



Vendor List

Contact Center Technologies

Want to continue or enhance your learning? Researching vendors is a great place to start. Then, attend a webinar or invite a vendor in for a demonstration. Use this representative list to help you with your ongoing learning and research.

There are many vendors and change occurs constantly. To get the most out of this list, use it as your first level of research – be aware that many other factors will come into play. For example, are you looking for a cloud/hosted solution, or does a premise solution work best for you? Look at whether you should consider point solutions (best of breed) or a suite. Consider whether you need a top tier supplier, or someone focused more on mid-tier or small businesses or centers. Consider using other resources such as the analysts’ rankings (see Resource List) to hone in on the right vendors for you in any area. Poke around websites and review recent case studies for similar implementations, and look at the partners who offer these solutions on behalf of the vendors. Do they have the scale and depth of coverage you are looking for? These are just a few of the things to consider as you look for the right vendors to explore to meet your needs.

Make sure to visit our website’s publications section to find other information that may help you with your learning and project work: <http://www.strategiccontact.com/publications/>.

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Integrated Call Center Suites

Vendors providing suites that include routing, ACD, IVR, CTI, and reporting.

Vendor	Learn More
3CLogic	http://www.3clogic.com/index.php
8x8	https://www.8x8.com/
Altitude	http://www.altitude.com/
Aspect	http://www.aspect.com/
Avaya	http://www.avaya.com/usa/
Centurion	http://www.centonline.com/
Cincom	http://www.cincom.com/
Cisco	http://www.cisco.com/
ComputerTalk	http://www.computer-talk.com/
Connect First	http://www.connectfirst.com/
Convergys	http://www.convergys.com/
Corvisa	http://www.corvisa.com/
Dialogtech	http://www.dialogtech.com/
Enghouse Interactive	http://www.enghouseinteractive.com/
Five9	http://www.five9.com/
Genesys	http://www.genesys.com/
InContact	http://www.incontact.com/
Interactive Intelligence	http://www.inin.com/
Kunnect	http://www.kunnect.com/
LiveVox	http://www.livevox.com/
Magnetic North	http://www.magneticnorth.com/
Mitel	http://www.mitel.com/
NEC	http://www.necam.com/
NewVoiceMedia	http://www.newvoicemedia.com/en-us/
Noble Systems	http://www.noblesystems.com/
Presence Technology	http://www.presenceco.com/en/
SAP	http://go.sap.com/index.html
ShoreTel	http://www.shoretel.com/
Talkdesk	http://www.talkdesk.com/
TCN	https://www.tcn3.com/home/
TouchStar	http://www.touchstar.com/
Unify	http://www.unify.com/us/
USAN	http://www.usan.com/
Vertical	http://www.vertical.com/vertical/hub
Virtual PBX	http://www.virtualpbx.com/
Vocalcom	http://www.vocalcom.com/
Volt Delta	http://www.voltdelta.com/
West IP Communications	http://westipc.com/
Zeacom	http://www.zeacom.com/

Multi-channel / Omni-channel Suites

Vendors providing suites that include voice, email, mobile and web channel management.

Vendor	Learn More
[24]7	http://www.247-inc.com/
3CLogic	http://www.3clogic.com/index.php
8x8	https://www.8x8.com/
Altitude	http://www.altitude.com/
Aspect	http://www.aspect.com/
Avaya	http://www.avaya.com/usa/
Cincom	http://www.cincom.com/
Convergys	http://www.convergys.com/
Enghouse Interactive	http://www.enghouseinteractive.com/
Five9	http://www.five9.com/
Genesys	http://www.genesys.com/
Interactive Intelligence	http://www.inin.com/
Magnetic North	http://www.magneticnorth.com/
NewVoiceMedia	http://www.newvoicemedia.com/en-us/
Noble Systems	http://www.noblesystems.com/
ShoreTel	http://www.shoretel.com/
USAN	http://www.usan.com/
Vocalcom	http://www.vocalcom.com/
Volt Delta	http://www.voltdelta.com/
Zeacom	http://www.zeacom.com/

