



## Vendor List

### Contact Center Technologies

Want to continue or enhance your learning? Go research some vendors. Attend a web seminar or invite a vendor in for a “dog and pony” show. Use this representative list to help you with your ongoing learning and research.

There are many vendors and change occurs constantly. For this reason, the list also identifies relevant acquisitions. 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, consider whether hosted offerings are an option you should pursue. 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 web sites 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 web site articles section to find other information that may help you with your learning and project work. [www.strategiccontact.com/articles.asp](http://www.strategiccontact.com/articles.asp)

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## Voice Switch (Traditional TDM and/or VoIP)

Vendor	URL
Aastra Intecom	<a href="http://www.aastraintecom.com">www.aastraintecom.com</a>
Alcatel-Lucent	<a href="http://www.alcatel.com/">www.alcatel.com/</a>
Allworx	<a href="http://www.allworx.com">www.allworx.com</a>
Altigen	<a href="http://www.altigen.com/">www.altigen.com/</a>
Aspect	<a href="http://www.aspect.com/">www.aspect.com/</a>
Avaya	<a href="http://www.avaya.com/">www.avaya.com/</a>
Calltrol Corporation	<a href="http://www.calltrol.com">www.calltrol.com</a>
Cisco	<a href="http://www.cisco.com/">www.cisco.com/</a>
CommuniGate	<a href="http://www.communiGate.com">www.communiGate.com</a>
Convergys (acquired Interverse)	<a href="http://www.convergys.com">www.convergys.com</a>
CosmoCom	<a href="http://www.cosmocom.com/">www.cosmocom.com/</a>
EasyRun	<a href="http://www.easyrun.com/">www.easyrun.com/</a>
eOn	<a href="http://www.eoncc.com/">www.eoncc.com/</a>
Ericsson	<a href="http://www.ericsson.com/">www.ericsson.com/</a>
Facet Corp	<a href="http://www.facetcorp.com">www.facetcorp.com</a>
Fonality	<a href="http://www.fonality.com">www.fonality.com</a>
Fujitsu	<a href="http://www.fujitsu.com/">www.fujitsu.com/</a>
Interactive Intelligence	<a href="http://www.inin.com/">www.inin.com/</a>
Mitel (acquired Inter-tel)	<a href="http://www.mitel.com/">www.mitel.com/</a>
NEC	<a href="http://www.necus.com/">www.necus.com/</a>
Noble Systems	<a href="http://www.noblesystems.com">www.noblesystems.com</a>
Nortel (Acquired by Avaya)	<a href="http://www.nortelnetworks.com/">www.nortelnetworks.com/</a>
Oracle (via Telephony@Work acquisition)	<a href="http://www.oracle.com">www.oracle.com</a>
Shoretel	<a href="http://www.shoretel.com">www.shoretel.com</a>
Siemens	<a href="http://www.siemens.com">www.siemens.com</a>
Toshiba	<a href="http://www.toshiba.com/">www.toshiba.com/</a>
Vertical Networks (acq. Comdial and Vodavi)	<a href="http://www.vertical.com/index.html">www.vertical.com/index.html</a>
HP (ProCurve, 3Com, H3C and Tipping Point )	<a href="http://www.3com.com">www.3com.com</a>

## Integrated Call Center Suites with ACD, CTI and Reporting

Vendors with a pre-integrated application suite

P = Premises- Based Solution, H = Hosted Solution, B = Both

Vendor		URL
Aastra Intecom	B	<a href="http://www.aastraintecom.com">www.aastraintecom.com</a>
Altitude	B	<a href="http://www.altitude.com">www.altitude.com</a>
Angel.com	H	<a href="http://www.angel.com">www.angel.com</a>
Aspect	P	<a href="http://www.aspect.com">www.aspect.com</a>
Callfinity	B	<a href="http://www.callfinity.com">www.callfinity.com</a>
Centurion	P	<a href="http://www.centonline.com">www.centonline.com</a>
Cincom	B	<a href="http://www.cincom.com">www.cincom.com</a>
Cisco	P	<a href="http://www.cisco.com">www.cisco.com</a>
Computer Talk Tech.	P	<a href="http://us.computer-talk.com/">http://us.computer-talk.com/</a>
Contactual	H	<a href="http://www.contactual.com">www.contactual.com</a>
Convergys	B	<a href="http://www.convergys.com">www.convergys.com</a>



