By: Nadji Tehrani,
Founder, Chairman & CEO, Editor-in-Chief,
Technology Marketing Corporation

HOW TO BUY CALL CENTER/ CRM TECHNOLOGY AND SERVICES JUDICIOUSLY

THE GREATER THE OPTIONS, THE MORE CHALLENGING BUYING "THE RIGHT" PRODUCT OR SERVICE WILL BE

In this twenty-fifth edition of *Customer Inter@ction Solutions'* Buyers' Guide, our editors have focused on obtaining guidance on "How To Buy" new technologies and services by contacting industry leaders and leading vendors to obtain their views and know-how. The objective is to help our valued readers avoid costly mistakes and buy "the right product or service."

As the industry's first and pioneering publication since 1982, it is our paramount responsibility to offer the highest quality and relevant content to help our readers.

Accordingly, we have devoted this entire issue to this vitally important topic.

Early Adopters Benefit The Most

Competitive advantage comes when, and only when, you are a first adopter of new technology. Let us all remember the first law of positioning, which says, "It is better to be first than to be better." Given that being the first in just about anything is far more important than being the best, it is a no-brainer that being an early adopter is vitally important to any company's success.

Industry Leaders and Leading Vendors' Views On Acquiring CRM Solutions

Here are some excerpts from contributions made by industry leaders on the topic of purchasing CRM solutions.

Oracle

• Select a solution that allows you to quickly deploy CRM on-demand for front-line users, while tightly integrating with the industry-specific, enterprise CRM used to manage your most complex business problems.

• Look for integrated business intelligence tools that deliver actionable intelligence for each business function and user role.

• Look for proven solutions that both your business and your IT users can adopt and support in the short- and long-term.

Salesforce.com

For on-demand CRM solutions, consider the following:

• **Multi-tenancy.** The multitenant model allows companies to run a single code base that is shared by all users and upgraded simultaneously — delivering all the benefits of innovative new releases, with none of the painful legacy of upgrades. With a multi-tenant architecture, customers can scale and innovate quickly, and enjoy the economies of scale of a world-class infrastructure that typically would have

been out of reach. Multi-tenancy also ensures that customers do not have to rebuild their customizations or integrations every time the service is upgraded to the next version.

• **Multiple applications.** When purchasing a SaaS solution, customers should look for vendors that provide multiple on-demand applications. These multiple applications provide a consistent user experience and an integrated source of knowledge for employees and customers. By using multiple applications that all run on one platform, it's easy for customers to integrate their data and workflow, and manage the administration of users and changes to applications. It also makes it easier for users to use applications since they have a common look and feel. This reduces training and time searching for information.

• **Platform-as-a-service.** Companies in the market for on-demand CRM should look for global service, complete customization and out-of-the-box integration to all of their enterprise and desktop systems.

SAP

Too often, customer-facing communications operations are rigid and hardware-based, which can make it difficult and expensive to organize customer service and telemarketing programs that flexibly respond to customer needs. Executing an effective communications strategy becomes even more difficult as customers seek real-time contact through text messaging, e-mail and the Web. Delivering an effective multichannel customer experience to customers requires a more comprehensive solution.

Customers looking to revamp their contact center environment would benefit from asking the following questions:

• Across which channels do I want to interact with my customers?

• How can I make my call center work to my advantage as a competitive differentiator?

• How can I empower other parts of the business with customer insights garnered through my call center?

• Will I be running operations across multiple locations and communications channels?

• Do I need my users to be able to access this information remotely or through a mobile device?

Once a customer determines their customer call center requirements and defines their objectives, they should ask the following:

• Does the solution offer flexible deployment options including the use of a hosted contact center so that I can tailor my contact center to changing needs and environments per location?

• Will it be able to flexibly handle peak loads and random call arrival?

• Does it provide a shared knowledge repository for better first-call resolution?

• Can it help control the call routing and resolution process with standardized call scripts and workflows, and provide agents with a unified desktop and managers with tools needed to manage and analyze call center operations?

• Does this solution offer comprehensive support for inbound customer contact centers – even those that are spread across multiple sites and serve multiple contact channels?

• Does the solution allow you to link contact center interactions and efforts to sales and marketing planning and execution?

Pegasystems

Organizations should choose CRM solutions that:

• Are highly agile – to prove their value, call center software today needs to show it can directly capture business objectives, automate the programming and any associated work. Systems must be able to accept a change and then apply it specifically where it's needed within an application;

• Bridge the gap with disconnected channels by implementing a single and scalable process across multiple channels, yet still allow for specialization such as UI presentation and service levels where needed;

• Are able to integrate application functions, essential enterprise data and human tasks together into efficient and streamlined customer-centric processes; and

• Possess the tools to consume enterprise customer information without replication, and then deliver the conclusions and processes that match specific business goals and anticipated customer needs, and help CSRs provide higher levels of customer satisfaction.

Consona

Questions to ask when considering the purchase of CRM solutions:

• Ask, what path do you want to take? Determine if your needs are for a more data-centric tactical solution or for a process-centric system that will impact more than just one facet of the business. This can help meet expectations in terms of implementation time, integrations and overall cost.

• Check references and specifically ask if the vendor did what they said they were going to do. Did they do it on time and on budget? How responsive were they to your questions and requests?

• When looking to buy for a call center, it is important to consider looking for a solution to manage the information going to a customer-facing Web site, or Web self-service, in addition to a traditional relationship management system. Having both the "front office" and "back office" speaking to each other will have a greater impact of customer satisfaction.

As always, I welcome your comments. Please e-mail them to me at ntehrani@tmcnet.com. **CIS**

Contents

14

The Essential Buyers' Guide Tip Sheets

TMCNET.COM ONLINE EXCLUSIVES

Telecom Customer Service: Less Bad Than It Used To Be?
By Tracey E. Schelmetic, Editorial Director, Customer Interaction Solutions
Read the full article at www.tmcnet.com/1417.1

CRM Survey: 83 Percent of Execs Suffer Employee CRM Resistance
By David Sims, TMCnet Contributing Editor
Read the full article at www.tmcnet.com/1418.1

Bringing Speech-Enabling Self-Service Into The Contact Center
By Stefania Viscusi, TMCnet Assistant Editor
Read the full article at www.tmcnet.com/1419.1

By: Rich Tehrani,
Group Publisher, Group Editor-in-Chief,
Technology Marketing Corporation

Microsoft Unifies The Call Center

The call center is a complicated place. In a way, it's like Grand Central Station to any business. Almost all contact with customers (customer contact, of course, being the most important kind of contact there is for a business) passes through the call center. It either originates there, or is the ultimate destination. It arrives on a number of tracks, so to speak. It comes in at all different times and via various means. (Hey…the subway comes into Grand Central Station too, you know. And there are taxi stands. Private car drop-offs. Work with me, here.) As a result, the call center has become a complex place. Agents are increasingly challenged to manage a great deal of data and juggle an increasingly large number of applications.

Some days, just the sign-on process alone, multiple times per day, is enough to waste enough time to effect a negative impact on call center volumes.

Microsoft (www.microsoft.com) recently announced steps to do away with some of the complexity via its debut of Microsoft Customer Care Framework 2008 (CCF 2008), a software product designed to help companies improve the quality of their customer interactions by aggregating information from existing business applications into a single unified desktop. This latest version offers noteworthy updates to simplifying tasks and workflow processes, integrating customer interaction channels and accelerating the time to market. By implementing CCF 2008, companies can actually increase operational efficiency and enhance productivity within their customer care environment.

"Customers want prompt, accurate and rich interactions with the companies with which they do business," said David Sliter, general manager of the Industry Solutions Group at Microsoft. "Customer Care Framework 2008 makes it easier for companies to support their customers by automating workflow and integrating it with business processes. With a truly unified view of the customer coupled with application automation, employees are empowered to deliver world-class sales, marketing and service experiences to their customers."

I had a chance to speak with Vish Thirumurthy, Group Product Manager of Microsoft, about the CCF 2008 announcement in more detail.

RT: Can you provide an overview, in a nutshell, about what CCF actually does for the agent at his or her desktop?

VT: CCF provides a unified, real-time, 360-degree view of customer information by aggregating and automating all the data from disparate back-end line of business systems, and the channels of communication from which the customer may be contacting them. By integrating the channels, there is consistency between the customer information regardless of the channel of contact. CCF also now provides sophisticated workflow for tasks and business processes to help guide the agent easily through their daily tasks in responding to customer queries. The workflow automatically brings up the required applications in the process and auto-populates information into and between the various relevant applications.

RT: Which applications (CRM, etc.) specifically is CCF linking up? Just Microsoft solutions or other common contact center software solution?

VT: CCF leverages and works with a wide range of business applications including Win32, Web-based, Java, custom-built, and legacy applications — as well as all telephony infrastructure (CTI, IVR, etc.) that is currently in place. CCF provides the interface to channel providers from a central/controlled server which allows CCF to smoothly integrate all the communication channels.

RT: Can you talk about the "Windows Workflow Foundation" in more detail? How does this work, and how does it save agents time?

VT: CCF leverages Microsoft's Windows Workflow Foundation as the engine that provides the automation between the applications to automatically open on the desktop the relevant apps to handle a given customer request, and common information is populated between applications. By automatically accessing the relevant applications, and providing the workflow from one to the next, the agent's process is significantly streamlined, and they can spend more time providing a satisfying sales, marketing and service experience for the end customer

RT: I could see how that would eliminate errors in having to retype information, as well. Automating workflow sounds like a good idea, but it seems like one of those applications that's only as good as the person making the workflow decisions. Does Microsoft help companies make choices that make sense for each contact center?

VT: Microsoft works with the company's business analysts to determine their specific workflows based on their typical customer interactions to design and map the workflow and applications.

RT: What happens when the applications that need to be integrated are hosted applications?

VT: CCF can integrate these applications in the same way as the back-end applications through programmatic or presentation integration.

RT: How complex is the job to integrate CCF with all these applications? How soon can a company be up and running?

VT: Since CCF provides front-end, presentation layer integration as one option, CCF can rapidly aggregate the applications to the desktop. With the enhancements to this latest release of CCF 2008, it is considerably quicker, easier and less expensive, with less risk than ever to realize business results and rapid ROI. CCF accelerates the development, integration and deployment of customer care solutions, and there is no replacement of existing systems required. A company can be up and going with CCF within weeks or several months depending on the size and complexity of the implementation.

RT: How are some ways that CCF 2008 would hit ROI goals for users? (Lowering turnover, reducing training times, eliminating wasted time for log-ins, etc.)

VT: CCF rapidly recognizes a return on investment for customers. Key to this is the impact on agents, with reduced training times (by as much as 50 percent or more), increased retention due to improved job satisfaction by providing all the tools needed for them to meet their goals of delivering efficient service, as well as the resulting lowered recruiting costs. There is also the time saved with Single Sign-On, which can eliminate seven to ten minutes of time, reduce call handle time, reduce customer hold time, reduce call transfers and provide the opportunity for needs-based selling

RT: Can you tell us about anyone who is using CCF 2008 now, what they're using it for and what improvements they have seen?

VT: We have a number of global customers across multiple industries such as BT Germany, Vodaphone, Telemar, Nawras, Elisa Mercy Healthcare, T-Com, Unibanco and El Pais. They have all recognized an accelerated ROI due to rapid deployment, many have recognized significantly reduced call handle times, as well as reduced training time for agents, and some have measured increased employee retention, as well as improved customer interactions, which ultimately drives customer satisfaction.

RT: Thanks for your time. **CIS**

PLANTRONICS
SOUND INNOVATION

A Special Editorial Series Sponsored By Plantronics, Inc.