Voice Response/Speech Recognition

Speech Recognition

Vendor	Learn More
Advantone	http://www.advantone.com/
Altitude	http://www.altitude.com/
Apex Communications	http://www.apexcomm.com/index.php
Aspect	http://www.aspect.com/
Avaya	http://www.avaya.com/usa/
Cisco	http://www.cisco.com/
ComputerTalk	http://www.computer-talk.com/
Convergys	http://www.convergys.com/
Genesys	http://www.genesys.com/
IBM	http://www.ibm.com/us/en/
InContact	http://www.incontact.com/
Intelemedia	http://www.intelemedia.com/
Interactions	http://www.interactions.net/
Interactive Intelligence	http://www.inin.com
LumenVox	http://www.lumenvox.com/
Message Technologies Inc.	http://www.messagesoft.com/Home.aspx
Microsoft	http://www.microsoft.com/en-us/default.aspx



Vendor	Learn More
Nuance	http://www.nuance.com/index.htm
Resolvity	http://www.resolvity.com/
Spoken	http://www.spoken.com/
Volt Delta	http://www.voltdelta.com/
Voxeo	http://voxeo.com/

Text to Speech

Vendor	Learn More
Advantone	http://www.advantone.com/
Altitude	http://www.altitude.com/
Apex Communications	http://www.apexcomm.com/index.php
LumenVox	http://www.lumenvox.com/
Nuance	http://www.nuance.com/index.htm
Microsoft	http://www.microsoft.com/en-us/default.aspx
SmartAction	http://www.smartaction.com/
Volt Delta	http://www.voltdelta.com/

Performance Management / Workforce Optimization

Workforce Management Systems

Vendor	Learn More
ac2 Solutions	http://www.ac2solutions.com/
Adtech Global	http://www.adtechglobal.com/
ASC	http://www.asc.de/english/contact_center.html
Aspect	http://www.aspect.com/
Avaya	http://www.avaya.com/usa/
Calabrio	http://calabrio.com/
Cisco	http://www.cisco.com/
DeskFlex	http://www.deskflex.com/
DVS Analytics	http://www.dvsanalytics.com/
Envision	http://www.envisioninc.com/
Five9	http://www.five9.com/
Genesys	http://www.genesys.com/
InContact	http://www.incontact.com/
Injixo	https://www.injixo.com/us
Interactive Intelligence	http://www.inin.com/
InVision	http://www.invisionwfm.com/
ISC	http://www.isc.com/
KnoahSoft	https://www.knoahsoft.com/index.php
Kronos	http://www.kronos.com/
Monet	http://www.monetsoftware.com/
NewVoiceMedia	http://www.newvoicemedia.com/en-us/
Nice	http://www.nice.com/
Noble Systems	http://www.noblesystems.com/
OnviSource	http://www.onvisource.com/
Pipkins	http://www.pipkins.com/



Vendor	Learn More
Portage Communications	http://callcenterworkforcemanagementsoftware.com/
TantaComm	http://www.tantacomm.com/
TCN	https://www.tcn3.com/home/
Teleopti	https://www.teleopti.com/index.aspx
TelStrat	http://www.telstrat.com/
Uptivity	http://www.uptivity.com/
Verint	http://www.verint.com/
VPI	http://www.vpi-corp.com/
Zoom International	http://www.zoomint.com/us