Vendor		URL
Cosmocom	B	<a href="http://www.cosmocom.com">www.cosmocom.com</a>
EagleACD	H	<a href="http://www.eagleacd.com">www.eagleacd.com</a>
EchoPass	H	<a href="http://www.echopass.com">www.echopass.com</a>
eOn	P	<a href="http://www.eoncc.com">www.eoncc.com</a>
Five9	H	<a href="http://www.five9.com">www.five9.com</a>
Ifbyphone	H	<a href="http://public.ifbyphone.com/">http://public.ifbyphone.com/</a>
inContact	H	<a href="http://www.incontact.com">www.incontact.com</a>
Intelemedia	H	<a href="http://www.intelemedia.com">www.intelemedia.com</a>
Interactive Intelligence	B	<a href="http://www.inin.com">www.inin.com</a>
Kunnect	H	<a href="http://www.kunnect.com">www.kunnect.com</a>
LivePerson	H	<a href="http://www.liveperson.com">www.liveperson.com</a>
Noble Systems	B	<a href="http://www.noblesystems.com">www.noblesystems.com</a>
Packet8 (8x8, Inc.)	H	<a href="http://www.8x8.com">www.8x8.com</a>
Sentillion (a Microsoft Company)	H	<a href="http://www.sentillion.com">www.sentillion.com</a>
Smoothstone	H	<a href="http://www.smoothstone.com">www.smoothstone.com</a>
Stratasoft	B	<a href="http://www.stratasoft.com">www.stratasoft.com</a>
Syntellect (acquired Envoy Worldwide)	B	<a href="http://www.syntellect.com/">www.syntellect.com/</a>
TeleTech	H	<a href="http://www.teletch.com">www.teletch.com</a>
TouchStar	B	<a href="http://www.touchstar.com">www.touchstar.com</a>
Transera	H	<a href="http://www.transerainc.com">www.transerainc.com</a>
Upstream Works	P	<a href="http://www.upstreamworks.com">www.upstreamworks.com</a>
Vertical Networks	P	<a href="http://www.vertical.com">www.vertical.com</a>
Virtual PBX	H	<a href="http://www.virtualpbx.com">www.virtualpbx.com</a>
Zeacom	P	<a href="http://www.zeacom.com">www.zeacom.com</a>

## Voice Response/Speech Recognition

P = Premises- Based Solution, H = Hosted Solution, B = Both

Vendor		URL
Altitude	B	<a href="http://www.altitude.com">www.altitude.com</a>
Angel.com	H	<a href="http://www.angel.com">www.angel.com</a>
APEX Voice Communications	P	<a href="http://www.apexvoice.com/">www.apexvoice.com/</a>
Aspect	P	<a href="http://www.aspect.com/">www.aspect.com/</a>
Avaya	P	<a href="http://www.avaya.com/">www.avaya.com/</a>
Calibus	H	<a href="http://www.calibus.com">www.calibus.com</a>
Callfinity	B	<a href="http://www.callfinity.com">www.callfinity.com</a>
Cisco	P	<a href="http://www.cisco.com/">www.cisco.com/</a>
ClickFox	P	<a href="http://www.clickfox.com">www.clickfox.com</a>
Contactual	H	<a href="http://www.contactual.com">www.contactual.com</a>
Convergys (acquired Interverse)	B	<a href="http://www.convergys.com">www.convergys.com</a>
Dialogic (Acquired Cantata)	B	<a href="http://www.dialogic.com">www.dialogic.com</a>
Genesys (Alcatel)	B	<a href="http://www.genesyslabs.com/">www.genesyslabs.com/</a>
Holly Connects	B	<a href="http://www.holly-connects.com">www.holly-connects.com</a>
IBM	P	<a href="http://www.ibm.com/">www.ibm.com/</a>
Intelemedia	H	<a href="http://www.intelemedia.com">www.intelemedia.com</a>
Interactions	H	<a href="http://www.interactions.net">www.interactions.net</a>
Interactive Intelligence	B	<a href="http://www.inin.com/">www.inin.com/</a>



Vendor		URL
LiveVox	H	<a href="http://www.livevox.com">www.livevox.com</a>
LumenVox	P	<a href="http://www.lumenvox.com">www.lumenvox.com</a>
Message Technologies Inc.	H	<a href="http://www.messagestech.com">www.messagestech.com</a>
Microsoft (acquired TellMe)	H	<a href="http://www.microsoft.com">www.microsoft.com</a>
Nortel (acquired by Avaya; previously acquired Periphonics)	B	<a href="http://www.nortelnetworks.com/">www.nortelnetworks.com/</a>
Nuance	B	<a href="http://www.nuance.com/">www.nuance.com/</a>
PlumVoice Portals	H	<a href="http://www.plumvoiceportals.com">www.plumvoiceportals.com</a>
Prosodie Interactive	P	<a href="http://www.prosodieinteractive.com">www.prosodieinteractive.com</a>
Resolvity	H	<a href="http://www.resolvity.com">www.resolvity.com</a>
Soundbite	H	<a href="http://www.soundbite.com">www.soundbite.com</a>
Spoken (hosted Avaya ACD service)	B	<a href="http://www.spoken.com">www.spoken.com</a>
Syntellect	B	<a href="http://www.syntellect.com/">www.syntellect.com/</a>
TouchStar	B	<a href="http://www.touchstar.com">www.touchstar.com</a>
TuVox (acquired NetByTel)	H	<a href="http://www.tuvox.com">www.tuvox.com</a>
VoltDelta	H	<a href="http://www.voltdelta.com">www.voltdelta.com</a>
Voxeo	B	<a href="http://www.voxeo.com">www.voxeo.com</a>
Voxify	H	<a href="http://www.voxify.com">www.voxify.com</a>
West	H	<a href="http://www.west.com">www.west.com</a>

*Voice Response Boards*

Vendor	URL
AudioCodes	<a href="http://www.audiocodes.com">www.audiocodes.com</a>
Dialogic	<a href="http://www.dialogic.com">www.dialogic.com</a>
Intel (Dialogic)	<a href="http://www.intel.com/">www.intel.com/</a>