The "Intelligible" Choice: Intelligibility Of Calls As A Competitive Advantage

By Joe McGrogan, Plantronics, Inc.

Contact center managers rely on clear, effective communications as the cornerstone of their business. Headsets provide the critical link between their agents and customers, which is why sound quality is so important. How well the agent can hear the caller has a direct affect on customer satisfaction, agent productivity and employee turnover. As a result, deploying high-quality direct connect headsets with clear audio, or amplified headset systems—which provide enhanced audio clarity, volume control, and other benefits—provides a number of benefits and a better return on investment. In fact, every performance metric imposed on contact center managers can be improved with a clearer, more intelligible inbound and outbound signal.

What kind of sound should a telecommunications headset have? It needs to give the wearer clear, undistorted audio at appropriate volume levels. A headset also needs to deliver the right type of sound. To illustrate, headset products from consumer audio manufacturers tend to emphasize the bass range, which can initially sound better to people accustomed to listening to home and car audio systems. But in fact, it is in the higher frequencies where your agents hear much of the critical information from your customers.

Unfortunately, high-frequency signals deteriorate as distance from the telephone switch increases. Mobile and cordless phones also play havoc with these signals. A headset that boosts the higher frequencies enables the agents to better understand human speech. Through a unique frequency response curve as well as through audio enhancement algorithms in the audio processors, Plantronics headsets make calls significantly more intelligible. Plantronics headsets actually minimize repetitions, making agents more productive and customers less frustrated. By providing a more intelligible audio signal, Plantronics headset solutions also reduce the number of mistakes that agents make when taking information from customers.

Sound Innovations

In addition to incorporating the latest technologies in the headset system itself, headset manufacturers must employ high-tech innovations to create headset designs that meet the demands of actual use in contact center environments. The first step in creating these advanced acoustic designs starts with the ability to make accurate and consistent sound measurements, which requires special test equipment. Plantronics developed a unique head and torso simulator that accurately models the acoustic characteristics of the human head. When used in Plantronics' world-class low-noise anechoic chamber, engineers can objectively measure sound quality exactly as experienced by the wearer. This makes it possible to engineer sound improvements based on real-world contact center conditions.

Amplified Benefits

Another way to improve the ability of agents to hear customers clearly in a real-world contact center environment is by upgrading to an amplifier-based system. Plantronics amplifiers with Clearline™

audio technology enhance sound quality in a number of ways. They lower incoming line noise for a better listening experience during quiet times between calls or while waiting for a response. Additionally, outbound noise reduction goes beyond the capabilities of a noise-canceling headset to further reduce noise when the agent is not

> **Mobile and cordless phones also play havoc with these signals. A headset that boosts the higher frequencies enables the agents to better understand human speech**

talking so that the caller is not disturbed by background noise or hearing other agents talking. Automatic volume control allows users to select their preferred listening level. A call volume equalizer then adjusts the level of the incoming signal so that no matter the volume of the incoming call (cell phone, poor line, great line), the received audio is always at the same preferred level. This helps to minimize agent

Subscribe FREE online at www.cismag.com

fatigue, which can prove critical to customer satisfaction and protecting the overall health and job satisfaction of agents.

Amplifiers also help to mitigate latency and echo issues associated with IP voice communication, which is important because even IP desk phones that claim to address these issues do not have the advanced capabilities of an amplifier such as those offered by Plantronics.

All in all, choosing a headset system—direct connect or a headset with an amplifier—with the best quality sound helps to move every key performance metric in the right direction.

Reducing Background Noise To Boost Customer Satisfaction

By Tracey E. Schelmetic, Editorial Director

One of my biggest personal pet peeves with dealing with call centers is the amount of background noise that is typically heard. OK…I admit it: I am easily distracted sometimes. Trying to focus on what an agent is telling me when I can hear the conversations of other agents in the background is unsettling. Aside from simple distraction, it gives me the impression that my call is just one call among millions, and I am just a grain of sand on the beach, so to speak. While at a deep intellectual level I may KNOW this, a good call center agent should be able to make each customer forget that there are millions of other customers who are at least as important as he/she is, and feel like an individual who is of value to the company. Secondly, call center background noise provides a mental image of old-style "boiler room" call centers:

hundreds of agents crammed elbow-by-elbow, taking calls while desperately wishing they could get another job…any job. Not exactly a mental image that screams "Quality." If a company cuts quality corners in its call center, where else does it cut corners? In its product safety standards? Inspections? Returns policies? Customer data security?

While call centers may no longer resemble the boiler rooms of the old days, no call center can afford to house agents in their own individual offices, or give each agent 500 square feet of floor space to keep background noise minimized. It behooves call centers, therefore, to boost the sound quality of agents' phone calls where it is economically and technologically feasible to do so: in the agents' headsets.

Aside from the other benefits we've discussed in previous issues related to the benefits of quality headsets (eliminating the need for agents and customers to repeat themselves, the elimination of errors in taking down customer information, reducing agent frustration, reducing breakage and returns), noise-cancelling features are key even for small call centers. As the factors that can lead to decreased call quality and poor customer satisfaction rise: IP telephony, heavy use of mobile and cordless phones, a very mobile consumer society that seldom chooses to call into call centers from quiet home environments and heavily accented agents in off-shore call centers, it's imperative that the factor that CAN be controlled — the quality of the headset — fill that breach.

Contact Center Optimization from Aspect Software

The Essential Buyers' Guide Tip Sheets

By Tracey E. Schelmetic, Editorial Director, Customer Interaction Solutions

For this, our annual Buyers' Guide, the editorial team at *Customer Interaction Solutions* decided that it's not enough to tell you where you can buy from: it wouldn't be a complete Buyers' Guide if we didn't tell you how to go about buying.

So in the interest of keeping it simple, we've broken down the tips we've collected from the various contact center industry leaders into call center sub-categories, and after each tip, we've indicated its source. We think you'll find a lot of great information here. We even learned a few things ourselves!

WORKFORCE MANAGEMENT

Consider integration issues.

It's important to look for solutions that easily integrate with your existing contact center infrastructure. In particular, companies should be looking for workforce management applications that work with any standards-based ACD, dialer, CRM or other back-office applications. This allows organizations to leverage a complete range of information about their company-customer interactions, and gain greater operational efficiency and optimal agent utilization.

Also, contact centers should look for workforce management applications that can be synchronized with other performance optimization solutions, like performance management and quality management, which enable employees at every level of the contact center to understand how their tasks contribute to business goals, hear how they actually interact with customers, and take responsibility for their own performance. (Aspect)

Empower your agents.

Companies should consider looking for a workforce management solution that empowers agents and reduces administrative overhead by automating schedule requests, approvals changes, and notifications, so that staff can focus on revenue-generating tasks rather than clerical details. Leading workforce management solutions now provide tools for agent empowerment, streamlining the interactions between managers, supervisors and agents. (Aspect)

Seek scalability.

Make sure the solution is scalable and easy to integrate with other important optimization components, such as quality management, the agent and supervisor desktop, and collaboration tools. (Calabrio)

Look for Web-based access.

Search for a solution that provides complete Web-based access to all functionality including forecasting, scheduling, administrations and user-appropriate real-time and historical reporting. (Calabrio)

Consider forecasting and scheduling very important.

Look for a workforce management option that provides precise forecasting and scheduling based on real, historical data and the agents you actually have, rather than a hypothetical "best" schedule. Ideal schedules have their place in terms of planning, but a schedule generated based on your contact center realities will provide the most efficient schedule given your current environment. (Calabrio)

Determine your expected results.

To ensure everyone's expectations are clear, companies should start by developing an evaluation team. Once that team is in place, the group should clearly define what it expects to achieve. The center may expect to reduce personnel costs, improve service delivery or gain the ability to plan and manage a complex environment. Once expectations are set, the team should examine current business processes to see if changes are required. Knowing what the center wants up front will help gain buy-in from internal stakeholders and define measurable goals. (IEX)

Consider how you will evaluate whether the vendor will meet expectations.

Build a list of standard vendor evaluation questions. This will help you make an apples-to-apples comparison. The new product should streamline tasks within each user group and provide a pathway for adding new features and functions as departments grow. Questions should focus on "how" the system performs different functions, such as skills-based scheduling. Seemingly small differences in functionality from different vendors can make a huge difference. (IEX)

Determine how introducing the WFM system will impact your existing technology investments.

The ability to integrate critical con-

tact center solutions together unlocks even greater ROI potential. Prospective purchasers of WFM solutions should look to vendors that support open standards such as service-oriented architecture (SOA). Connectors between existing technology and the WFM solution being introduced eases integration roadblocks while increasing the ROI value of the collective solutions. (IEX)

Consider if the vendor's vision aligns with yours.

WFM solutions provide some of the basic building blocks for other critical contact center technologies (e.g., quality monitoring, e-learning and performance management). The vendor's long-term strategy and direction must be aligned with the center's long-term service delivery and technology plans as the vendor's research and development plans will undoubtedly impact the success experienced. (IEX)

Ask if your organization will be able to develop a strong partnership with the WFM vendor.

Delivering the software to the customer should not be the end of the interaction. WFM deployments need to be carefully considered with the vendor acting as a partner to the customer providing assistance with deployment and goal setting in the short term, and development and improvement in the longer term. Some vendors foster an ongoing relationship through customer advocacy programs, user groups and a variety of other programs. (IEX)

Look for products based on pre-integrated architectures (those that run multiple core contact center functions on a single platform) for lower total cost of ownership.

To find true TCO, ask the following questions:

How much is the total cost of licensing, including those for forecasting, scheduling and real-time adherence? What is the cost of required "connectors"? What is the cost of required servers? What is the cost of required

hardware? What is the cost of integration services (and training and certification, if appropriate)? What is the cost of support? (Interactive Intelligence)

Look for products that offer ease-of-use.

Be sure the user interface screens are simple and intuitive. Be sure configuration offers a good balance between "out-of-the box" and customizable options and don't forget that configuration complexity multiplies with each system it must integrate to. Consider how tightly integrated it is with the ACD — ACD historical data are critical for effective demand planning. (Interactive Intelligence)

Carefully evaluate real-time adherence feature.

Is it real-time or is there a delay? Look for products that offer delays of 10 seconds or less. Also, how much and what type of data does the RTA feature capture? Look for granularity such as by workgroup, media type, skill set, etc. Finally, be sure it includes features for adherence management. (Interactive Intelligence)

CALL RECORDING & QUALITY MONITORING
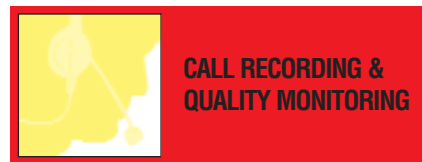
Be covered from end-to-end.

Look for an end-to-end quality monitoring system that reliably captures, stores and retrieves customer interactions across multiple channels and sites. The solution should deliver high-volume recording functionality and advanced data storage, retrieval and presentation capabilities, along with tools to enhance agent training and performance. (Verint)

Look for a browser-based solution.

Choose a browser-based quality monitoring solution to meet the needs of a broad set of contact centers, from a single center or multiple centers, regardless of whether they

deliver service via the telephone, voice over IP, e-mail and the Web. (Verint)

Capture everything.

Quality monitoring solutions should be able to capture a CSRs' voice interactions with a customer and their corresponding computer desktop activities, such as data entry, screen navigation and data retrieval. Moreover, the system should synchronize the captured voice and desktop activity during replay, allowing supervisors to observe and analyze complete customer interactions as they actually occur. (Verint)

Think about form creation.