Quality Monitoring, Agent Scoring, and/or Call Logging/Recording

Vendor	Learn More
3CLogic	http://www.3clogic.com/index.php
Accurate Always	http://www.accuratealways.com/
Aheeva	http://www.aheeva.com/
Altitude	http://www.altitude.com/
ASC	http://www.asc.de/english/contact_center.html
Aspect	http://www.aspect.com/
Cacti	http://www.cacticom.com/index.php
Calabrio	http://calabrio.com/
Calibus	http://www.calibus.com/index.html
Co-nexus	http://www.co-nexus.com/
Connect First	http://www.connectfirst.com/
CTI Group	http://www.ctigroup.com/
DVS Analytics	http://www.dvsanalytics.com/
DynaMetric	http://www.dynametric.com/
Enghouse Interactive	http://www.enghouseinteractive.com/
Envision	http://www.envisioninc.com/
Five9	http://www.five9.com/
Genesys	http://www.genesys.com/
HigherGround	http://www.higherground.com/
HyperQuality	http://www.hyperquality.com/
InContact	http://www.incontact.com/
Intelmedia	http://www.intelemedia.com/
Interactive Intelligence	http://www.inin.com
KnoahSoft	https://www.knoahsoft.com/index.php
Magnetic North	http://www.magneticnorth.com/
Nice	http://www.nice.com/
Noble Systems	http://www.noblesystems.com/
Oaisys	http://oaisys.com/
OnviSource	http://www.onvisource.com/
Orex	http://www.orecx.com/
Presence Technology	http://www.presenceco.com/en/
TantaComm	http://www.tantacomm.com/
Telecorp Products	http://telecorpproducts.com/
TelStrat	http://www.telstrat.com/
Uptivity	http://www.uptivity.com/



Vendor	Learn More
Verint	http://www.verint.com/
VirtualLogger	http://www.virtuallogger.com/
VoiceGate	http://www.voicegate.com/
VoiceLog	http://www.voicelog.com/
Volt Delta	http://www.voltdelta.com/
VPI	http://www.vpi-corp.com/
Zoom International	http://www.zoomint.com/us

Speech Analytics

Vendor	Learn More
ASC	http://www.asc.de/english/contact_center.html
Aspect	http://www.aspect.com/
Avaya	http://www.avaya.com/usa/
Avoke	http://www.raytheon.com/
Cacti	http://www.cacticom.com/index.php
Calabrio	http://calabrio.com/
CallMiner	http://callminer.com/
DVS Analytics	http://www.dvsanalytics.com/
Genesys	http://www.genesys.com/
InContact	http://www.incontact.com/
Interactive Intelligence	http://www.inin.com/
KnoahSoft	https://www.knoahsoft.com/index.php
Nexidia	www.nexidia.com
Nice	http://www.nice.com/
Nuance	http://www.nuance.com/index.htm
Noble Systems	http://www.noblesystems.com/
OnviSource	http://www.onvisource.com/
TantaComm	http://www.tantacomm.com/
TelStrat	http://www.telstrat.com/
Uptivity	http://www.uptivity.com/
Verint	http://www.verint.com/
VirtualLogger	http://www.virtuallogger.com/
VPI	http://www.vpi-corp.com/
Zoom International	http://www.zoomint.com/us

Analytics, Other (Desktop, Text, IVR, Chat, Email, Social)

Vendor	Learn More
Aspect	http://www.aspect.com/
ClickFox	http://www.clickfox.com/
Convergys	http://www.convergys.com/
eLoyalty	http://www.loyalty.com/
Foresee	http://www.foresee.com/
Genesys	http://www.genesys.com/
InContact	http://www.incontact.com/
Intelmedia	http://www.intelmedia.com/
Kana	http://www.kana.com/



Vendor	Learn More
Nexidia	http://www.nexidia.com/
NICE	http://www.nice.com/
OnviSource	http://www.onvisource.com/
TelStrat	http://www.telstrat.com/
Transera	http://www.transerainc.com/
Uptivity	http://www.uptivity.com/
Verint	http://www.verint.com/

Performance Management / Optimization (Scorecards, Reporting)

