READ ALL 555 CUSTOMER SUCCESS REVIEWS FROM GENESYS USERS



ABOUT TWILIO

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

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"We're very confident about the solution we've developed to protect sensitive information and prevent fraud, and we couldn't have done that successfully without twilio on the backend."

Ariege Misherghi
Product Manager Intuit Online Payroll, Intuit

"We chose to plug and play SMS and voice capabilities with Twilio. Twilio SMS fit in nicely as a communications channel that flows through the rest of the system."

Devika Chawla
Director of Engineering, Netflix

“Twilio helps us make sure we maintain that human element of connecting in the ridesharing model.”

Anthony Velázquez
Engineering Manager, Lyft

“With twilio we went from concept to implementation in just four weeks.”

Amer Chowdhry
Senior Product Manager - eCommerce Platform, Dell

CONTENT	SOCIAL	COMPANY
93	88	81

TOTAL WEIGHTED SCORE: 91

READ ALL 258 CUSTOMER SUCCESS REVIEWS FROM TWILIO USERS

RingCentral

MARKET LEADER

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.

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"With RingCentral's mobile app, faculty can have their office phones wherever they are. Having the app on their phones, iPads, or computers, whether they're in China, a hotel in Istanbul, or anywhere in the world, it doesn't matter. All they need is an IP address and they're good to go."

Maureen Coughlin
Director, Client Services, Teachers College, Columbia University

"The RingCentral Professional Services team is second to none, and the Customer Success team has been deeply involved in post-implementation follow-up."

Mark Schooley
Director, IT Operations & Engineering, Box

"RingCentral is uniquely suited to address the needs of distributed large-scale businesses with a single cloud solution that seamlessly enables multi-modal communications. The robust capabilities, such as call analytics, will be instrumental in improving customer experiences across all locations, which is something our…

Bron McCall
Chief Technology Officer, Extra Space Storage

"Our IT strategy is to go full cloud and never buy a server again. RingCentral fits perfectly into our IT strategy. We've experienced the true benefits of transitioning our legacy on-premise VoIP system to the cloud with lower costs, mobility, easy maintenance, and speed of implementation."

Chad Anderson
Director of Information Technology, Del Monte Foods

CONTENT	SOCIAL	COMPANY
92	88	81

TOTAL WEIGHTED SCORE: 90

READ ALL 447 CUSTOMER SUCCESS REVIEWS FROM RINGCENTRAL USERS

liveops



ABOUT LIVEOPS

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

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

Krista Anderson
SVP, Global Customer Support, Salesforce

"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

"We have the tools and data to understand what's happening to sales in real time and adjust our marketing activities instantly to boost outcomes… as a result, we've already realized a 30 percent lift in our conversion rate…that's powerful – and it's why we foresee a successful, long-term relationship with Liveops."

Lynn McKenna
Sr. Vice President, Aegon

"We were excited about the revenue from sourcing additional up sell offers, but were also concerned that they might turn off customers. However, the product LiveOps sourced for us matches our offering so closely that our customers have seen it as a value-add, and it has directly improved our bottom-line revenue."

Rita Shankewitz
Director of Marketing, BOARDROOM

CONTENT	SOCIAL	COMPANY
89	84	89

TOTAL WEIGHTED SCORE: 89

READ ALL 36 CUSTOMER SUCCESS REVIEWS FROM LIVEOPS USERS

VOCALCOM

TOP PERFORMER

ABOUT VOCALCOM

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

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"Flexibility and extensibility in scripting and data was paramount to our final decision and it turns out that Vocalcom was the right choice for us."

Joseph Moloughney
EVP Information Technologies, OneTouch Direct

"The implementation of the Vocalcom solution has allowed us to seamlessly integrate with our customer CRM and all of our remote call centers plus virtual agents. It really has enhanced the services we can offer them to include, inbound, email, chat and as well as traditional outbound."