A quality monitoring solution should allow contact centers to create and customize forms to evaluate contact center interactions. Forms can be tailored to produce accurate evaluations of the people and contacts within the enterprise. Additionally, the system should provide an array of reports that can help managers analyze and report on contact center performance. (Verint)

Look for online learning management.

Seek quality monitoring solutions that include an online learning management tool created for the Internet-enabled contact center environment. E-learning systems are becoming increasingly important in the contact center because they deliver personalized, cost-effective online learning while allowing managers to manage and track the content provided to agents. (Verint)

Consider what you need to record.

In your selection process, consider giving preference to the recording systems that are capable of recording all calls, rather than a select few; this creates a deep database that can be mined to find representative calls for evaluation, coaching and business intelligence. In recent years, the cost of system hardware needed to record and store all calls has come down significantly, meaning that even smaller call centers now can take advantage of full-time recording ability. (VPI – Voice Print International)

Maximize usability.

Plan for maximized usability of your recordings — open file formats and ODBC-compliant databases will allow for better and smoother integration into your existing and/or future systems than solutions with proprietary file formats and proprietary databases. (VPI – Voice Print International)

Think about transition from TDM to VoIP.

Select a solution that will allow for easy and cost-effective gradual transition between TDM and VoIP recording (which may involve recording both for a time period), without negative impact on business users (source of audio should be transparent to the users, for the purposes of search, retrieval, playback, export, reporting and other functions). (VPI – Voice Print International)

Plan to use what you mine.

Treat recorded interactions as a goldmine of market information for use by senior management. Insist on easily accessible reports and an option for speech analytics, whether you implement it now in the future. (VPI – Voice Print International)

Get buy-in, and not only the executive kind.

Get buy-in from contact center agents. Have senior management communicate that recording and related applications will help agents do their jobs better, in addition to helping the center manage liability. (VPI – Voice Print International)

Understand the TCO.

Understand the total cost of installing recording software – i.e., maintenance, install, cost of software and hardware and time to train personnel. (OrecX)

Determine your needs.

Clearly outline why you want to record calls – Compliance? Risk? Or Performance? (OrecX)

Testing, testing.

Test the software before making the decision. Demos and sales presentations cannot give you a true feel for how the solution will work in your environment. (OrecX)

Consider if it's easy to use.

Is the solution browser-based? Can a non-technical manager use the software? Proprietary hardware and software forces organizations to have "experts" for the products they purchase. (OrecX)

When looking for a new digital call recording solution, make sure that you take an in-depth look at the product so you can really determine how easy it is to use. Your call recording product should be browser-based to ensure that anybody can understand how to use it right away. (Teleformix)

Make sure you have support.

Does the company you are choosing have people who can fix any issues that might pop up? (OrecX)

Your call recording company should be responsive and want to work with and for you. You should expect your recording company to want to be your partner and build a long-term relationship together. (Teleformix)

Consider the feature set.

Your call recording solution should be feature rich; i.e., you should get the most bang for your buck. You never know when you will want to use certain features only to find they are not there. (Teleformix)

Look for unlimited scalability.

Your call recording solution should have unlimited scalability. Even if what you buy is right for today, think about tomorrow and beyond, as you grow. Scalability should seem seamless, inexpensive and easy. (Teleformix)

Make sure the recording solution you select will provide for cost-effective customization and integration flexibility, to meet your needs from day one and as they evolve in the future. Open architecture and end-user accessible APIs are a must in this regard. (VPI – Voice Print International)

Pay for only what you use.

Your call recording solution should be able to assign its ports dynamically so you pay only for what you use. The highest number of concurrent users should really be the maximum number of licenses that you should need. (Teleformix)

Multichannel?

Consider if the tool you are looking at supports doing reviews across multiple channels (voice, e-mail, chat) and if it supports the use of multiple review forms for a single transaction (e.g, process compliance, CSAT, etc.) (KnoahSoft)

Feedback and coaching are important.

Consider a tool that supports a rich, context-sensitive set of feedback/coaching mechanisms (e.g., field level comments, inline voice coaching annotations, agent feedback, etc.) (KnoahSoft)

You want a holistic view of your agents.

Look for a solution that provides a set of analytics and reporting that supports agent ranking and agent improvement targeting and tightly integrated with other performance management modules (e.g., coaching, e-learning, survey, WFM) to support a holistic view of the agent. (KnoahSoft)

Select a solution that takes advantage of powerful Web-based reporting software that provides a centralized management tool accessible through a single interface. Reports should provide drill-down capabilities for root-cause analysis and that can be exported to a wide range of formats, including PDF, Excel and HTML. (Envision Telephony)

Select an integrated solution on one platform.

Purchasing an integrated solution from a single vendor offers the promise of a low cost of ownership and provides a single interface for scheduling, monitoring and coaching, so fewer administrative resources are required. (Envision Telephony)

Find a common agent portal.

Look for a solution that provides a common agent portal that enables the

Build Your
Unified Contact Center (UCC) on a
Unified, Consolidated (Not "Integrated") Platform
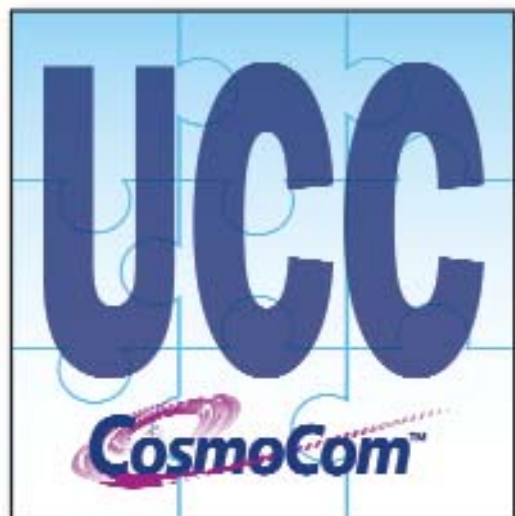
Everyone's talking about Unified Communications, but **CosmoCom** has the only all IP, truly unified contact center platform for Unified *Customer* Communications.

All communication channels
One virtual call center for all locations

With most call center functions built-in and working together out of the box, and with standard software APIs that connect quickly and easily within the IT environment, CosmoCall Universe™ enables

Fast implementations
Low-risk, high-reward projects

And with its proven high capacity and its multi-tenant architecture with tenant self administration, you can reap these benefits for any number of call centers in your enterprise and **consolidate them all** on one platform, in your data center or through one of our hosted service providers.

Puzzle solved!

Learn more at www.cosmocom.com
To schedule a demo, call +1 631-940-4202
or e-mail info@cosmocom.com

See Gold Sponsor CosmoCom at Call Center 2.0 Booth CC 523

delivery of all call center training, coaching and scheduling information to agents in one central location, while providing the ability for agents to respond to supervisors. (Envision Telephony)

Timing is everything.

Choose a solution that sends coaching content, schedules and other information to call center agents exactly when it is needed. Also, select a solution that provides automated and on-demand recording software with screen capture. (Envision Telephony)

How will you conduct evaluations?

Look for a solution that enables customizable, integrated evaluations. Evaluations can be integrated with recordings of customer interactions, call center training materials and supervisor audio annotations so everything is delivered to the agent's desktop in a single package. (Envision Telephony)

PERFORMANCE MANAGEMENT SOLUTIONS (Verint-Witness)

Can you identify root causes?

An effective performance management solution should identify and address specific root causes for customer interactions, enabling them to uncover data entry errors, compliance issues and ineffective processes that result in the breakdown of customer service. They should provide insight into functions that can otherwise be difficult to monitor and manage.

Consider compliance and fraud detection.

Seek out performance management solutions that facilitate compliance and fraud detection by allowing auditors to review recorded interactions and pinpoint where errors or fraud are likely to occur. Performance management solutions can improve auditing capabilities while minimizing expensive penalties for non-compliance.

Look for application monitoring features.

These can illustrate how consistently and effectively staff are leveraging desktop applications. Do systems require employees to maneuver through an obstacle course when they attempt to observe internal processes or comply with requirements? What effect does this have on customers? Going further, the system should be capable of flagging inappropriate application usage, such as prolonged Web surfing, that can detract from overall efficiency.

Look at evaluation methods.

Performance management systems should leverage captured interactions to evaluate employee performance on a scorecard according to specific key performance indicators (KPIs). This can dramatically enhance the way organizations measures productivity and success. Evaluating staff according to consistent, clearly defined standards provides both staff and management with a tool for objectively measuring performance.

OUTSOURCED CONTACT CENTER SERVICES

There are dozens of ways for call centers to differentiate themselves, according to InfoCision Management Corp. These range from the creative things like business intelligence and scripting to operational excellence in compliance, breadth of portfolio, efficiency and productivity. But one thing is universal, and it doesn't matter whether you're handling inbound customer care and product order calls or outbound donation that is, ultimately you know you've chosen the right call center partner when they handle each and every call the same way you would if you could personally talk to every client. A couple of the first things to look for to see if they can do this are:

Their communicator profile.

Are the people on the phones doing it as a career or a summer job? Those doing if for a career have better attendance rates and less turnover, which means you can spend more time in training and education to get the best people on the phones.

Their quality process.

The only way to ensure consistency across dozens of communicators is to consistently monitor calls, provide coaching and mentoring on not only the outcome (the yes or no), but the entire call flow. Quality comes from consistent measurement and timely feedback.

Their technology.

Most of the technical details really don't matter to the end user. But a call center's ability to size your work group to your exact needs, while making sure the communicators who are best equipped to handle your specific calls get most of them, can often be the difference between success or failure.

Their account management philosophy.

The beauty of direct marketing is that it is completely transparent. With each and every call, you can measure outcome. When companies measure all operational aspects, tie in business intelligence and layer on creative scripting, offers fulfillment alternatives in a series of A-B split tests that incremental drive results, they will always build better client experiences. (InfoCision Management Corp.)

Additional tips for selecting outsourced customer care:

Retention is important.

The time and dollars spent hiring, placing and training contact center staff is an investment that can negatively impact service levels. Before making a contact center decision, understand the service provider's agent retention and how it's calculated. In related fashion, understanding its client retention rate is a smart means of identifying client satis-

faction, perhaps more telling than a few well-chosen references. (Ryla Teleservices)

Ask about training.

Closely tied to retention is agent and supervisory staff training. How and with what frequency are agents and supervisory staff trained? How are training outcomes measured? How are ad hoc quality tips and process reminders shared with agents on a real-time basis? A well-executed training plan and processes help ensure your company's goals are met with consistency. (Ryla Teleservices)

Will the vendor you are considering provide the training and tools to their agents to maximize problem resolution on the initial contact by the customer? (vCustomer Corporation)

Seek an agency that specializes in your business.

Most contact centers have a sweet spot – a core set of services that they specialize in delivering. If you're a retailer, for example, perhaps your company needs a center that can provide project-based, quick-ramp support for your seasonal overflow. Whatever your industry, it's wise to match your organizations' contact center needs with a service provider that specializes in and has a proven history in delivering the type of services that best suit those needs. Once identified, you can and should drill down to clearly identify the specific results you need from the contact center (e.g., increased customer service level, higher rate of successful contacts, more customer and prospect contact options, etc.) (Ryla Teleservices)

Look at their technology.

When evaluating a contact center's technology platform and systems, you'll want to consider several factors: Affordability, stability, flexibility, scalability and security. For instance, regarding stability, what is the service provider's uptime? While it's inevitable that technology glitches will occur sometimes, you'll want to understand the potential partner's ability to mitigate its impact on your customer care program. Since technology is the backbone of service delivery, under-

standing the technology scope of a potential partner is critical; ensure that a representative from IT or someone familiar with call center technology is a part of the evaluation process. (Ryla Teleservices)

Don't forget about value-add factors.