*Speech Recognition/Text to Speech*

Vendor	URL
IBM	<a href="http://www.ibm.com">www.ibm.com</a>
Loquendo	<a href="http://www.loquendo.com">www.loquendo.com</a>
Nuance (includes former ScanSoft)	<a href="http://www.nuance.com/">www.nuance.com/</a>
Microsoft	<a href="http://www.microsoft.com/speech">www.microsoft.com/speech</a>

*VRU Development Tools*

Vendor	URL
Intel (Dialogic)	<a href="http://www.intel.com/">www.intel.com/</a>
Pronexus	<a href="http://www.pronexus.com/">www.pronexus.com/</a>

*Voice Platforms and Engines (VoiceXML)*

Vendor	URL
Genesys (Acquired Voice Genie)	<a href="http://www.genesyslab.com">www.genesyslab.com</a>
Holly Connects	<a href="http://www.holly-connects.com">www.holly-connects.com</a>
LumenVox	<a href="http://www.lumenvox.com">www.lumenvox.com</a>
Microsoft	<a href="http://www.microsoft.com/speech/">www.microsoft.com/speech/</a>
Vocalocity	<a href="http://www.vocalocity.com">www.vocalocity.com</a>
Voice Architects	<a href="http://www.voicearchitects.com">www.voicearchitects.com</a>

*Speech Application Development Platforms*

Vendor	URL
Cisco (acquired Audium)	<a href="http://www.cisco.com">www.cisco.com</a>



Vendor	URL
Genesys (Alcatel) (acquired VoiceGenie)	<a href="http://www.genesyslabs.com/">www.genesyslabs.com/</a>
Microsoft	<a href="http://www.microsoft.com">www.microsoft.com</a>
Syntellect (acquired Fluency)	<a href="http://www.syntellect.com">www.syntellect.com</a>
TuVox	<a href="http://www.tuvox.com">www.tuvox.com</a>
Vicorp	<a href="http://www.vicorp.com">www.vicorp.com</a>
Vocalocity	<a href="http://www.vocalocity.com">www.vocalocity.com</a>
Voice Architects	<a href="http://www.voicearchitects.com">www.voicearchitects.com</a>
VoiceObjects	<a href="http://www.voiceobjects.com">www.voiceobjects.com</a>
Voxify	<a href="http://www.voxify.com">www.voxify.com</a>

### *IVR Application Developers*

Vendor	URL
Angel.com	<a href="http://www.angel.com">www.angel.com</a>
Centurion	<a href="http://www.centonline.com">www.centonline.com</a>
Convergys (acquired Interveroice)	<a href="http://www.convergys.com">www.convergys.com</a>
Gold Systems	<a href="http://www.goldsys.com">www.goldsys.com</a>
INI – Interactive Northwest	<a href="http://www.interactivenw.com">www.interactivenw.com</a>
Interactive Intelligence	<a href="http://www.inin.com">www.inin.com</a>
Nuance (acquired Viecore)	<a href="http://www.nuance.com">www.nuance.com</a>
Servion	<a href="http://www.servion.com">www.servion.com</a>
SimpliCTI	<a href="http://www.simplicti.com">www.simplicti.com</a>
Spoken	<a href="http://www.spoken.com">www.spoken.com</a>
TeleVoice	<a href="http://www.televoice.com">www.televoice.com</a>
Virtual Hold Technology	<a href="http://www.virtualhold.com">www.virtualhold.com</a>

## Performance Management

### *Workforce Management System*

Vendor	URL
ac2 Solutions	<a href="http://www.ac2solutions.com">www.ac2solutions.com</a>
Aspect	<a href="http://www.aspect.com/">www.aspect.com/</a>
Calabrio	<a href="http://www.calabrio.com/">www.calabrio.com/</a>
Cisco	<a href="http://www.cisco.com">www.cisco.com</a>
DeskFlex	<a href="http://www.deskflex.com">www.deskflex.com</a>
Envision Telephony	<a href="http://www.envisioninc.com">www.envisioninc.com</a>
Fused Solutions	<a href="http://www.fusedsolutions.com">www.fusedsolutions.com</a>
Genesys (Alcatel)	<a href="http://www.genesyslabs.com/">www.genesyslabs.com/</a>
GMT	<a href="http://www.gmt.com">www.gmt.com</a>
InContact	<a href="http://www.incontact.com">www.incontact.com</a>
InVision Software	<a href="http://www.invisionwfm.com">www.invisionwfm.com</a>
ISC	<a href="http://www.isc.com/">www.isc.com/</a>
Kronos	<a href="http://www.kronos.com">www.kronos.com</a>
Monet	<a href="http://www.monetsoftware.com">www.monetsoftware.com</a>
Nice (acquired IEX)	<a href="http://www.nice.com">www.nice.com</a>
OnviSource (acquired Davacord)	<a href="http://www.onvisource.com">www.onvisource.com</a>
Pipkins	<a href="http://www.pipkins.com/">www.pipkins.com/</a>
Portage Communications Inc	<a href="http://www.portagecommunications.com/">www.portagecommunications.com/</a>