Kourtney Keough
President and Chief Executive Officer, Marketlink

"Change a plane's motor in the middle of a flight, with an improvement of productivity, an improvement of attention and resolution, an improvement of clients experience and, moreover, an increase of NPS (Net Promoter score) is a sample of the advantages of working with a supplier like VOCALCOM."

Fernando Galvache
CIO, Sage

"When we described what we wanted, Vocalcom not only said they could deliver, but showed practical examples of how they could deliver. And it wasn't just words, it was a believable statement of intent based on firm foundations. We made the right choice, because Vocalcom have delivered everything they said they would (on time) and more."

Shaun Underwood
Director, Flow Energy

CONTENT	SOCIAL	COMPANY
89	90	81

TOTAL WEIGHTED SCORE: 88

READ ALL 34 CUSTOMER SUCCESS REVIEWS FROM VOCALCOM USERS

zendesk talk



ABOUT ZENDESK TALK

Zendesk builds software for better customer relationships. It empowers organizations to improve customer engagement and better understand their customers. Approximately 114,000 paid customer accounts in over 160 countries and territories use Zendesk products. Based in San Francisco, Zendesk has operations in the United States, Europe, Asia, Australia, and South America

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"Zendesk allows us better mastery of customer service and to execute on a global vision. With global oversight, we know exactly what our priorities are and can identify and remedy any friction points for our customers."

David Vauthrin
Co-Founder and CMO, FINALCAD

"Data from Zendesk drives change in our products and technology to better serve customer needs. The insights, analytics, and information Zendesk gives us about our customers, and about how they interact and transact with us, is invaluable."

Shaun Wilton
Customer Service Group Manager, Carsales

"Agents began to see the ways in which Zendesk is better suited for us and a stronger solution than anything we've used before. The Talk product made the biggest difference for our agents, right away. It was much better, straight from the box."

Lauri Haav
Head of Customer Loyalty, Monese

"We use Zendesk because it's effective, flexible, and simple. We can operate the system faster and monitor the team from different places, and we didn't have to spend much time learning how to navigate the system. Zendesk was the right choice for OnePlus."

Maria Kozlova
Data Analyst, OnePlus

CONTENT	SOCIAL	COMPANY
89	90	82

TOTAL WEIGHTED SCORE: 88

READ ALL 56 CUSTOMER SUCCESS REVIEWS FROM ZENDESK TALK USERS

INVOCA®



ABOUT INVOCA

Invoca is an AI-powered call tracking and analytics platform that helps marketers get campaign attribution and actionable data from inbound phone calls. Invoca delivers real-time call analytics to help marketers take informed actions based on data generated before and during a phone conversation. As a result, marketers can dramatically improve ROI by driving more revenue-generating calls, increasing conversion rates, personalizing the customer journey, and running more efficient campaigns. Invoca's platform integrates with Google Marketing Platform, Facebook, Adobe Experience Cloud, and Salesforce Sales and Marketing Clouds.

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"Invoca has cutting edge technology and they're helping us move forward in improving our digital marketing capabilities. Best of all, the Invoca team is exceptionally dedicated to their work, very good at what they do and willing to go above and beyond to help their clients. Invoca is helping us optimize our digital campaigns by informing us on which…

Dan K.
Financial Services Provider

"Invoca does what it says its going to do. There are too many phone tracking services out there that make attractive claims on the outside, but don't deliver on the inside. The reporting dashboards very clearly communicate the progress and status of our campaigns. Attribution of phone scheduling patients to our Adwords/Facebook ad campaigns has…

Alan F.
Healthcare & Wellness Company

"Invoca is a call intelligence platform that is robust, easy to use and absolutely critical to our day-to-day operations. Campaigns are easy to set up, track and report on. The ring pool feature is amazing and the IVR routing is easy to use, while providing a great experience for our inbound callers. Invoca integrated right into our existing Avaya phone…