All things being equal, most centers can deliver on the basics. To help narrow the field, understand the added value a potential partner brings to the table, and its relevance to your customer care goals. (Ryla Teleservices)

Make the most of each transaction.

What underlying processes and analysis will my vendor deploy so as to be able to maximize revenue in each transaction? (vCustomer Corporation)

CRM is critical.

Does the vendor provide a CRM database to capture all the details of each transaction that allows me to build a comprehensive understanding of each customer's profile? Will my vendor use the CRM database to identify and analyze the underlying issues that are causing the problems for the customers? (vCustomer Corporation)

Ask how feedback is delivered.

Will the vendor gather customer feedback across all contact channels (e-mail, voice, IVR and chat) by designing and deploying a robust survey/data gather mechanism? (vCustomer Corporation)

Be mindful of costs.

Will the vendor analyze the cost of customer contact across various channels and identify ways to reduce overall cost such that there is no impact to overall customer satisfaction? (vCustomer Corporation)

INTERACTIVE VOICE RESPONSE (IVP) TECHNOLOGIESS/ VXML VOICE PORTAL

Weigh hosted versus on-premise solutions.

What are the business needs relating

to capacity, redundancy, consistency and scalability? (Prosodie Interactive)

Augment, don't replace.

Choose a solution that augments live agent call centers and prevents calls being lost by answering after-hour or overflow calls. (Prosodie Interactive)

Consider capacity.

How long will the solution fit your needs at your present rate of growth or if the rate of growth suddenly increases? What are your options when this happens? (Prosodie Interactive)

Consider scalability.

How quickly can you scale your inbound calls in the event business conditions change and how does this affect cost or lost revenue? (Prosodie Interactive)

Business continuity is critical.

Are your applications mission-critical, what happens if the facility where your IVR is located has a power failure or a carrier goes down, what is the cost of lost revenue? (Prosodie Interactive)

Look at all costs.

Initial cost as well as the cost of ownership including management, maintenance, phone lines and redundancy. (Prosodie Interactive)

Think about integration.

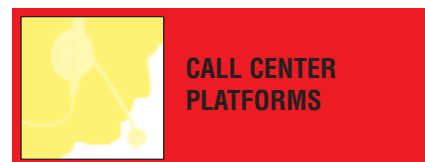Make sure the solution offers integration with multiple ACDs and IVRs. (Cisco)

Multiple browsers.

In the case of a VXML voice portal, make sure the solution supports multiple voice browser types from variety of vendors. (Cisco)

CALL CENTER PLATFORMS

Seek a unified solution.

Companies should evaluate the benefits of a unified solution versus imple-

menting siloed applications in contact centers. Custom integrations for different solutions can be high-risk, cost-prohibitive, labor-intensive and potentially very time-consuming and burdensome. As an alternative, unified solutions have applications which are inherently designed to work together as a single product. By uniting multiple capabilities — including automatic call distribution (ACD), predictive dialing, speech self-service, Internet contact via e-mail or chat, recording, and logging and quality management, all with unified reporting, routing and administration in a single platform, contact centers have complete control and can forever break the tyranny of integration. (Aspect)

Standards make life easier.

Companies should demand standards-based applications from vendors. Open standards are particularly valuable to companies because they deliver increased compatibility between components, enabling true interoperability. These technologies can have a positive impact on technology integrations, customer service, enterprise communications, presence management, and ultimately, on the bottom line. Session initiation protocol (SIP) has become the industry standard to enable two devices to communicate using a VoIP network, and companies should be looking to implement solutions that interoperate with SIP-based applications, as well as other standards-based technologies, like VoiceXML and Web services. Fundamentally, standards mean having more choice in how you deploy and maintain your contact center. (Aspect)

Think about future growth.

One question that companies should consider in looking for contact center platforms is if the solution can easily provide all of the capabilities necessary for the business, currently and for the future. A solution should be scalable to allow for business growth, but if the contact center's needs will grow in the future, so should the solution's capabilities. (Aspect)

Keep your standards high.

Look for a solution that supports redundancy/high availability/business continuity (Cisco).

Balance hosted versus premise.

Examine the differences between hosted and on-premise solutions. Each has their own merits depending on the business need, but dig deeper than the prevailing hype. Conventional wisdom seems to be that hosted solutions are attractive due to the supposed low-cost up-front investment. However, when calculating the total cost of ownership, on-premise solutions can be more cost-effective investments than hosted offerings — sometimes even as quickly as within the first or second years of ownership. (Interactive Softworks)

Integration is important.

Consider purchasing a call center software solution that allows you the ability to establish integrations between your dialer and other, existing third-party applications or custom, internal applications — without the purchase of additional software and equipment. (Interactive Softworks)

Think about licensing considerations and future releases.

Purchase a software solution that provides you, in a single license, all of the functionality you need to sufficiently operate your contact center. Pay-per application (agent applications, supervisor applications, etc.) can become cost prohibitive, not to mention frustrating. Also, make sure your call center software vendor offers free subsequent software upgrades or otherwise does not force you to upgrade to (and pay for) future releases. (Interactive Softworks)

Weigh organic versus merged solutions.

Consider the fact that many call center software vendors offer "bolted-on" systems with disparate products that were acquired through mergers. Holistic software offerings may represent the better bet since they were designed, from the ground-up, to work together harmo-

niously and don't require complex workarounds, proprietary APIs, and additional professional services expertise to implement. (Interactive Softworks)

Ensure validated/certified products for your integration points within your organization.

If you are integrating unified call center products with your CRM, make sure it's been validated by the vendor and they have the customer references to prove it. (AMC Technology, L.L.C.)

Define your multichannel workflow.

Don't just rely on your telephone-only workflow. The workflow for e-mail and Web chat can be significantly different from the traditional call center. (AMC Technology, L.L.C.)

Training is critical.

Ensure appropriate training of your agents and standard responses across all channels. Agents who communicate well over the phone may not be as articulate over e-mail. (AMC Technology, L.L.C.)

Think out of the box.

There are very few "best practices" yet for unified contact centers, so be prepared to forge new ground and define your own best approach. Customers are demanding multichannel interactions, so be prepared to deliver a great customer experience across all channels. (AMC Technology, L.L.C.)

PRE-EMPLOYMENT TESTING SOLUTIONS (FurstPerson)

Examine your needs.

Understand what your organization is looking for in pre-employment testing. Is it a simple test that can eliminate job candidates or a hiring solution that will be linked to predicting job performance in your organization?

Look at the vendor's experience.

How much experience does the

potential vendor have in the contact center industry and in handling multiple sites with multiple call types?

Look for validation studies.
How will the vendor handle validation studies (proving the test actually works) for their organization?

Look for contact center-specific solutions.
How well do the assessments being considered reflect competencies that are important to contact center work?

Examine the simulations.
How realistic is the simulation and how does it measure multitasking?

REMOTE SUPPORT SOLUTIONS

Consider long-term costs.
What will your costs be over three years of service or ownership? (Inter-Tel)

Sharing vs. personalized accounts.
Ask if the solution requires you to "share" accounts or are unlimited personalized accounts available for my key personnel? (Inter-Tel)

Ask about customization.
Are you able to brand the customer-facing screens, customize e-mail templates and set up separate queues by product or service area for maximum value (i.e., technical support, customer service and sales)? (Inter-Tel)

Consider if you need to provide round-the-clock support.
Does the solution allow you to support your customers whenever and wherever they need you? (Inter-Tel)

Integration is key.
Does the solution integrate with other help desk and CRM solutions for logging and reporting? (Inter-Tel)

Compare on-demand versus premise-based.
On-demand applications delivered over the Internet are always available, highly secure and very cost-effective versus on-premise devices. Choose one that's easy to use and offers robust functionality, including these features:

Team collaboration: Support teams can collaborate on any session in progress, to diagnose and solve issues more quickly than relying on one agent to tackle the problem.

Manager silent monitoring: Managers may silently view live remote sessions in progress, in any location, to conduct spot checks and ensure quality control.

Tabbed session interface: Agents can track multiple support sessions in progress to instantly view session participants, see a thumbnail of the customer's screen, and chat or send a clipboard to others on a call.

System administrator access: Contact center representatives with administrative privileges can remotely log on to a user's computer to perform a wide range of system administrative tasks without interrupting the on-going session. (Citrix Online)

HEADSET TECHNOLOGIES

What's the noise level?
Determine your contact center's noise level so you can select the appropriate headsets. Investing in features that you may not need, or compromising on those you do, can leave you with headsets that aren't suited to your particular contact center environment. (Plantronics)

Know your vendor.
Consider the vendor's experience, understanding of contact centers, support offerings and financial stability. (Plantronics)

Know the product range.
Determine whether your vendor offers a full range of products as comfortable agents are productive agents: it's never a "one size fits all" situation. (Plantronics)

Consider standardizing.
Purchase all your headsets from a single manufacturer to enable you to get the lowest cost on equipment as well as help facilitate all service and support transactions. (Plantronics)

Inventory management is important.
Order and store only enough replacement headsets required for regular wear and tear from your agents. Choose a vendor that responds quickly to repair and replacement issues, and provides a robust warranty as well as a headset inventory tracking process. (Plantronics)

Look for freedom.
When buying headsets, look for products that allow freedom — freedom to move, stay hands-free and multi-task. Communication is about getting things done all while staying tuned in to your life. (Jabra)

Seek innovation.
Whether its VoIP, Microsoft OC certification or Bluetooth technology, look for innovative solutions that make an impact on your business — all with better, faster, smaller, lighter and easier to use products.

SPEECH TECHNOLOGIES (Intervoice)

Look at the design.
Great designs not only should look good — they should be created for comfort and extended wear. (Jabra)

- Look for a vendor that can align your speech strategy to your business goals and guarantee the results;
- Seek a vendor with full lifecycle services capabilities from strategy assess-

ment, to design, deployment, and ongoing optimization services;

- Ensure the vendor is experienced in delivering speech applications that are intuitive and simple to use;
- Look for a company that can provide value from self-service through to live assistance in one solution;
- Seek flexibility in delivery and deployment services in order to meet your unique business needs; and
- Ensure the vendor offers self-service solutions based on industry-standard platforms and tools.

SPEECH ANALYTICS (VPI – Voice Print International)

Start with one site.
Minimize risk by starting with one-site implementation first, rather than all sites at once. Focus initially on short-term objectives to create a baseline for process and a track record of success. You'll want to show success early and stimulate buy-in from other departments. Selecting speech analytics technology that allows for fast implementation (both installation and configuration in a matter of weeks vs. months) before gaining the first substantial results will also help you get faster and more noticeable ROI.

Mine in real time.
Today's best speech analytics systems can deliver accurate insights very quickly, in truly actionable timeframes – this can empower you to utilize your center's time and resources for the maximized business performance. To attain this level of success, assure that your speech analytics solution of choice can mine up to 100 percent of your calls in real or at least near-real time, while providing for consistency and transparency regardless of the number of sites.

Reap the benefits.
With the right speech analytics system, you'll also be able to dramatically decrease your quality monitoring costs while improving focus and precision of your quality management process. Plan for the ability to automatically locate, replay and review calls of highest pertinence to your business objectives and those that require management attention and follow-up – outstanding or problematic agents, calls, customers or competitors.

Confirm access to the system.
Prior to making a commitment, confirm the availability of quick and convenient access to the information from the speech analytics system. Upon proper implementation and with easily customizable, Internet-based interface to the application's functions and reports, your new speech analytics system will quickly become an indispensable source of business intelligence throughout the organization.