Vendor	Learn More
Aspect	http://www.aspect.com/
Avaya	http://www.avaya.com/usa/
eGain	http://www.egain.com/
Enghouse Interactive	http://www.enghouseinteractive.com/
Enkata	www.enkata.com
Genesys	http://www.genesys.com/
HigherGround	http://www.higherground.com/
IBM	http://www.ibm.com/us/en/
Interactive Intelligence	http://www.inin.com/
Kana	http://www.kana.com/
KnoahSoft	https://www.knoahsoft.com/index.php
Nexidia	http://www.nexidia.com/
NICE	http://www.nice.com/
Oracle	http://www.oracle.com/index.html
QeyMetrics	http://www.iqor.com/qeymetrics/
ResponseTek	http://www.responsetek.com/
SAP	http://go.sap.com/index.html
Symmetrics	http://www.symmetrics.com/
Verint	http://www.verint.com/

Voice of the Customer (Survey tools)

Survey tools offered by contact center technology vendors.

Vendor	Learn More
Aspect	http://www.aspect.com/
Autonomy	http://www.autonomy.com/products/
Avaya	http://www.avaya.com/usa/
Cacti	http://www.cacticom.com/index.php
Centurion	http://www.centonline.com/
ComputerTalk	http://www.computer-talk.com/
DVS Analytics	http://www.dvsanalytics.com/
Genesys	http://www.genesys.com/
InContact	http://www.incontact.com/
Interactive Intelligence	http://www.inin.com/
KnoahSoft	https://www.knoahsoft.com/index.php
Magnetic North	http://www.magneticnorth.com/
NICE	http://www.nice.com/



Vendor	Learn More
TantaComm	http://www.tantacomm.com/
TCN	https://www.tcn3.com/home/
Uptivity	http://www.uptivity.com/
Verint	http://www.verint.com/
VirtualLogger	http://www.virtuallogger.com/
Volt Delta	http://www.voltdelta.com/
Zoom International	http://www.zoomint.com/us

Other survey tools.

Vendor	Learn More
Apian	http://www.apian.com/
Allegiance	http://www.allegiance.com/
cVent	http://www.cvent.com/
KeySurvey	https://www.keysurvey.com/
NetPromoter.com	http://www.netpromoter.com/home
Qualtrics	http://www.qualtrics.com/
QuestionPro	http://www.questionpro.com/
SatMetrix	http://www.satmetrix.com/
Survey Monkey	https://www.surveymonkey.com/
Vocalabs	http://www.vocalabs.com/
Zoomerang	http://www.zoomerang.com/

Coaching

Vendor	Learn More
Aspect	http://www.aspect.com/
DVS Analytics	http://www.dvsanalytics.com/
Genesys	http://www.genesys.com/
KnoahSoft	https://www.knoahsoft.com/index.php
TelStrat	http://www.telstrat.com/
Uptivity	http://www.uptivity.com/
Verint	http://www.verint.com/
VirtualLogger	http://www.virtuallogger.com/
VPI	http://www.vpi-corp.com/

Agent Training / Assessment / Hiring Solutions / Compensation / HCM

Vendor	Learn More
Aslan	http://www.aslantraining.com/
Bankers Edge	http://www.bankersedge.com/
CEB	http://ceb.shl.com/us
Employment Technologies Corporation	http://www.etc-easy.com/
DeGarmo Group	http://www.degarmogroup.com/
dominKnow Learning Systems	http://www.dominknow.com/
Envision Inc	http://www.envisioninc.com/
FurstPerson	http://www.furstperson.com/
HireIQ	http://www.hireiqinc.com/
Incentive Solutions	http://www.incentivesolutions.com/



Vendor	Learn More
Infor	http://www.infor.com/
Intradiem	http://www.intradiem.com/
Keynomics	http://www.keynomics.com/
NICE	http://www.nice.com/
Snowfly	http://snowfly.com/
Ulysses Learning	http://www.ulysseslearning.com/
VirtualLogger	http://www.virtuallogger.com/
VPI	http://www.vpi-corp.com/
Xactly Incent	https://www.xactlycorp.com/

