



## Vendor List

### Contact Center Technologies

The way that your technology learning from the course “Contact Center Technology: What Works, What’s New, and What Drives Results” will stick is that you act on it. 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.

<b><i>Voice Switch (Traditional TDM and/or VoIP)</i></b> .....	<b>1</b>
<b><i>Integrated Call Center Suites with ACD, CTI and Reporting</i></b> .....	<b>1</b>
<b><i>Voice Response/Speech Recognition</i></b> .....	<b>2</b>
<b>Voice Response Boards</b> .....	<b>3</b>
<b>Speech Recognition/Text to Speech</b> .....	<b>3</b>
<b>VRU Development Tools</b> .....	<b>3</b>
<b>Voice Platforms and Engines (VoiceXML)</b> .....	<b>3</b>
<b>Speech Application Development Platforms</b> .....	<b>4</b>
<b>IVR Application Developers</b> .....	<b>4</b>
<b><i>Performance Management</i></b> .....	<b>4</b>
<b>Workforce Management System</b> .....	<b>4</b>
<b>Quality Monitoring, Agent Scoring, and Call Logging</b> .....	<b>5</b>
<b>Agent Training/Assessment/Hiring Solutions</b> .....	<b>5</b>
<b>Performance Optimization (Scorecards, Reporting)</b> .....	<b>6</b>
<b>Customer Survey Tools</b> .....	<b>6</b>
<b>Speech Analytics</b> .....	<b>6</b>
<b>Load Testing, Modeling and Simulation</b> .....	<b>7</b>
<b>VoIP Quality Assessment Tools</b> .....	<b>7</b>



Wallboard/Readerboard/TickerTape ..... 7

**Business Applications..... 8**

    CTI Platform/Application ..... 8

    CRM (premise and/or hosted) ..... 8

    Business Process Automation Tools and Rules Engines..... 9

    Consolidated Desktop Applications ..... 9

    Knowledge Management ..... 9

    Analytics, Business Intelligence, Content Management, Personalization..... 9

**Multimedia/Web Contact..... 10**

    Email Routing, Outbound, Text Chat..... 10

**Network Services ..... 11**

**Site Selection..... 11**



## 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>
Amcat	<a href="http://www.amcat.com">www.amcat.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>
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.nec.com/">www.nec.com/</a>
Nortel	<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>
3Com	<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>
Amcat	P	<a href="http://www.amcat.com">www.amcat.com</a>
Angel.com	B	<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	H	<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 (acquired Interverse)	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>
Envox Worldwide	H	<a href="http://www.envox.com">www.envox.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>
Intelegen	H	<a href="http://www.intelegen.net">www.intelegen.net</a>
Intelemedia	P	<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>
Packet8	H	<a href="http://Contactcenter.packet8.net">Contactcenter.packet8.net</a>
Sentillion	H	<a href="http://www.sentillion.com">www.sentillion.com</a>
Sento	H	<a href="http://www.sento.com">www.sento.com</a>
Smoothstone	H	<a href="http://www.smoothstone.com">www.smoothstone.com</a>
Stratasoft	P	<a href="http://www.stratasoft.com">www.stratasoft.com</a>
TeleTech	H	<a href="http://www.teletech.com">www.teletech.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>
UCN	H	<a href="http://www.ucn.net">www.ucn.net</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	P	<a href="http://www.callfinity.com">www.callfinity.com</a>
Cantata	P	<a href="http://www.cantata.com">www.cantata.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>
Genesys (Alcatel)	P	<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	P	<a href="http://www.intelemedia.com">www.intelemedia.com</a>
Interactive Intelligence	P	<a href="http://www.inin.com/">www.inin.com/</a>
LiveVox	H	<a href="http://www.livevox.com">www.livevox.com</a>



Vendor		URL
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 Periphonics)	P	<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>
Prairie Systems	H	<a href="http://www.prairiesys.com">www.prairiesys.com</a>
Prosodie	P	<a href="http://www.ivrinc.com">www.ivrinc.com</a>
Pulse	H	<a href="http://www.pulsevoice.com">www.pulsevoice.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	P	<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	H	<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>
Brooktrout	<a href="http://www.brooktrout.com/">www.brooktrout.com/</a>
Intel (Dialogic)	<a href="http://www.intel.com/">www.intel.com/</a>
NMS Communications (Natural Microsystems)	<a href="http://www.nmscommunications.com/">www.nmscommunications.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>
Philips	<a href="http://www.speechrecognition.philips.com">www.speechrecognition.philips.com</a>