Integration to performance management?
In your selection process, consider giving preference to the speech analytics system that already offers integration to a performance management system. Automatic processing and reporting of findings from speech analytics in concert with telephony, customer and business data from other performance management applications extends the value and benefit from each.

SMB CONTACT CENTER SUITES (Cisco)

Consider an all-in-one solution if you are an SMB.
All-in-one solution including ACD, CTI, IVR, multichannel and workforce optimization

Keep it simple.
Choose a solution that is easy to install and administer.

Simple doesn't mean limited on features.
Look for a feature-rich agent and supervisor desktop environment.

IP CONTACT CENTER SOLUTIONS

You needn't bring in the forklift.
Realize that value from IP doesn't necessarily mean a forklift upgrade. Businesses can save money by reusing some of the gear they already own. A business should check its existing TDM-based contact center components — they may be easily upgradeable to IP, helping you reap the benefits of migration at a lower initial cost of investment. (Avaya)

Assessments are critical.
Assessments can make or break the success of a mission-critical IP contact center. Never make a purchase without an in-depth review of your contact center and network. Assessments can help uncover areas of concern in order to avoid serious business continuity and service outages, and help companies identify new ways for further reducing carrier, network, application and support costs. (Avaya)

Keep it simple.
Today's IP contact center solutions centralize and simplify agent administration and management with common agent desktops and supervisor interfaces. Ensure that an IP contact center solution allows an administrator to manage outsourced and at-home agents with the same processes and technology they use to manage in-house agents. (Avaya)

Think beyond IP.
IP contact centers are just the start of improving the customer experience and saving money at the same time. Ensure that a company's solution supports emerging open IT standards like SIP and Web services — these technologies can help save big money by lowering CTI and application integration costs. (Avaya)

Keep your goals in mind.
Keep the end business and IT goals in mind. Use baseline metrics and meas-

urements in the areas where there is room for improvement — such as customer service, business, operations and IT. Virtualizing a contact center with IP can help dramatically improve customer service metrics and save on costs, but remember — you can't manage what you can't measure! (Avaya)

Don't forget about SLAs.
Require a service level agreement (SLA) that will satisfy all your particular needs. Why would you trust your service to any provider that doesn't have specified performance guarantees in an SLA? (Echopass)

Look at certification.
Look for SAS 70 certification. SAS 70 is the standard used to measure the reliability of a service organization's internal controls and auditing practices (i.e. the ISO equivalent for service providers). (Echopass)

Look at the vendor's partnerships.
Find a provider with "best of breed" software relationships and business partnerships to ensure reliability, ease of integration and functional flexibility both today and tomorrow. The service provider should also be experienced in integrating and managing both existing and new technologies end-to-end. (Echopass)

Get references.
Talk to vendor references, in particular references from companies that are similar in size and complexity to yours. Find out what the reference thinks about the customer service they've received from the service provider. (Echopass)

Check the track record of the platform, not just of the vendor. You want a mature, field-proven contact center platform. Many new and unproven IP platforms are coming onto the market, some of them from large and well-established vendors. (CosmoCom)

Get commitment to a schedule.
Confirm the provider can commit to all aspects of an implementa-tion/delivery schedule. Request a detailed statement of work during the sales process (not after) to ensure the provider understands all your requirements and expectations. Time to value will be measured by how soon your solution can be implemented and your agents can handle customer contacts. (Echopass)

Understand hosted versus on-demand.
Understand the vendor landscape, and in particular the difference between a "hosted" and a true "on-demand" solution. Being better informed on the differences will ensure you're able to identify what the provider is offering and get exactly what you need. Paying over time is very different from true on-demand multitenancy. (Echopass)

Think about unity versus integration.
Select a contact center platform that unifies all major contact center functions: ACD, IVR, CTI, administration and reporting, recording and predictive dialing. Unity (as opposed to mere integration) reduces complexity, which makes for faster implementations and lower support costs. (CosmoCom)

Remember that a contact center is more than a call center.
Select a contact center platform that is really a contact center and not just a call center, one that supports video, e-mail and Internet calls, not just phone calls. (CosmoCom)

Remember scalability.
Verify the scalability of the platform. When you understand the benefits of IP, you will want to grow the platform and consolidate multiple locations and multiple applications. (CosmoCom)

All IP? Hybrid IP?
If you are buying a new system, make sure that it's "all IP" not "hybrid IP." Hybrid systems are sometimes proposed as a transition strategy, but if you want all the potential benefits of IP, move up to the real thing. (CosmoCom) **CIS**

BUYERS'

GUIDE 2008

Alphabetical Listings

A: Equipment Vendor   **B:** Service Provider/Carrier   **C:** Software Developer
D: Solutions Provider   **E:** Reseller/Disributor

811MSi Software 2004 Inc. (S, C)
772-388-1073
www.811msi.ca
Products/Services: 88,114,136,151
Other: Telcom Bill Management

Aastra OnDemand (M, C)
800-468-3266
www.aastraondemand.com
Products/Services: 20,25,107

ac2 Solutions (C)
732-583-1919
www.ac2solutions.com
Products/Services: 46,136,171

Accudata (S)
972-390-2610
www.accudatatech.com
Products/Services:
55,117,121,122,134

Accurate Always (M, C)
800-828-9428
www.accuratealways.com
Products/Services: 22,173,51,95,123

**Acredo Technologies, Inc.
(Acredo) (S)**
850-266-7121
www.acredo.us
Products/Services: 1,8,18,20
Other: Hosted Internet Phone
Service

Active TeleSource, Inc. (S)
503-292-2077 x5304
www.theactivegroup.biz
Products/Services:
63,66,130,133,134

ADTRAN, Inc. (M)
256-963-8000
www.adtran.com
Products/Services: 20,29,31,71
Other: Managed Ethernet Switches

Advanced Data-Comm (S)
800-582-9501 x83545
www.advanced-data.com
Products/Services: 66,130,133,134
Other: Inbound/Outbound/CRM

**Aerotek Professional
Services (S)
7301 Parkway Dr.,
Hanover, MD 21076
Contact: Steve Schumacher
704-329-8172
www.aerotek.com
sschumac@aerotek.com
Products/Services: 98,99**
Aerotek Professional Services
specializes in providing high-
ly skilled personnel for
inbound, outbound and
blended contact centers in
areas such as management,

sales, customer service, order
entry, training and collec-
tions. We meet with each can-
didate to conduct personal
and behavioral interviews,
resume and reference checks,
and any needed testing, back-
ground checks and drug
screens. We continually place
the best candidates at all lev-
els of skills and expertise to
ensure a perfect fit.

Aiko Solutions (C)
+442078712929 x29
www.aikosolutions.com/
Products/Services: 42,91,144

AIM Technology (C)
415-692-5580
www.aimtechnology.com
Products/Services: 136
Other: Contact Center Analytics

Alexander Resources (S)
972-818-8225
www.alexanderresources.com
Products/Services: 43,46,66,156
Other: Cellular & Wireless Training

Allegiance, Inc. (C)
801-617-8034
www.allegiance.com
Products/Services: 51,52
Other: Enterprise Feedback
Management (EFM) solutions

**Alta Resources (S)
120 N. Commercial St.,
Neenah, WI 54956
Contact: Pat Nicholson
877-934-6377
www.altaresources.com
insight@altaresources.com
Products/Services:
130,131,132,133,135**
Alta Resources recognizes
that the most successful
brands are able to create and
leverage meaningful relation-
ships with their customers.
We help our clients maximize
their customer relationships
by providing a complete port-
folio of customer care, sales
and information technology
solutions. Our flexible CRM
and business intelligence
offerings, workforce manage-
ment services and dedicated
leadership help our clients
deliver best-in-class service
to strengthen brand loyalty
and nurture their customer
relationships. Alta Resources
is also recognized by Visa
as a PCI Compliant Service
Provider for the Cardholder
Information Security
Information Program (CISP),
demonstrating our commit-

ment to protecting and
safeguarding sensitive
consumer data.

**Altitude Software (C)
90 Allstate Pkwy., Ste. 601
Markham, ON L3R 6H3
Contact: Angela Hill
905-479-2655
www.altitude.com
callus@altitude.com
Products/Services:
7,22,49,57,143**
A fully integrated contact
center plays a key role in
strengthening customer rela-
tionships, increasing rev-
enues and improving overall
operational efficiencies.
Altitude uCI delivers a Unified
Customer Interaction man-
agement software suite with
modular solutions that adjust
to your existing environment.
Providing inbound, outbound
voice, e-mail and chat man-
agement, Altitude also pro-
vides the tools to ensure
each interaction is handled in
the most efficient, effective
manner. Our architecture is
unique in the industry with a
single language and editor to
control in real time all media
interactions, simultaneously
on IP-PBXs, including Altitude
vBox, and traditional PBXs.

Altivon (V)
602-440-1100
www.altivon.com
Products/Services: 7,20,160,166

AMC Technology (C)
804-915-0520
www.amctechnology.com
Products/Services: 49,53,73,149
Other: Multichannel integration
software

AMCAT Software (M, C)
800-364-5518
www.amcat.com
Products/Services: 7,20,47,57,150

**American Teleservices
Association**
317-816-9336
www.ataconnect.org
Other: Teleservices networking,
professional & business develop-
ment, & compliance

americon (M, V)
707-539-3321
www.controlroomsusa.com
Products/Services: 128,149
Other: Control room furniture, video
display systems

Amtech Marketing, Inc. (S)
888-546-4844
www.amtechmarketing.com
Products/Services:
46,98,148,156,157

AMTELCO (M, C)
800-356-9148
www.amtelco.com
Products/Services: 95,159,160,169
Other: RED ALERT – Rapid
Emergency Deployment system

AnswerNet Network (S)
609-921-7450
www.answernet.com
Products/Services:
61,130,132,133,134

APEX Voice Communications (M)
818-379-8400
www.apexvoice.com
Products/Services:
17,45,159,166,162

Aplicor Inc. (M, C)
561-347-0300 x101
www.aplicor.com
Products/Services: 52,53,86,94,142

ASC telecom L.P. (M, S)
201-252-3001
www.asctelecom.com
Products/Services: 123,136,151

Aslan Training & Development (S)
770-690-9616 x104
www.aslantraining.com
Products/Services: 46,156
Other: Call Center Sales/Customer
Service Training

Aspect Software Inc (M)
888-412-7728
www.aspect.com
Products/Services: 7,8,136,166,171

Attachmate (C)
206-217-7100
www.attachmate.com
Products/Services: 107,111,143,149
Other: Unified Desktop / Desktop
Integration Solutions

Avidian Technologies (C)
206-686-3001
www.avidian.com
Products/Services: 47,53,86,142

**BASiX Automation Integrators,
Inc. (V)**
603-758-6458
www.basixai.com
Products/Services: 20,31,49,
166,167

BCE Elix (V, S)
514-768-1000
www.bceelix.com
Products/Services:
53,57,123,166,171

A: Equipment Vendor **B:** Service Provider/Carrier **C:** Software Developer
D: Solutions Provider **E:** Reseller/Disributor

C-E

Bilingual Corporation (S)
305-938-0660
www.bilingualtelemarketing.com
Products/Services:
55,112,130,132,133

BrandonWayne Group (S)
800-946-2693
www.callcenterworkforce.com
Products/Services: 96,98,99

C

Cacti, Inc. (M, C)
25 Bank St.,
Sussex, NJ 07461
Contact: Reginald Jerel
866-34C-ACTI
www.cacticom.com
rjerel@cacti-inc.com
Products/Services:
173,51,123,136
Contact Center Recording
and QA
Cacti is committed to software
development of quality assur-
ance and corporate compli-
ance solutions within the con-
tact center. Our solutions blend
quality concepts allowing
organizations to improve effi-
ciency, compliance, perform-
ance and automate processes
resulting in financial success.
Our innovations include:
voice/screen recording, analyti-
cal reporting, speech analytics,
automated survey and work-
flow applications.