Vendor	URL
Quintiq	<a href="http://www.quintiq.com">www.quintiq.com</a>
Schedulesoft	<a href="http://www.schedulesoft.com">www.schedulesoft.com</a>
Verint (acquired Witness)	<a href="http://www.verint.com">www.verint.com</a>
WFMSG	<a href="http://www.wfmsg.com">www.wfmsg.com</a>

*Quality Monitoring, Agent Scoring, and Call Logging*

Vendor	URL
Accurate Always	<a href="http://www.accuratealways.com/contactcenter">www.accuratealways.com/contactcenter</a>
Altitude	<a href="http://www.altitude.com">www.altitude.com</a>
ASC Telecom	<a href="http://www.asctelecom.com">www.asctelecom.com</a>
Aheeva	<a href="http://www.aheeva.com">www.aheeva.com</a>
Aspect	<a href="http://www.aspect.com/">www.aspect.com/</a>
Autonomy (acquired e-talk)	<a href="http://www.autonomy.com">www.autonomy.com</a>
Cacti	<a href="http://www.cacticom.com">www.cacticom.com</a>
Calabrio	<a href="http://www.calabrio.com">www.calabrio.com</a>
CallCopy	<a href="http://www.callcopy.com">www.callcopy.com</a>
Centergistic	<a href="http://www.centergistic.com">www.centergistic.com</a>
Co-nexus	<a href="http://www.co-nexus.com">www.co-nexus.com</a>
CTI Group	<a href="http://www.ctigroup.com">www.ctigroup.com</a>
Dynametric	<a href="http://www.dynametric.com">www.dynametric.com</a>
Envision Telephony	<a href="http://www.envisioninc.com">www.envisioninc.com</a>
HigherGround	<a href="http://www.highergroundinc.com">www.highergroundinc.com</a>
HyperQuality	<a href="http://www.hyperquality.com">www.hyperquality.com</a>
Intelemedia	<a href="http://www.intelemedia.com">www.intelemedia.com</a>
Interactive Intelligence	<a href="http://www.inin.com/">www.inin.com/</a>
KnoahSoft	<a href="http://www.knoahsoft.com">www.knoahsoft.com</a>
Magnetic North	<a href="http://www.magneticnorth.com">www.magneticnorth.com</a>
NICE Systems	<a href="http://www.nice.com/">www.nice.com/</a>
OAISYS	<a href="http://www.oaisys.com">www.oaisys.com</a>
OnviSource (acquired Davacord)	<a href="http://www.onvisource.com">www.onvisource.com</a>
OreCX	<a href="http://www.orecx.com">www.orecx.com</a>
Tantacomm	<a href="http://www.tantacomm.com">www.tantacomm.com</a>
Telecorp Products, Inc.	<a href="http://www.telecorpproducts.com">www.telecorpproducts.com</a>
Teleformix	<a href="http://www.teleformix.com">www.teleformix.com</a>
Telrex	<a href="http://www.telrex.com">www.telrex.com</a>
TelStrat	<a href="http://www.telstrat.com">www.telstrat.com</a>
Verint (acquired Witness/Blue Pumpkin)	<a href="http://www.verint.com/">www.verint.com/</a>
VirtualLogger	<a href="http://www.virtuallogger.com">www.virtuallogger.com</a>
VoiceGate	<a href="http://www.voicegate.com">www.voicegate.com</a>
VoiceLog	<a href="http://www.voicelog.com">www.voicelog.com</a>
Voice Print	<a href="http://www.vpi-corp.com">www.vpi-corp.com</a>
ZOOM International	<a href="http://www.zoomint.com">www.zoomint.com</a>

*Agent Training/Assessment/Hiring Solutions/Incentives/Compensation*

Vendor	URL
Aslan Training	<a href="http://www.aslantraining.com">www.aslantraining.com</a>
Bankers Edge	<a href="http://www.bankersedge.com">www.bankersedge.com</a>

Vendor	URL
Employment Technologies Corporation	<a href="http://www.etc-easy.com">www.etc-easy.com</a>
DeGarmo Group	<a href="http://www.degarmogroup.com">www.degarmogroup.com</a>
dominKnow Learning Systems	<a href="http://www.dominknow.com">www.dominknow.com</a>
Envision Inc	<a href="http://www.envisioninc.com">www.envisioninc.com</a>
FurstPerson	<a href="http://www.furstperson.com">www.furstperson.com</a>
HigherGround	<a href="http://www.highergroundinc.com">www.highergroundinc.com</a>
Incentive Solutions	<a href="http://www.incentivesolutions.com">www.incentivesolutions.com</a>
Keynomics	<a href="http://www.keynomics.com">www.keynomics.com</a>
Knowlagent	<a href="http://www.knowlagent.com">www.knowlagent.com</a>
NICE Systems	<a href="http://www.nice.com">www.nice.com</a>
Previsor	<a href="http://www.previsor.com">www.previsor.com</a>
Snowfly	<a href="http://www.snowfly.com">www.snowfly.com</a>
Ulysses Learning	<a href="http://www.ulysseslearning.com">www.ulysseslearning.com</a>
Virtual Logger	<a href="http://www.virtuallogger.com">www.virtuallogger.com</a>
Voice Print	<a href="http://www.vpi-corp.com">www.vpi-corp.com</a>
Xactly Incent	<a href="http://www.xactlycorp.com">www.xactlycorp.com</a>