*VRU Development Tools*

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

*Voice Platforms and Engines (VoiceXML)*

Vendor	URL
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>
Voice Genie	<a href="http://www.voicegenie.com/">www.voicegenie.com/</a>

*Speech Application Development Platforms*

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

<b>Vendor</b>	<b>URL</b>
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 Intervoice)	<a href="http://www.convergys.com">www.convergys.com</a>
Fluency Voice Technology	<a href="http://www.fluencyvoice.com">www.fluencyvoice.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*

<b>Vendor</b>	<b>URL</b>
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>
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.gmtcorp.com">www.gmtcorp.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>
Left Bank Solutions	<a href="http://www.leftbanksolutions.com">www.leftbanksolutions.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>



PRM (Professional Resource Mgmt)	<a href="http://www.prminc.com/">www.prminc.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>

*Quality Monitoring, Agent Scoring, and Call Logging*

<b>Vendor</b>	<b>URL</b>
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>
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>
KnoahSoft	<a href="http://www.knoahsoft.com">www.knoahsoft.com</a>
Magnetic North	<a href="http://www.magneticnorth.com">www.magneticnorth.com</a>
Mercom (now Verint)	<a href="http://www.mercom.com/">www.mercom.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>
Tdirect (acquired Wygant Scientific)	<a href="http://www.tdirect.com">www.tdirect.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	<a href="http://www.verint.com/">www.verint.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*

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

Vendor	URL
HigherGround	<a href="http://www.highergroundinc.com">www.highergroundinc.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>
Sivox Partners	<a href="http://www.sivox.com">www.sivox.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>

*Performance Optimization (Scorecards, Reporting)*

Vendor	URL
AIM technology	<a href="http://www.aimtechnology.com">www.aimtechnology.com</a>
Aspect (licenses portions of Merced Systems products)	<a href="http://www.aspect.com">www.aspect.com</a>
Avaya (licenses Cognos)	<a href="http://www.avaya.com">www.avaya.com</a>
Business Objects (acquired by SAP)	<a href="http://www.businessobjects.com">www.businessobjects.com</a>
Cognos (acquired Applix) (acquired by IBM)	<a href="http://www.cognos.com">www.cognos.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>
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>
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>
KeySurvey	<a href="http://www.keysurvey.com">www.keysurvey.com</a>
KnoahSoft	<a href="http://www.knoahsoft.com">www.knoahsoft.com</a>
QuestionPro	<a href="http://www.questionpro.com">www.questionpro.com</a>
Survey Monkey	<a href="http://www.surveymonkey.com">www.surveymonkey.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*

Vendor	URL
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.etal.com">www.etal.com</a>
BBN Technologies	<a href="http://www.bbn.com">www.bbn.com</a>
Calabrio	<a href="http://www.calabrio.com">www.calabrio.com</a>
CallMiner	<a href="http://www.callminer.com">www.callminer.com</a>
Envision	<a href="http://www.envisioninc.com">www.envisioninc.com</a>



Vendor	URL
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>
SER	<a href="http://www.ser.com">www.ser.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>
VPI	<a href="http://www.vpi-corp.com">www.vpi-corp.com</a>

*Load Testing, Modeling and Simulation*

Vendor	URL
Bard	<a href="http://www.bardtech.com/">www.bardtech.com/</a>
Bay Bridge Decision Technologies	<a href="http://www.baybeidgetech.com">www.baybeidgetech.com</a>
Empirix	<a href="http://www.empirix.com">www.empirix.com</a>
Hills Telemanagement	<a href="http://www.htlt.com/">www.htlt.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>
PRM (Professional Resource Mgmt)	<a href="http://www.prmnc.com/">www.prmnc.com/</a>
Simul8	<a href="http://www.simul8.com/">www.simul8.com/</a>

*VoIP Quality Assessment Tools*

Vendor	URL
Brix Networks	<a href="http://www.brixnet.com">www.brixnet.com</a>
Codima Technologies	<a href="http://www.codimatech.com">www.codimatech.com</a>
Ditech Networks	<a href="http://www.ditechnetworks.com">www.ditechnetworks.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 Technologies	<a href="http://www.callctrtech.com/">www.callctrtech.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	<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 (acquired Apropos)	<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 (acquired Clarify)	<a href="http://www.amdocs.com/">www.amdocs.com/</a>
ATG	<a href="http://www.atg.com">www.atg.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>
Chordiant	<a href="http://www.chordiant.com/">www.chordiant.com/</a>
Consona (acquired Onyx)	<a href="http://www.onyx.com">www.onyx.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>
Genticity	<a href="http://www.genticity.com">www.genticity.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>
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>
Strategis Solutions	<a href="http://www.strategisolutions.com">www.strategisolutions.com</a>
SugarCRM	<a href="http://www.sugarcrm.com">www.sugarcrm.com</a>