Calabrio (C)
763-592-4600
www.calabrio.com
Products/Services: 173,136,171
Other: Unified Agent Desktop
Software, Quality Management
Software

Call Center Consultants (S)
781-740-2772
Products/Services: 118,119,121
Other: Call Center Prospect Lists

CallCenterClassifieds.com (S)
800-946-2693
www.callcenterclassifieds.com
Products/Services: 98
Other: Call center job board

CallCenterJobs.com (S)
888-353-7529
www.callcenterjobs.com/clickthru.cfm
?LID=6397
Products/Services: 46,96,98,99,145

CallCopy (C)
888-922-5526 x5999
www.callcopy.com
Products/Services: 123,146
Other: Surveys

CallMiner (C)
239-689-6463
www.callminer.com
Products/Services: 51,170
Other: Speech analytics

Cbeyond (S)
678-370-2437
www.cbeyond.net
Products/Services:
77,103,104,146,160

Cerebit (C)
813-868-1904
www.cerebit.com
Products/Services: 173,136,144
Other: Fraud/Identity Theft
Prevention

CFI Group (S)
734-623-5425
www.cfigroup.com
Products/Services: 46,51,53,76,136

Cicero, Inc. (C)
919-380-5092
www.ciceroinc.com
Products/Services: 149

**Circumference Technology
Services, Inc. (S)**
877-882-9253
www.circumference.ca
Products/Services: 107,130,133
Other: Hosted Contact Center
Solutions

Cisco Systems
408-902-3530
www.cisco.com/go/cc
Products/Services: 7,20,22,47,166

CITEL Technologies (M, C)
877-248-3587 xsales
www.citel.com
Products/Services: 31,104,115
Other: Digital-to-analog voice record-
ing signal translation

Citrix Online (Citrix GoToAssist) (S)
800-549-8541
www.gotoassist.com
Products/Services: 94,106,109,140
Other: Hosted Remote Support
Solution

ClickFox (C)
404-351-8020
www.clickfox.com
Products/Services: 14,46,51

CobbleSoft International Ltd. (S, C)
877-627-2441
www.cobblesoft.com
Products/Services:
173,53,95,111,114

Codima Technologies (M, C)
610-579-9435
www.codimatech.com
Products/Services: 24,119,136,151

Collaboration Technologies (C)
+525556300257
www.collaborationtechnologies.co.uk
Products/Services: 7,49,53,57

Comarch (C)
+48 12 646 1504
www.comarch.com
Products/Services: 11,47,53,62,116

CommuniGate Systems (C)
800-262-4722 x208
www.communigate.com
Products/Services: 20,25,27,101,104

**ComplianceBridge Corporation
(S, C)**
800-317-2820
www.compliancebridge.com
Products/Services: 173,97,120,148

**Concentric, An XO
Communications Service (S)**
866-500-9696
www.concentric.com
Products/Services: 102,103,110,111
Other: Web Hosting, Email and
Domain Name Registration

Convertec Business Solutions (S)
888-745-4099
www.convertecsolutions.com
Products/Services:
44,130,131,133,134

CosmoCom (C)
121 Broad Hollow Rd.,
Melville, NY 11747
Contact: Sales
631-940-4200
www.cosmocom.com
info@cosmocom.com
Products/Services:
7,22,57,166
Unified Customer
Communications IP Contact
Center Consolidation Technology
CosmoCom, the global leader
in Contact Center
Consolidation 2.0, provides IP
contact center technology for
the largest and most complex
enterprise requirements, con-
solidating multiple locations --
onshore, offshore, and home --
formal and informal agents,
captive and outsourced opera-
tions, multichannel and multi-
ple applications. Benefit from
Consolidation 2.0 with
CosmoCom technology
deployed on premises or via
top-tier service providers.
CosmoCom customers include
Fortune-class enterprises
throughout the world and serv-
ice providers such as BT,
Deutsche Telekom, France
Telecom, Telefonica, NTT,
VSNL, PLDT, Verizon and many

others. CosmoCom is the
most-selected provider of host-
ed contact center platforms to
top-tier telcos worldwide. For
more information, please visit
www.cosmocom.com.

CRMlandmark.com (S)
561-702-8466
www.crmlandmark.com
Products/Services: 9,46,52,53,70

Customer Insight Group, Inc. (S)
303-422-9758
www.customerinsightgroup.com
Other: CRM Strategy

D

Dataupia
617-301-8400
www.dataupia.com
Products/Services: 173,54
Other: Data Warehouse

**Dialexia Communications Inc.
(M, C)**
514-693-8500 x214
www.dialexia.com
Products/Services: 11,20,26,30,45

Digital Antenna (M)
954-747-7022
www.digitalantenna.com
Other: Cell Booster and Antenna
Manufacturer

Dirigosoft Corporation (S, C)
877-870-1234
www.dirigosoft.com
Products/Services: 20,115

E

e-Services Group International (S)
918-335-2522
www.e-servicesgroup.com
Products/Services: 130,133,134,135
Other: Customer Care

Echopass (S)
877-419-0908
www.echopass.com
Products/Services: 22,53,71,166
Other: SAS70 Certified

eGain Communications (S, C)
650-230-7532
www.egain.com
Products/Services:
74,73,111,109,114

Electronic Voice Services (M, C)
972-713-6622
www.evs7.com
Products/Services: 33,56,57,150,161

Empirix (S, C)
781-266-3379
www.empirix.com
Products/Services:
14,50,123,136,152

Alphabetical Listings

A: Equipment Vendor   **B:** Service Provider/Carrier   **C:** Software Developer
D: Solutions Provider   **E:** Reseller/Disributor

E-I

Encore Networks (M)
703-318-4366 x4366
www.encorenetworks.com
Products/Services: 29,71,140,144

Endeavor Telecom (S)
678-460-2500
www.endeavortelecom.com
Other: CPE Installations, Inside
Wiring, Trouble Tickets, Site Surveys

Envision (C)
206-225-0800 x500
www.envisioninc.com
Products/Services: 46,123,156,171
Other: Business Intelligence

**ESQUBE Communication
Solutions (S, C)**
+80 57672396 x26
www.esqube.com
Products/Services: 13,20,24,27,30

etalk Corp. (C)
4040 W. Royal Ln., Ste. 100
Irving, TX 75063
Contact: Kathy Kuehne
800-835-6357
www.etalk.com
info@etalk.com
Products/Services:
173,51,114,123,136
Autonomy etalk goes beyond traditional approaches to enable the Intelligent Contact Center, providing the ability to capture, share and analyze the critical data that flows through the contact center. Autonomy etalk does this by delivering a platform for multichannel interaction analysis, real-time agent support and contact center performance management solutions, including call and desktop recording, quality monitoring, agent coaching and evaluations and customer surveys. With automated processes, intuitive enterprise search and advanced analysis, Autonomy etalk delivers relevant and accessible intelligence that enables businesses to understand the meaning of customer interactions and enhance customer-driven business strategies across the enterprise.

EventHelix.com Inc. (C)
240-274-1453
www.eventhelix.com
Products/Services: 13,14

FacetCorp (M)
800-235-9901
www.facetcorp.com
Products/Services: 20,25,30,49,115

Five9, Inc. (S)
925-201-2000
www.five9.com
Products/Services: 7,18,56,57,58

FOQUEST (V, S)
781-245-7770 x2
www.foquest.com
Products/Services: 46,54,144,149
Other: Biometrics and Data Security

**Forum Communications
International (M)**
972-680-0700 x1601
www.forum-com.com
Products/Services: 44,71,104,109
Other: Emergency
Conferencing/Converged
Conferencing

Fuze Digital Solutions (S, C)
425-649-1246
www.fuze.com
Products/Services:
47,52,107,111,114

GC Services (S)
713-777-4441
www.gcserv.com
Products/Services:
16,130,132,133,134

Genticity (C)
404-307-2201
www.customer1.com
Products/Services: 22,51,107,111
Other: CRM for the Call Center

Givex (S)
877-478-7733
www.givex.com
Products/Services: 149
Other: Gift Cards, Loyalty Cards,
Stored Value, Coupons, Payment
Systems

GM Voices, Inc. (S)
770-752-4500
www.gmvoices.com
Products/Services: 46,129,166
Other: voice and audio recording

GMT Corp. (C)
770-416-6000
www.gmt.com
Products/Services: 76,171

GN US Inc. (M)
77 Northeastern Blvd.,
Nashua, NH 03062
Contact: Christian Sommerhoff
603-864-6512
www.jabra.com
csommerhoff@gn.com
Products/Services: 92
Through its Jabra brand, GN is a world leader in innovative headset solutions. Our innovative and stylish headsets suit everyday life from work to leisure - providing increased efficiency and mobility as well as enhanced personal comfort.

GyrusLogic (S, C)
602-432-1995
www.gyruslogic.com
Products/Services:
106,147,166,163,170

HigherGround Inc. (C)
818-591-3133
www.highergroundinc.com
Products/Services: 12,123,136,151
Other: Liability Recording, Agent
Evaluation

HouseCalls Audio Tour (S)
888-817-1860
www.housecallsaudiotour.com
Products/Services: 1,111,131,166

**Human Resource Management
Center (S, C)**
480-988-5597
www.hrmc.com
Products/Services: 14,96,98,163,171

I.S. Associates, Inc. (S, C)
800-583-3440 x142
www.isassoc.com
Products/Services: 11,12,52,53,111

ICT Group, Inc. (S)
800-201-1085
www.ictgroup.com
Products/Services:
130,132,133,135,147

IEX Corp. (C)
972-301-1789
www.iex.com
Products/Services:
46,53,111,136,171

**InfoCision Management
Corp. (S)**
325 Springside Dr.
Akron, OH 44333
Contact: Steve Boyazis
866-670-4IMC
www.infocision.com
steve.boyazis@infocision.com
Products/Services: 130, 131, 132, 133, 134
As a leading provider of contact center solutions, InfoCision Management Corporation specializes in lead generation, customer acquisition, customer care and retention. With 25 years of direct marketing experience, we help Fortune 100 companies build stronger, more valuable relationships with their customers. InfoCision is a full-service marketing firm, providing inbound and outbound teleservices, mail and premium fulfillment, bulk e-mail and fax, Web development, creative design and copywriting. Our reputation is unmatched and has earned us numerous awards. In fact, we have been recognized as the highest quality call center company in the world an unprecedented 14 times by Customer Interaction Solutions magazine.