*Performance Optimization (Scorecards, Reporting)*

Vendor	URL
Aspect (acquired AIM Technology)	<a href="http://www.aspect.com">www.aspect.com</a>
Avaya (licenses Cognos)	<a href="http://www.avaya.com">www.avaya.com</a>
Enkata	<a href="http://www.enkata.com">www.enkata.com</a>
Exony	<a href="http://www.exony.com">www.exony.com</a>
Genesys (Alcatel)	<a href="http://www.genesyslabs.com/">www.genesyslabs.com/</a>
Hardmetrics, Inc.	<a href="http://www.hardmetrics.com">www.hardmetrics.com</a>
KnoahSoft	<a href="http://www.knoahsoft.com">www.knoahsoft.com</a>
IBM (Cognos)	<a href="http://www.ibm.com">www.ibm.com</a>
Merced Systems	<a href="http://www.mercedsystems.com">www.mercedsystems.com</a>
NICE Systems (acquired Performix)	<a href="http://www.nice.com">www.nice.com</a>
Oracle (acquired Hyperion)	<a href="http://www.oracle.com">www.oracle.com</a>
SAP	<a href="http://www.sap.com">www.sap.com</a>
Symmetrics	<a href="http://www.symmetrics.com">www.symmetrics.com</a>
Verint (acquired Witness )	<a href="http://www.verint.com">www.verint.com</a>

*Customer Survey Tools*

Note: Consider IVR vendors, performance tool suite vendors, and service providers for survey options as well.

Vendor	URL
Apian	<a href="http://www.apian.com">www.apian.com</a>
Allegiance	<a href="http://www.allegiance.com/">www.allegiance.com/</a>
cVent (Web, Hosted)	<a href="http://www.cvent.com">www.cvent.com</a>
KeySurvey	<a href="http://www.keysurvey.com">www.keysurvey.com</a>
KnoahSoft	<a href="http://www.knoahsoft.com">www.knoahsoft.com</a>
NetPromoter.com	<a href="http://www.netpromoter.com">www.netpromoter.com</a>
Nice	<a href="http://www.nice.com">www.nice.com</a>
QuestionPro	<a href="http://www.questionpro.com">www.questionpro.com</a>
ResponseTek (Web, Kiosk, SMS, Hosted)	<a href="http://www.responsetek.com">www.responsetek.com</a>
SatMetrix	<a href="http://www.satmetrix.com">www.satmetrix.com</a>



Skycreek (IVR, Web, Hosted)	<a href="http://www.skycreek.com">www.skycreek.com</a>
Survey Monkey	<a href="http://www.surveymonkey.com">www.surveymonkey.com</a>
Vocalabs	<a href="http://www.vocalabs.com">www.vocalabs.com</a>
Vovici	<a href="http://www.vovici.com">www.vovici.com</a>
Zoomerang	<a href="http://www.zoomerang.com">www.zoomerang.com</a>

*Speech Analytics*

<b>Vendor</b>	<b>URL</b>
Aspect	<a href="http://www.aspect.com">www.aspect.com</a>
Aurix	<a href="http://www.aurix.com">www.aurix.com</a>
Autonomy eTalk	<a href="http://www.etalik.com">www.etalik.com</a>
Raytheon BBN Technologies	<a href="http://www.bbn.com">www.bbn.com</a>
Calabrio	<a href="http://www.calabrio.com">www.calabrio.com</a>
CallCopy	<a href="http://www.callcopy.com">www.callcopy.com</a>
CallMiner	<a href="http://www.callminer.com">www.callminer.com</a>
eLoyalty	<a href="http://www.loyalty.com">www.loyalty.com</a>
Envision	<a href="http://www.envisioninc.com">www.envisioninc.com</a>
HigherGround	<a href="http://www.highergroundinc.com">www.highergroundinc.com</a>
Interactive Intelligence	<a href="http://www.inin.com/">www.inin.com/</a>
KnoahSoft	<a href="http://www.knoahsoft.com">www.knoahsoft.com</a>
Nexidia	<a href="http://www.nexidia.com">www.nexidia.com</a>
NICE Systems	<a href="http://www.nice.com">www.nice.com</a>
Nuance	<a href="http://www.nuance.com/">www.nuance.com/</a>
OnviSource	<a href="http://www.onvisource.com">www.onvisource.com</a>
Telrex	<a href="http://www.telrex.com">www.telrex.com</a>
Utopy	<a href="http://www.utopy.com">www.utopy.com</a>
Verint	<a href="http://www.verint.com">www.verint.com</a>
VirtualLogger	<a href="http://www.virtuallogger.com">www.virtuallogger.com</a>
VPI	<a href="http://www.vpi-corp.com">www.vpi-corp.com</a>