### *Business Process Automation Tools and Rules Engines*

<b>Vendor</b>	<b>URL</b>
BEA Websystems (acquired Fuego)	<a href="http://www.bea.com">www.bea.com</a>
Chordiant	<a href="http://www.chordiant.com">www.chordiant.com</a>
Infor	<a href="http://www.infor.com">www.infor.com</a>
Mindbox	<a href="http://www.mindbox.com">www.mindbox.com</a>
Panviva	<a href="http://www.supportpoint.com">www.supportpoint.com</a>
Pegasystems	<a href="http://www.pegasystems.com">www.pegasystems.com</a>

### *Consolidated Desktop Applications*

<b>Vendor</b>	<b>URL</b>
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>
Seagull Software	<a href="http://www.seagullsoftware.com">www.seagullsoftware.com</a>

### *Knowledge Management*

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

<b>Vendor</b>	<b>URL</b>
ATG	<a href="http://www.atg.com">www.atg.com</a>
Autonomy (acquired Verity)	<a href="http://www.autonomy.com">www.autonomy.com</a>
Broadvision	<a href="http://www.broadvision.com">www.broadvision.com</a>
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>
Next IT	<a href="http://www.nextit.com">www.nextit.com</a>
Panviva	<a href="http://www.supportpoint.com">www.supportpoint.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>
Talisma	<a href="http://www.knowledgebase.net">www.knowledgebase.net</a>
Vignette	<a href="http://www.vignette.com">www.vignette.com</a>

### *Analytics, Business Intelligence, Content Management, Personalization*

<b>Vendor</b>	<b>URL</b>
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>
Business Objects (acquired by SAP)	<a href="http://www.businessobjects.com">www.businessobjects.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>
Cognos (acquired Applix) (acquired by IBM)	<a href="http://www.cognos.com">www.cognos.com</a>
e-glue	<a href="http://www.e-glue.com">www.e-glue.com</a>



Vendor	URL
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>
Informatica	<a href="http://www.informatica.com">www.informatica.com</a>
Information Builders	<a href="http://www.informationbuilders.com">www.informationbuilders.com</a>
Island Data	<a href="http://www.islanddata.com/">www.islanddata.com/</a>
Kana	<a href="http://www.kana.com">www.kana.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>
Oracle (acquired Hyperion)	<a href="http://www.oracle.com">www.oracle.com</a>
Panviva	<a href="http://www.supportpoint.com">www.supportpoint.com</a>
SAS Institute	<a href="http://www.sas.com">www.sas.com</a>
SPSS Inc	<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>
WebTrends	<a href="http://www.netiq.com/webtrends/default.asp">www.netiq.com/webtrends/default.asp</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>
Castel	<a href="http://www.castel.com">www.castel.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)	<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>
InstantService	<a href="http://www.instantservice.com">www.instantservice.com</a>
Interactive Intelligence	<a href="http://www.inin.com/">www.inin.com/</a>
Jabber	<a href="http://www.jabber.com/">www.jabber.com/</a>
Kana	<a href="http://www.kana.com/">www.kana.com/</a>
LivePerson	<a href="http://www.liveperson.com">www.liveperson.com</a>
OPC Marketing	<a href="http://www.opc-marketing.com">www.opc-marketing.com</a>
PDS Inc.	<a href="http://www.ets-pds.com">www.ets-pds.com</a>
RightNow Technologies	<a href="http://www.rightnow.com/">www.rightnow.com/</a>
SER	<a href="http://www.sersolutions.com">www.sersolutions.com</a>
Syntellect (acquired Apropos)	<a href="http://www.syntellect.com">www.syntellect.com</a>
Talisma Corp	<a href="http://www.talisma.com/">www.talisma.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>



Vendor	URL
Upstream Works	<a href="http://www.upstreamworks.com">www.upstreamworks.com</a>
Zeacom	<a href="http://www.zeacom.com">www.zeacom.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>
Bell South	<a href="http://www.bellsouth.com">www.bellsouth.com</a>
CenturyTel	<a href="http://www.centurytel.com">www.centurytel.com</a>
Fairpoint Communications	<a href="http://www.fairpoint.com">www.fairpoint.com</a>
Integra Communications	<a href="http://www.integratelecom.com">www.integratelecom.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>
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>
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>
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 – we just haven't run into it yet.