Infor (C)
678-319-8000
www.infor.com/inforcrm
Products/Services: 51,53,55,73,142

Information Access Technology (C)
800-574-8801 x260
www.iat-cti.com
Products/Services: 19,49,57,58,166

Informiam (M, C)
678-980-7413
www.informiam.com
Products/Services: 51,114,136,171
Other: Proactive Contact Center
Management

Infusion Software (S, C)
480-682-6765
www.infusionsoft.com
Products/Services: 53,55,63,73,142

Ingate Systems (M)
603-883-6569
www.ingate.com
Products/Services: 140,144
Other: SIP-capable Firewalls and
SIParators, NAT traversal, SIP Trunking

InsideSales.com (M, C)
866-342-5370
www.insidesales.com
Products/Services: 47,53,56,63,68

**Intelemedia Communications,
Inc. (S)**
972-300-2150
www.intelemedia.com
Products/Services: 7,131,134,166
Other: Hosted Contact Center

Intelenet Global Services (S)
972-596-0033
www.intelenetglobal.com
Products/Services: 46,87,89,130,134

A: Equipment Vendor **B:** Service Provider/Carrier **C:** Software Developer
D: Solutions Provider **E:** Reseller/Disributor

Interactive Intelligence Inc. (C)
7601 Interactive Way
Indianapolis, IN 46278
317-872-3000
www.inin.com
Products/Services: 7, 22, 27, 111, 166
Interactive Intelligence Inc.® (Nasdaq: ININ) was formed in 1994 and today is a leading developer of all-in-one IP communications software for every aspect of customer interaction management. For contact centers and enterprises alike, our SIP-architected multi-channel IP platform and adaptable application suites pair innovation with experience to meet even the most demanding customer service performance requirements. Yet our communications solutions aren't just innovative. They're also proven, as evidenced by the recognized companies that rely on them worldwide. Interactive Intelligence is headquartered in Indianapolis, Indiana, and maintains offices throughout North America, EMEA and the Asia-Pacific with more than 2,500 customers globally.

Interactive Softworks, Inc. (C)
678-762-9112
www.interactivesoftworks.com
Products/Services: 22,56,57,58,149

Interactive.com (S)
617-354-8585
www.interactive.com
Other: E-mail marketing solution

InterfaceSERVICES (S)
770-975-4823
www.interfaceservices.net
Products/Services: 13,145

Interior Concepts (M)
800-678-5550
www.interiorconcepts.com
Products/Services: 128
Other: Furniture/Site Design

Intuitive Voice Technology (M, C)
602-249-5750
www.intuitivevoice.com
Products/Services: 20,29,44,115,161

Invest In Guatemala (S)
+502-2421-2484
www.investinguatemala.org
Products/Services: 130,132,133,135

InVision Software AG (S, C)
312-474-7767
www.invisionwfm.com
Products/Services: 171

IPitomy Communications (M)
941-306-2200
www.ipitomy.com
Products/Services: 20,29,31,104,115

IQ Services (S)
612-243-6700
www.iq-services.com
Products/Services: 14,50,104,123,152

J

J. Patrick & Associates
973-964-9393
www.jpatrick.com
Products/Services: 98

K

KnoahSoft

KnoahSoft (S, C)
701 N. Green Valley Pkwy., Ste. 200
Henderson, NV 89074
Contact: Kerri Coll
702-990-3022
www.knoahsoft.com
info@knoahsoft.com
Products/Services: 173,47,107,123,136
KnoahSoft's contact center quality and performance management software suite dramatically improves operational performance. Our Web-based, fully integrated VoIP solution meets the quality, recording, monitoring, screen capture, surveying, e-learning and coaching needs of businesses of all sizes. Affordably priced, KnoahSoft makes it easy to buy only what you need. We know what it takes to balance productivity, quality, and agent satisfaction while providing an outstanding customer experience. Our Suite embodies those best practices in every facet of our software and our services to enable our clients to get the maximum value out of their investment. Visit www.knoahsoft.com/knoahsoft-tmc.html for a special TMCNet.com discount from KnoahSoft.

Knova Software, Inc. (C)
800-572-5748
www.knova.com
Products/Services: 53,95,107,111,114

Kontakto (V, S)
+57-1-605-9924
www.kontaktos.net
Products/Services: 13,14,97,98
Other: Multilingual Contact Center Services

L

Left Bank Solutions, Inc. (C)
310-207-6800
www.leftbanksolutions.com
Products/Services: 171

Lester Inc. (S)
203-488-5265
www.lesterusa.com
Products/Services: 130,132,133,134,135

LiveVox, Inc. (S)
610-639-1760
www.livevox.com
Products/Services: 7,11,12,16,166

LumenVox LLC (C)
877-977-0707 xSales
www.lumenvox.com
Products/Services: 147,163,170,168

Lynk Software, Inc. (C)
480-998-1933 x1272
www.lynksoftware.com
Products/Services: 173,47,52,53,54

M

MarketMakers Group, Inc. (S)
610-254-8924
Products/Services: 121,133
Other: Outbound b2b teleservices

MicroAutomation (S)
678-401-8180
www.microautomation.com
Products/Services: 7,48,149,166,170

Mirabase (S, C)
305-960-1142
www.mirabase.com
Products/Services: 53,102,119,142
Other: Latin American Spanish Adword Campaign Designers

Mirapoint (S)
408-720-3700
www.mirapoint.com
Products/Services: 173,71,73,144
Other: Email Security, Email archiving, Email reporting

Money's Worth (S)
239-292-1234
www.4yourmoneysworth.com
Products/Services: 46,97,98,157
Other: Interim Management

Multi-Tech Systems, Inc. (M)
800-328-9717 x5178
www.multitech.com
Products/Services: 29,31,37,101,104

Multima Corporation (C)
401-885-1916 x4242
www.netkeeper.com
Products/Services: 47,53,73,95,111

N

National Quality Assurance, USA (S)
800-649-5289
www.nqa-usa.com
Products/Services: 148

National Technical Systems (S)
800-270-2516
www.ntscorp.com
Products/Services: 152

NetCentrex Comverse Converged IP Communications (C)
781-213-2726
www.comverse.com
Products/Services: 20,30,104,107,166

NetOffice Corp. (V, S)
866-206-1874
www.netoffice.com
Products/Services: 12,19,52,127,159

NetOp Tech (M)
312-376-0510
www.netoptech.com
Products/Services: 24,95,107,140,144

NetSuite (S, C)
650-627-1000
www.netsuite.com
Products/Services: 52,63,76,142
Other: Accounting, Ecommerce

NextCentra Integrated Communications Solutions (V, C)
(786) 206-1393
www.nextcentra.com
Products/Services: 20,46,166,162,168

NomKa Call Centers (S)
877-526-6652
www.nomka.com
Products/Services: 130,131,132,134,135

nordia

Nordia Inc. (S)
3100 Cote-Vertu Blvd., Ste. 280
Saint-Laurent, QC H4R 2J8
Contact: Patrick Carbonneau
888-858-2166 x5272
www.nordia.ca
pcarbonneau@nordia.ca
Products/Services: 130,132,133,135
Customer care services (outsourcing)
Nordia, a leading Canadian provider of world-class customer care solutions, is part of one of the largest contact center networks in the world operating on three continents. Nordia has 2,300 employees in five centers handling inbound and outbound 365/24/7 services in

A: Equipment Vendor **B:** Service Provider/Carrier **C:** Software Developer
D: Solutions Provider **E:** Reseller/Disributor

French, English and Spanish for North American companies in industry sectors such as telecommunications, financial services, banking, e-finance solutions, government, marketing, etc. Its redundant multimedia platform includes IVR, ACD, skills-based routing, outbound dialing, Web-based interaction functionality, e-mail, text-chat, fax, voice, video, self-service solutions and more, all fully integrated to an IP-based telephony architecture, as well as transparent multi-site capacity.

NorthWest Direct Marketing, Inc. (S)
610-384-0196
www.nwdirectmarketing.com
Products/Services: 46,130,132,133

OAISYS (M)
7965 South Priest Dr., Ste. 105
Tempe, AZ 85284
Contact: Sales
480-496-9040
www.oaisys.com
se@oaisys.com
Products/Services: 123
Call Recording and Voice
Documentation
As The Right Choice for Call Recording, OAISYS is a premier developer of call recording solutions for small to medium-sized businesses and call centers. Our solutions help companies attract and retain customers by digitally capturing telephone calls for simple retrieval, playback and management through intuitive interfaces to fit various users' needs. We provide a communications solution that enables companies and employees to communicate more quickly, easily and efficiently.

OKS-Ameridial Worldwide (S)
4535 Strausser St. NW,
N. Canton, OH 44720
Contact: Steve Trifelos
800-445-7128 x260
www.oksameridial.com
trifelos@oksameridial.com

Products/Services:
117,130,133,134,135
With more than 1,500
Customer Service and Sales
Professionals throughout The
United States, Canada and
India, OKS-Ameridial is large
enough to handle sizable programs, yet small enough to
deliver the service and
responsiveness you should
expect from a family-owned
company. You enjoy a single
partner with a complete solution. Health - Communication
- Cable & Satellite - Financial
- Retail - Consumer Services -
Business Services - Sales -
Lead Generation - Customer
Care - Data Cleansing - BPO

Oncontact Software (C)
262-375-6555
www.oncontact.com
Products/Services: 51,53,86,95,142

OnviSource Inc (C)
580-242-4636 x1130
www.onvisource.com
Products/Services: 7,27,123,159,160

Onyx Software (C)
317-249-1270
www.onyx.com
Products/Services: 53,55,86,142
Other: Business process management software

OPC Marketing, Inc. (M, C)
972-267-3279 x202
www.opc-marketing.com
Products/Services: 56,57,79,92,143

The Open Source Recording Company

OrecX (C)
11 South LaSalle, 21st Fl.,
Ste. 2155
Chicago, IL 60603
Contact: Bruce Kaskey
312-895-5292
www.orecx.com
bkaskey@orecx.com
Products/Services:
20,173,123,151,171
Oreka TR (Total Recorder) is a
call recording application
designed to work with voice
over Internet (VoIP) phone
systems, specifically SIP
Protocol-based systems.
Oreka TR adds a powerful
user interface, live monitoring
capability, manual start and
stop as well as better codec
support. Access to the
recordings is Web-based and
does not require installing
any additional software. It features powerful and flexible
search capabilities that allow
for immediate and accurate

retrieval of required recordings. Features include: search and tag recordings, live monitoring (listen to calls as they happen), manual start and stop, selective recording, automatic recording forwarding, and logs recordings metadata to any major Database system.

OutsourceWorld (S)
561-989-5250
www.outsource-world.com
Products/Services: 9,97

PBD Worldwide Fulfillment Services (S)
770-442-8633
www.pbd.com
Products/Services:
61,64,110,117,130

Pegasystems Inc. (C)
617-866-6029
www.pegasystems.com
Products/Services: 13,173,53,87
Other: Business Process Management Software

Phone Pro (S)
800-888-4893
www.phonepro.com
Products/Services: 46,97,156,157
Other: Customer Service Training

Phone Ware Inc. (S)
858-459-3000 x1115
www.phonewareinc.com
Products/Services:
22,66,130,132,133

PipelineDeals.com (C)
866-702-7303
www.pipelinedeals.com
Products/Services: 47,51,53,63,136

SOUND INNOVATION

Plantronics (M)
345 Encinal St.,
Santa Cruz, CA 95060
Contact: Sales
800-544-4660
www.plantronics.com/contact
center
headsets@plantronics.com
Products/Services:
32,91,93,92,104
Plantronics, Inc. introduced the first lightweight communications headset in 1962, and in 1969 was used for the historic "One Small Step" transmission from the moon. Today, Plantronics headsets are widely used in Fortune 500 companies and organizations such as the FAA and

911 dispatch centers. With its legacy of innovation, Plantronics provides contact centers with headsets with reliability built in, premium sound and comfort and world-class, worldwide support and service. As the experts in contact center performance, Plantronics is the headset partner of choice for most contact centers worldwide. Plantronics continually delivers innovative products tailored to the contact center to improve their key metrics regarding customer satisfaction, agent productivity and employee retention.

prairieFyre Software (M, C)
613-599-0045
www.prairiefyre.com
Products/Services: 7,12,53,72,171