Cory P.
Manufacturing Services Provider

"Invoca has great reporting tools and helps you manage and track all of your campaigns. I help manage and keep track of over 1000 different campaigns and the platform makes that management simple. The platform really helps show a high level of all the data that is collected. With the reporting and different ways I analyze our data, Invoca helps us find…

William T.
Home Services Provider

CONTENT	SOCIAL	COMPANY
88	80	81

TOTAL WEIGHTED SCORE: 87

READ ALL 100 CUSTOMER SUCCESS REVIEWS FROM INVOCA USERS

CALABRIO™

TOP PERFORMER

ABOUT CALABRIO

Calabrio is revolutionizing the way enterprises engage their customers with Calabrio ONE, a unified workforce optimization (WFO) suite—including call recording, quality management, workforce management, voice-of-the-customer analytics, and advanced reporting—that records, captures and analyzes customer interactions to provide a single view of the customer, and improve the overall agent and customer experience.

TRUSTED BY:

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"Implementing Workforce Management with Calabrio has been a huge time saver. We used to use an Excel spread sheet and it was a very tedious process. Now it's a matter of going in, clicking a button, setting some parameters and boom, we have a whole new schedule."

Baron Brooks
Polaris

"We had done a great job of implementing a new enterprise-level phone and ticketing system, but it still felt like there was a missing component. Calabrio ONE filled in that missing link for us, and helped to bridge those two systems and provided us with capabilities that demonstrated that we had game at an enterprise level."

Jamey Anderson
Executive Vice President of Operations, Virteva

"Having Calabrio software has provided an opportunity for me to spend more time on being active in other areas of my job. Trusting the software to help me determine coverage accurately and with ease has been the best experience."

Michelle Lane
Customer Service Center Manager, Broadway Bank

"This has led to new growth and advancement opportunities for the agents, and really, has fostered a more professional workplace environment."

Doug Saunders
IT Director, Republic Services

CONTENT	SOCIAL	COMPANY
89	84	81

TOTAL WEIGHTED SCORE: 87

READ ALL 51 CUSTOMER SUCCESS REVIEWS FROM CALABRIO USERS

CallFire

TOP PERFORMER

ABOUT CALLFIRE

CallFire provides a reliable, enterprise-grade VoIP platform that powers voice broadcasts, call centers, call tracking, and text messaging campaigns. With a staff of 15 employees, CallFire has over 30,000 customers including political groups, non-profits, insurance agents, small business owners, and marketers. Headquarted in Santa Monica, CA, CallFire is dedicated to providing high-availability systems, intuitive user interfaces, furious developer support, and unparalleled customer care in order to transform how companies do business.

TRUSTED BY:

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BOY SCOUTS OF AMERICA GREATER TAMPA BAY AREA COUNCIL

CEGA CLEAN ENERGY GROUP ALLIANCE

planet fitness

Allstate

"We target contractors to invite them to work with our company, CallFire makes calling and contacting 'live' people swift and easy. I can usually get other tasks done between contacts which could never happen if I had to dial manually. It's like having a secretary doing the redundant work for me."

Scott Wilcoxon
Director of Affiliate Development, Clean Energy Group Alliance (CEGA)

"We like the fact that CallFire is always updating and improving to help us. We've never had any complaints."

Chad Scheidecker
Information Systems Manager, Hallsdale-Powell Utility District

"For more than two years, Strategic Reflections has been enjoying the freedom, efficiency and affordability that CallFire's Voice Broadcast solution provides."

Jeremie Roberts
Strategic Reflections, Strategic Reflections Inc.

"I was able to teach other staff members how to use the system with a focus on controlling the speed of the dialers, We no longer have to manage the outbound calls because everything is automatic with CallFire. We can now use those resources to better assist our members."