*Load and Performance Testing, Modeling and Simulation, VoIP Quality*

<b>Vendor</b>	<b>URL</b>
Bard Technologies	<a href="http://www.bardtechnologies.com">www.bardtechnologies.com</a>
Bay Bridge Decision Technologies	<a href="http://www.baybridgetech.com">www.baybridgetech.com</a>
Empirix	<a href="http://www.empirix.com">www.empirix.com</a>
I2 Gemini	<a href="http://www.i2gemini.com/">www.i2gemini.com/</a>
IQ Services	<a href="http://www.iq-services.com">www.iq-services.com</a>
Kooltoolz	<a href="http://www.kooltoolz.com">www.kooltoolz.com</a>
Portage Communications Inc	<a href="http://www.portagecommunications.com/">www.portagecommunications.com/</a>
Primary Matters	<a href="http://www.primarymatters.com">www.primarymatters.com</a>
Simul8	<a href="http://www.simul8.com/">www.simul8.com/</a>

*VoIP Quality Assessment Tools (in addition to above)*

<b>Vendor</b>	<b>URL</b>
Codima Technologies	<a href="http://www.codimatech.com">www.codimatech.com</a>
Ditech Networks	<a href="http://www.ditechnetworks.com">www.ditechnetworks.com</a>
EXFO	<a href="http://www.exfo.com">www.exfo.com</a>
NetIQ	<a href="http://www.netiq.com">www.netiq.com</a>
Tektronics (acquired Minacom)	<a href="http://www.tektronics.com">www.tektronics.com</a>



*Wallboard/Readerboard/TickerTape*

Vendor	URL
Call Center Tech.Com	<a href="http://www.call-center-tech.com">www.call-center-tech.com</a>
Centergistic Solutions	<a href="http://www.centergistic.com/">www.centergistic.com/</a>
Chadbourn Marcath	<a href="http://www.chadbourn.com/">www.chadbourn.com/</a>
Daktronics	<a href="http://www.daktronics.com/">www.daktronics.com/</a>
Info-Vision	<a href="http://www.info-vision.com/">www.info-vision.com/</a>
Inova Solutions	<a href="http://www.inovacorp.com/">www.inovacorp.com/</a>
Spectrum	<a href="http://www.specorp.com/">www.specorp.com/</a>
Symon Communications	<a href="http://www.symon.com/">www.symon.com/</a>
Telecorp Products	<a href="http://www.telecorpproducts.com/">www.telecorpproducts.com/</a>
Telegenix	<a href="http://www.telegenix.com/">www.telegenix.com/</a>
Texas Digital Systems	<a href="http://www.txdigital.com/">www.txdigital.com/</a>
Visual Electronics	<a href="http://www.digital-fax.com/">www.digital-fax.com/</a>

## Business Applications

*CTI Platform/Application*

Vendor	URL
Aspect	<a href="http://www.aspect.com/">www.aspect.com/</a>
Avaya	<a href="http://www.avaya.com">www.avaya.com</a>
Cisco	<a href="http://www.cisco.com/">www.cisco.com/</a>
Cothorn Computer Systems	<a href="http://www.ccslink.com">www.ccslink.com</a>
Genesys (Alcatel)	<a href="http://www.genesyslabs.com/">www.genesyslabs.com/</a>
MicroAutomation	<a href="http://www.microaut.com">www.microaut.com</a>
pbxnsip	<a href="http://www.pbxnsip.com">www.pbxnsip.com</a>
Stratasoft	<a href="http://www.stratasoft.com/">www.stratasoft.com/</a>
Syntellect	<a href="http://www.syntellect.com">www.syntellect.com</a>
Zeacom	<a href="http://www.zeacom.com">www.zeacom.com</a>

*CRM (premise and/or hosted)*

Vendor	URL
Amdocs	<a href="http://www.amdocs.com/">www.amdocs.com/</a>
BMC Software (acquired Remedy)	<a href="http://www.bmc.com">www.bmc.com</a>
Callfinity	<a href="http://www.callfinity.com">www.callfinity.com</a>
Consona	<a href="http://www.consona.com">www.consona.com</a>
Epicor	<a href="http://www.epicor.com/">www.epicor.com/</a>
Firstwave	<a href="http://www.firstwave.net/">www.firstwave.net/</a>
FrontRange Solutions	<a href="http://www.frontrange.com/">www.frontrange.com/</a>
Fused Solutions	<a href="http://www.fusedsolutions.com">www.fusedsolutions.com</a>
Customer 1	<a href="http://www.customer1.com">www.customer1.com</a>
IBM	<a href="http://www.ibm.com/">www.ibm.com/</a>
Infor (acquired E.piphany, SSA Global)	<a href="http://www.infor.com/">www.infor.com/</a>
Kana	<a href="http://www.kana.com/">www.kana.com/</a>
Maximizer	<a href="http://www.maximizer.com">www.maximizer.com</a>
Microsoft	<a href="http://www.microsoft.com">www.microsoft.com</a>
NetSuite	<a href="http://www.netsuite.com">www.netsuite.com</a>
OnContact	<a href="http://www.oncontact.com">www.oncontact.com</a>