Load and Performance Testing, Modeling and Simulation, VoIP Quality

Vendor	Learn More
Empirix	http://www.empirix.com/
i2 Gemini	http://www.i2gemini.com/index.html
IQ Services	http://www.iq-services.com/
KoolToolz	https://www.kooltoolz.com/
Portage Communications	http://callcenterworkforcemanagementsoftware.com/
Primary Matters	http://www.primarymatters.com/
Simul8	http://www.simul8.com/

VoIP Quality Assessment Tools (in addition to above)

Vendor	Learn More
Codima Technologies	http://www.codimatech.com/
EXFO	http://www.exfo.com/
Micro Focus	https://www.netiq.com/
Nuance	http://www.nuance.com/index.htm
Tektronics	http://www.tek.com/

Wallboard / Leaderboard / Ticker Tape

Vendor	Learn More
Call-Center-Tech	http://www.call-center-tech.com/
Centergistic Solutions	http://www.centergistic.com/
Chadbourn Marcath	http://www.chadbourn.com/
Daktronics	http://www.daktronics.com/en-us
Info-Vision	http://www.info-vision.com/
Inova Solutions	http://www.inovasolutions.com/
RMG Networks	http://www.rmgnetworks.com/
Spectrum Corporation	http://www.specorp.com/
Telecorp Products	http://telecorpproducts.com/
Texas Digital Systems	http://www.txdigital.com/

Niche Technologies

Call Back Queuing

Vendor	Learn More
Call Promise	http://callpromise.com/
ComputerTalk	http://www.computer-talk.com/
Fonolo	https://fonolo.com/
Virtual Hold	http://www.virtualhold.com/
Zeacom	http://www.zeacom.com/

Interpretation Services

Vendor	Learn More
Voiance	http://www.voiance.com/

SMS Text Messaging

Vendor	Learn More
OneReach	http://www.onereach.com/

Visual IVR

Vendor	Learn More
Jacada	http://www.jacada.com/

Gamification

Vendor	Learn More
MotivAgent	http://www.motivagent.net/
Nice	http://www.nice.com/
PlayVox	http://www.playvox.com/

Business Applications

CRM

Vendor	Learn More
Act!	http://www.act.com/
Amdocs	http://www.amdocs.com/pages/homepage.aspx
Aptean	http://www.aptean.com/
Bullhorn	http://www.bullhorn.com/products/crm/
Centurion	http://www.centonline.com/
Clear C2	http://www.clearc2.com/
firstWave	http://www.firstwave.net/
IBM	http://www.ibm.com/us/en/
Infor	http://www.infor.com/
Infusionsoft	http://www.infusionsoft.com/
Insightly	https://www.insightly.com/
Maximizer	http://www.maximizer.com/



Vendor	Learn More
Microsoft	http://www.microsoft.com/en-us/default.aspx
NetSuite	http://www.netsuite.com/portal/home.shtml
OnContact	http://www.oncontact.com/
Oracle	http://www.oracle.com/index.html
Parature	http://www.parature.com/
Pega	http://www.pega.com/
Sage CRM	http://na.sage.com/us/sage-crm#
Salesforce.com	http://www.salesforce.com/
SAP	http://go.sap.com/index.html
Snapforce	https://www.snapforce.com/
Soffront	http://soffront.com/
SugarCRM	http://www.sugarcrm.com/
Zendesk	https://www.zendesk.com/
Zoho	http://www.zoho.com/crm/

Knowledge Management

Vendor	Learn More
Broadvision	http://www.broadvision.com/en/
Convergys	http://www.convergys.com/
Kana	http://www.kana.com/
Microsoft	http://www.microsoft.com/en-us/default.aspx
Moxie	http://www.gomoxie.com/
The Brain	http://www.thebrain.com/
OpenText	http://www.opentext.com/

Users of this list please note: We do our best to keep this list up to date and as complete as we can based on market activity we see through our consulting work, networking, reading, and discussions with others in the call center industry. If you are a vendor and not on this list, you may notify us and we can consider adding you to the list. If you are a buyer and either have or are considering a vendor that is not on this list, your option may be viable and just hasn't made it onto our list.