Lisa Hayes
Manager of member services, In-Shape Health Club

CONTENT	SOCIAL	COMPANY
88	84	78

TOTAL WEIGHTED SCORE: **86**

READ ALL 107 CUSTOMER SUCCESS REVIEWS FROM CALLFIRE USERS

talkdesk



ABOUT TALKDESK

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

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poolsure attendify BEAUTYLISH SpotHero zen connect

"After we switched to Talkdesk, we've become much more confident in our phone support. We can't imagine Valentine's Day without it."

Ryan Fitzpatrick
Head of Support, BloomNation

"Thanks to Talkdesk, we have been able to establish ourselves as a company that can be trusted by consumers and brand partners alike."

Filipa Neto
Co-founder, Chic by Choice

"Talkdesk has helped us deliver the excellent customer service we constantly strive to achieve, even as we grow."

Andrew Jervis
Co-Founder, ClickMechanic

"Tools like Talkdesk not only provide a better experience for the agents, but also provide a better experience for our customers."

LaKeisha Square
Sr. Customer Experience Specialist, Edmunds

CONTENT	SOCIAL	COMPANY
84	84	81

TOTAL WEIGHTED SCORE: 84

READ ALL 28 CUSTOMER SUCCESS REVIEWS FROM TALKDESK USERS

aircall

RISING STAR

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 connected to any other business software. It's currently used by thousands of teams, in 35 countries all over the world.

TRUSTED BY:

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"We chose Aircall because of its simple implementation and ease of use. After just a few days we were able to have multiple teams ready to make and receive calls."

Fabiola Jiménez Sahagún
Head of Customer Experience, Spotahome

"With Aircall, our customers will be able to reach us anytime they want in any language they want."

Guillaume Rieu
Head of Customer Care, SendinBlue

"Everyone at Adore Me is customer-focused and it's essential for each tool we use to be customer-focused too. That's why we chose Aircall!" This tool demonstrated its ability to provide both high level overview, as well as granular level insights, ensuring that we are able to continuously move forward with scalable momentum."

Nicolas Capuono
Director of Customer Relationships, Adore Me

"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

CONTENT	SOCIAL	COMPANY
84	80	84

TOTAL WEIGHTED SCORE: **83**

READ ALL 15 CUSTOMER SUCCESS REVIEWS FROM AIRCALL USERS

WhosOn

RISING STAR

ABOUT WHOSON

WhosOn is a hosted or on-premises live chat solution that comes complete with real-time visitor tracking and analytics. WhosOn has been a leader in the live chat space for 15 years, and is a time-tested, ever-enriched solution. Today, WhosOn is the longest provider of chat in the UK and an established international brand. It is used in over 50% of the world's countries, across six continents and in many different industries and languages.

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AVIVA

Schneider Electric

Centerplate

iYogi

"I would certainly recommend WhosOn to anyone who has a customer facing website, the software is functional, easy to use and can only help your business improve its customer service."

Amy Kirk
Sales & Marketing Executive, Centerplate

"We have gained a significant ROI from WhosOn, and as a result it features heavily across our website offering an excellent alternative to phone and email. WhosOn analytics is used throughout the business to gain valuable customer insight and to identify real-time customer conversion opportunities."

Sarah Gallagher
Marketing Manager (Vet Products Direct & Our Pet Pharmacy), Vet Products Direct

"With WhosOn we were able to not only retain the same features offered by our previous supplier, but also gain additional functionality at a lower cost."

Andrew Cain
Customer Service Manager, Fylde Council

"Through WhosOn, we've been able to extend the support we offer to young people, in a format that feels friendly and familiar. We've also had an excellent experience working with Parker Software. Everyone involved has been professional, patient and supportive. Parker Software has been brilliant at resolving issues – from the great trainer,…

Jess Sulzmann
Communications Officer, No Limits

CONTENT	SOCIAL	COMPANY
86	88	63

TOTAL WEIGHTED SCORE: 83

READ ALL 29 CUSTOMER SUCCESS REVIEWS FROM WHOSON USERS