Vendor	URL
Oracle (acquired PeopleSoft and Siebel)	<a href="http://www.oracle.com/">www.oracle.com/</a>
Pegasystems	<a href="http://www.pegasystems.com/">www.pegasystems.com/</a>
Pivotal	<a href="http://www.pivotal.com/">www.pivotal.com/</a>
Right Now Technologies	<a href="http://www.rightnow.com/">www.rightnow.com/</a>
Sage CRM	<a href="http://www.sagecrmsolutions.com">www.sagecrmsolutions.com</a>
Salesforce.com	<a href="http://www.salesforce.com">www.salesforce.com</a>
SAP	<a href="http://www.sap.com/">www.sap.com/</a>
Soffront	<a href="http://www.soffront.com">www.soffront.com</a>
SugarCRM	<a href="http://www.sugarcrm.com">www.sugarcrm.com</a>

*Business Process Automation Tools and Rules Engines*

Vendor	URL
Oracle (acquired Fuego and BEA Websystems)	<a href="http://www.oracle.com">www.oracle.com</a>
Infor	<a href="http://www.infor.com">www.infor.com</a>
Interactive Intelligence	<a href="http://www.inin.com">www.inin.com</a>
Mindbox	<a href="http://www.mindbox.com">www.mindbox.com</a>
Panviva	<a href="http://www.paniva.com">www.paniva.com</a>
Pegasystems	<a href="http://www.pegasystems.com">www.pegasystems.com</a>

*Consolidated Desktop Applications*

Vendor	URL
Altitude Software	<a href="http://www.altitude.com">www.altitude.com</a>
Cicero	<a href="http://www.ciceroinc.com">www.ciceroinc.com</a>
Cincom	<a href="http://www.cincom.com">www.cincom.com</a>
Jacada	<a href="http://www.jacada.com">www.jacada.com</a>
Microsoft	<a href="http://www.microsoft.com">www.microsoft.com</a>
OpenSpan	<a href="http://www.openspan.com">www.openspan.com</a>
Pegasystems	<a href="http://www.pegasystems.com">www.pegasystems.com</a>
Rocket Seagull Software	<a href="http://www.rocketsoftware.com">www.rocketsoftware.com</a>

*Knowledge Management*

Also referred to as information access technology, content management, content capture, portals, collaboration tools, document management.

Vendor	URL
Autonomy (acquired Verity)	<a href="http://www.autonomy.com">www.autonomy.com</a>
Broadvision	<a href="http://www.broadvision.com">www.broadvision.com</a>
EMC2 Captiva	<a href="http://www.captivasoftware.com">www.captivasoftware.com</a>
Computer Associates	<a href="http://www.ca.com">www.ca.com</a>
Consona (acquired Knova)	<a href="http://www.consona.com">www.consona.com</a>
Inquire	<a href="http://www.inquire.com">www.inquire.com</a>
Kana Software	<a href="http://www.kana.com">www.kana.com</a>
Moxie Software (acquired Talisma)	<a href="http://www.moxiesoft.com">www.moxiesoft.com</a>
Next IT	<a href="http://www.nextit.com">www.nextit.com</a>
Panviva	<a href="http://www.paniva.com">www.paniva.com</a>
Right Now Technologies	<a href="http://www.rightnow.com/">www.rightnow.com/</a>
The Brain Technologies	<a href="http://www.thebrain.com">www.thebrain.com</a>
Vignette	<a href="http://www.vignette.com">www.vignette.com</a>



*Analytics, Business Intelligence, Content Management, Personalization*

Vendor	URL
Akamai	<a href="http://www.akamai.com/">www.akamai.com/</a>
Amdocs	<a href="http://www.amdocs.com/">www.amdocs.com/</a>
BroadVision	<a href="http://www.broadvision.com/">www.broadvision.com/</a>
Cisco (acquired Latigent)	<a href="http://www.cisco.com">www.cisco.com</a>
ClickFox	<a href="http://www.clickfox.com">www.clickfox.com</a>
Escalate Retail (former Ecometry, acq..Blue Martini)	<a href="http://www.escalateretail.com/">www.escalateretail.com/</a>
HigherGround	<a href="http://www.highergroundinc.com">www.highergroundinc.com</a>
IBM (acquired Applix and Cognos)	<a href="http://www.cognos.com">www.cognos.com</a>
Informatica	<a href="http://www.informatica.com">www.informatica.com</a>
Information Builders	<a href="http://www.informationbuilders.com">www.informationbuilders.com</a>
Kana	<a href="http://www.kana.com">www.kana.com</a>
Knoa	<a href="http://www.knoa.com">www.knoa.com</a>
Knowledge Wave International	<a href="http://www.knowledge-wave.com">www.knowledge-wave.com</a>
MicroAutomation	<a href="http://www.microaut.com">www.microaut.com</a>
Nice (acquired e-glue)	<a href="http://www.nice.com">www.nice.com</a>
Oracle (acquired Hyperion)	<a href="http://www.oracle.com">www.oracle.com</a>
Overtone.com (acquired Island Data)	<a href="http://www.overtone.com">www.overtone.com</a>
Panviva	<a href="http://www.panviva.com">www.panviva.com</a>
SAP (acquired Business Objects)	<a href="http://www.businessobjects.com">www.businessobjects.com</a>
SAS Institute	<a href="http://www.sas.com">www.sas.com</a>
SPSS Inc (IBM)	<a href="http://www.spss.com/">www.spss.com/</a>
ThinkAnalytics	<a href="http://www.thinkanalytics.com/">www.thinkanalytics.com/</a>
Upstream Works	<a href="http://www.upstreamworks.com">www.upstreamworks.com</a>
Vignette	<a href="http://www.vignette.com/">www.vignette.com/</a>

## Multimedia/Web Contact

*Email Routing, Outbound, Text Chat*

Vendor	URL
Altitude	<a href="http://www.altitude.com">www.altitude.com</a>
Avaya	<a href="http://www.avaya.com">www.avaya.com</a>
Callfinity	<a href="http://www.callfinity.com">www.callfinity.com</a>
Cisco	<a href="http://www.cisco.com">www.cisco.com</a>
Dial Results	<a href="http://www.dialresults.com">www.dialresults.com</a>
Echo Mail	<a href="http://www.echomail.com/">www.echomail.com/</a>
eGain	<a href="http://www.egain.com/">www.egain.com/</a>
eStara (a division of ATG - Oracle)	<a href="http://www.estara.com">www.estara.com</a>
Genesys	<a href="http://www.genesyslabs.com/">www.genesyslabs.com/</a>
IBM (acquired WebDialogs)	<a href="http://www.ibm.com">www.ibm.com</a>
Information Access technology (IAT)	<a href="http://www.iat-cti.com">www.iat-cti.com</a>
Interactive Intelligence	<a href="http://www.inin.com/">www.inin.com/</a>
Kana	<a href="http://www.kana.com/">www.kana.com/</a>
LivePerson	<a href="http://www.liveperson.com">www.liveperson.com</a>
Moxie Software	<a href="http://www.moxiesoft.com">www.moxiesoft.com</a>
RightNow Technologies	<a href="http://www.rightnow.com/">www.rightnow.com/</a>



Vendor	URL
Spitfire Dialers	<a href="http://www.spitfiredialers.com">www.spitfiredialers.com</a>
Syntellect (acquired Apropos)	<a href="http://www.syntellect.com">www.syntellect.com</a>
Tdirect (formerly TeleDirect)	<a href="http://www.tdirect.com">www.tdirect.com</a>
TouchStar	<a href="http://www.touchstar.com">www.touchstar.com</a>
Upstream Works	<a href="http://www.upstreamworks.com">www.upstreamworks.com</a>
Zeacom	<a href="http://www.zeacom.com">www.zeacom.com</a>

## Social Media Monitoring

### *Suite Vendors*

Vendor	URL
Avaya	<a href="http://www.avaya.com">www.avaya.com</a>
Cisco	<a href="http://www.cisco.com">www.cisco.com</a>
Interactive Intelligence (with Buzzient)	<a href="http://www.inin.com/">www.inin.com/</a>
Siemens	<a href="http://www.siemens.com">www.siemens.com</a>
Spanlink (hosted with Cisco)	<a href="http://www.spanlink.com">www.spanlink.com</a>

### *CRM Vendors*

Vendor	URL
Oracle (with Buzzient)	<a href="http://www.oracle.com">www.oracle.com</a>
RightNow	<a href="http://www.rightnow.com">www.rightnow.com</a>
SalesForce.com	<a href="http://www.salesforce.com">www.salesforce.com</a>

### *Performance Vendors*

Vendor	URL
Nice	<a href="http://www.nice.com">www.nice.com</a>
Verint	<a href="http://www.verint.com">www.verint.com</a>

## Network Services

Vendor	URL
AT&T (acquired SBC Communications)	<a href="http://www.att.com">www.att.com</a>
Bell Canada	<a href="http://www.bell.ca">www.bell.ca</a>
British Telecom	<a href="http://www.bt.com">www.bt.com</a>
Century Link	<a href="http://www.centurlink.com">www.centurlink.com</a>
Fairpoint Communications	<a href="http://www.fairpoint.com">www.fairpoint.com</a>
Integra Communications	<a href="http://www.integratecom.com">www.integratecom.com</a>
MCI (merged with Verizon)	<a href="http://www.mci.com">www.mci.com</a>
Qwest	<a href="http://www.qwest.com">www.qwest.com</a>
Sprint	<a href="http://www.sprint.com">www.sprint.com</a>
Tata Communications	<a href="http://www.tatacommunications.com">www.tatacommunications.com</a>
Verizon	<a href="http://www.verizon.com">www.verizon.com</a>
XO Communications	<a href="http://www.xo.com">www.xo.com</a>

## Site Selection

Vendor	URL
Binswanger	<a href="http://www.binswanger.com">www.binswanger.com</a>
CB Richard Ellis	<a href="http://ccsq.cbre.com">http://ccsq.cbre.com</a>



Vendor	URL
Harrington Consulting Group	<a href="http://www.harringtonconsultinggroup.com">www.harringtonconsultinggroup.com</a>
Mohr Partners	<a href="http://www.mohrcallcenter.com">www.mohrcallcenter.com</a>
Jones Lang LaSalle	<a href="http://www.us.am.joneslanglasalle.com">www.us.am.joneslanglasalle.com</a>
Raya	<a href="http://www.rayacorp.com">www.rayacorp.com</a>
Site Selection Group	<a href="http://www.siteselectiongroup.com">www.siteselectiongroup.com</a>

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.