PreVisor, Inc. (S)
770-650-8080
www.previsor.com
Products/Services: 96

Prosodie Interactive (S)
954-671-6588
www.prosodieinteractive.com
Products/Services:
19,130,133,166,170

Pulse Voice Inc. (S, C)
905-754-4100
www.pulsevoice.com
Products/Services: 7,30,56,116,166

Quintrex Data Systems Corp. (C)
319-363-5508
www.quintrex.com
Products/Services: 11,53,68,111,150

R.L.Bencin & Associates
440-526-6726
Products/Services: 98

RAD Data Communications (M)
201-529-1100 x330
www.radusa.com
Products/Services: 31,71,164,165
Other: TDMoIP gateways

Recollect Recording, LLC (S, C)
972-377-9074
www.recollectrecording.com
Products/Services: 173,123,151

RED ALERT by AMTELCO (M, C)
800-380-7345
www.redalertsystem.com
Products/Services: 71
Other: Emergency notification Systems

A: Equipment Vendor **B:** Service Provider/Carrier **C:** Software Developer
D: Solutions Provider **E:** Reseller/Disributor

Relevant Communications Corporation (C)
415-776-6337
www.relevantcommunications.com
Products/Services: 53,55,68,73,79

S

Sage Software (C)
800-643-6400
www.sagesoftware.com
Products/Services: 47,53,76,87,142

Salesboom.com (S, C)
902-446-4857
www.salesboom.com
Products/Services:
52,63,111,114,142

Samsung Business Communication Systems (M)
972-761-7000
www.samsung.com/bcs
Products/Services: 21,32,49,91,160

Sennheiser Communications (M)
860-434-9190 x152
www.sennheisercommunications.com
Products/Services: 92

SER Solutions, Inc. (C)
45925 Horseshoe Dr., Ste. 150
Dulles, VA 20166
Contact: Scott Wielar
703-948-5500
www.ser.com
info@ser.com
Products/Services:
7,31,47,57,166
SER delivers unsurpassed contact management and speech analytics solutions to support telemarketing, collections, fundraising, market research and proactive customer care. SER's solutions enable organizations to turn customers into loyal, long-term sources of recurring revenue by generating increased customer loyalty, expanding upsell and cross-sell opportunities, maximizing agent productivity, improving customer service and reducing costs.

serVonic GmbH (C)
+49 8142 4799 x12
www.servonic.com
Products/Services: 49,77,84,159,161

Sitel (S)
866-95S-itel
www.sitel.com
Products/Services:
130,131,132,133,135

snom technology AG (M)
978-686-1531 x507
www.snom.com
Products/Services: 91
Other: IP Telephones

Snowfly Performance Incentives (S, C)
307-745-7126 x7
www.snowfly.com
Products/Services:
62,97,136,139,171

Soffront Software Inc (C)
510-413-9000
www.soffront.com
Products/Services: 52,53,94,95,142

SoundBite Communications (S)
22 Crosby Dr.,
Bedford, MA 01730
781-897-2500
www.soundbite.com
info@soundbite.com
Products/Services:
160,166,163
Automated Voice Messaging Service
SoundBite Communications is a leading provider of automated voice messaging solutions that are delivered through a Software as a Service (SaaS) model. Organizations rely on SoundBite's on-demand solution to initiate and manage customer contact campaigns across a variety of collections, customer care and marketing processes. SoundBite helps organizations increase revenue, enhance customer service and retention, and secure payments, and can improve contact center efficiency by increasing agent productivity and enabling agentless interactions. The company's multitenant customer communications platform is used by collection agencies, financial service providers, retailers, telecommunications providers and utilities. For more information, visit www.SoundBite.com.

Spanlink Communications (V)
763-971-2000
www.spanlink.com
Products/Services: 20,22,49,149
Other: IP Communications Consulting

Spectrum Corp. (M)
713-944-6200
www.specorp.com
Products/Services: 7,5,140
Other: Wallboards, IP Wallboards

SpeechCycle (C)
646-792-2720
www.speechcycle.com
Products/Services:
52,130,166,163,170

SPIRIT (C)
408 540-6033
www.spiritdsp.com
Products/Services: 27,31,32,44,45

SpringCM (C)
877-362-7273
www.springcm.com
Products/Services: 54,109, 114,142
Other: Content Management Software

StarTek (S)
303-262-4548
www.startek.com
Products/Services: 13,130,132
Other: Call Center Integration, Directory Services, Prepaid Calling Cards

Strategic Communication Systems (C)
800-727-4155 x322
www.strategicinc.com
Products/Services: 7,46,47,57,107

Symon Communications, Inc. (M, C)
500 N. Central Expwy., Ste. 175 Plano, TX 75074
Contact: Sales
972-578-8484
www.symon.com
sales@symon.com
Products/Services:
5,101,136,149,171
Symon delivers easy-to-use digital communication solutions that allow clients to drive productivity, increase revenues and promote a positive enlightened work culture and customer experience using digital visual displays including the PC desktop. We enable our clients to share knowledge and increase awareness out to their employees by displaying unique but relevant information, branding and messaging, and reporting real-time, mission-critical content and business metrics. Symon products focus on results as shown by improved performance and productivity throughout the businesses. Over 7,000 customers worldwide depend on Symon software, hardware and professional services for the contact center, employee communications and the enterprise.

Synergy Solutions, Inc. (S)
602-296-1600
www.synergysolutionsinc.com
Products/Services:
102,130,132,133,134

Syntellect (S, C)
800-788-9733
www.syntellect.com
Products/Services:
49,71,166,167,170

Sytel Limited (M, C)
+441296381200
www.sytelco.com
Products/Services:
30,57,143,150,166

Szatan and Assoc. (S)
312-440-9070
www.szatanassociates.com
Products/Services: 145

T

Taction - The Contact Center (S)
800-508-9936
www.taction.com
Products/Services: 46,130,133,135

TARGUSinfo (S)
800-682-7487
www.targusinfo.com
Products/Services: 118,121,122,166
Other: Real-time inbound call center services

TASKE Technology Inc.
613-596-2533
www.taske.com
Products/Services: 7,49,151,171
Other: Telephone reporting software for call centers and general business environments

Technology Marketing Corp. (TMC) (S)
1 Technology Plz.,
Norwalk, CT 06854
Contact: Sales
203-852-6800
www.tmcnet.com
Products/Services:
43,59,118,154,155
Technology Marketing Corporation (TMC) publishes Customer Inter@ction Solutions, INTERNET TELEPHONY, Unified Communications, and IMS Magazine. TMCnet, TMC's Web site, is the leading source of news and articles for the communications and technology industries. Ranked in the top 6,000 most visited Web sites in the world by alexa.com, TMCnet serves as many as three million unique visitors each month. TMC is also the first publisher to test

A: Equipment Vendor **B:** Service Provider/Carrier **C:** Software Developer
D: Solutions Provider **E:** Reseller/Disributor

T-V

Tel-Assist (S)
888-446-8854
www.telassist.com
Products/Services: 130,135
Other: 1st level help desk Service, Email Response

Telacquire Marketing Group Inc. (S)
604-677-7780
www.telacquire.com
Products/Services:
118,121,130,133,134

TeleCall S.A.C. (S)
+51 1 4443040 x213
Products/Services:
117,121,130,132,133

Telecorp Products, Inc. (C)
248-960-1000
www.telecorpproducts.com
Products/Services: 7,5,107,136
Other: Quality monitoring, Real-time Recording

TeleDirect International, Inc. (C)
480-585-6464 x3360
www.tdirect.com
Products/Services: 53,57,142,150
Other: Customer campaign management Software & Services

Teleformix, LLC (C)
847-472-5331
www.teleformix.com
Products/Services:
51,53,136,157,163

TeleManagement Search (S)
516-767-6990
www.tmrecruiters.com
Products/Services: 98

TelePlaza (S)
402-933-0342
www.teleplaza.com
Products/Services:
43,46,130,133,145

Telerx (S)
800-2TE-LERX
www.telerx.com
Products/Services:
130,131,132,133,135

Telespectrum FX (S)
610-213-9792
www.trgcustomersolutions.com
Products/Services: 130,131,132,133

TeleTech (S)
303-397-8100
www.teletech.com
Products/Services: 22,52,112,136
Other: Customer Relationship Management and Business Process Outsourcing

TelStrat (M)
972-543-3500
www.telstrat.com
Products/Services: 51,95,123,140

Telvista (S)
800-563-9699 x1
www.telvista.com
Products/Services: 130, 132, 133, 134, 135

Texas Digital Systems, Inc. (M, C)
800-693-2628
www.txdigital.com
Products/Services: ,53,95,101,171

The Call Center School (S)
615-812-8400
www.thecallcenterschool.com
Products/Services:
13,46,155,156,157

The Phone Coach (S)
701-530-0806
www.thephonecoach.com
Products/Services:
46,96,143,157,158

The Taylor Reach Group, Inc. (S)
416-276-9068
www.thetaylorreachgroup.com
Products/Services: 13,46

The Telework Coalition (S)
202-266-0046 x101
www.telcoa.org
Products/Services: 46
Other: Work at home contact center solutions

Thomas L. Cardella & Associates (S)
319-393-1511
www.youdonthavetosettle.com
Products/Services: 130,133,135
Other: E-mail marketing Campaigns

Tigerpaw Software (C)
800-704-9009
www.tigerpawsoftware.com
Products/Services: 47,53,142,171
Other: Professional service Automation (PSA) Software

TMP Direct (S)
973-347-9400 x4248
www.tmpwdirect.com
Products/Services:
61,63,130,133,135

Toshiba America Information Systems, Telecom Systems Division (M)
949-583-3000
www.telecom.toshiba.com
Products/Services: 20,21,159,161
Other: Video comm, IP Phones, VoIP, digital phones, wireless phones, softphones

TouchLogic (S)
866-707-0207 x205
www.touchlogic.com
Products/Services: 160,166,163

TouchStar Software (C)
866-338-0678
www.touchstarsoftware.com
Products/Services:
173,57,143,150,151

TRG Customer Solutions (S)
610-213-9792
www.trgcustomersolutions.com
Products/Services: 130,131,133

Trivium Systems Inc. (C)
877-439-9338 x320
www.triviumsys.com
Products/Services: 11,12,173,153
Other: Call recording

TTC Marketing Solutions (S)
800-777-6348 x4970
www.ttcmarketingsolutions.com
Products/Services:
16,71,130,133,151

U

UCN, Inc. (S)
14870 Pony Express Rd.,
Bluffdale, UT 84065
Contact: Aaron Glauser
801-320-3468
www.ucn.net
aaron.glauser@ucn.net
Products/Services:
7,47,71,171
eLearing and Communications
InContact® is a fully-functional contact center platform capable of serving enterprise-grade centers eliminating the need to manage connectivity or software infrastructure while yielding remarkable TCO advantages over premises-based alternatives.
Integrated ACD and workforce management components deliver the right agent at the right time. Hiring, eLearning and communication modules, when combined with the ACD, result in more skillful and motivated agents speaking the right message at the right time. UCN's inContact will change your world with implementation measured in days, not months, allowing you to innovate and focus efforts on your critical business needs.

Ulysses Learning (S)
800-662-2066
www.ulysseslearning.com
Products/Services: 46,156,157
Other: Simulation-based e-Learning for CSRs, sales reps and managers

Unica Corporation
781-839-8000
Products/Services: 53,59,61,62,63

Unifica Teleservices (S)
713-461-5895
www.unificateleservices.com
Products/Services: 130,132,133

Upstream Works Software (C)
905-660-0969 x362
www.upstreamworks.com
Products/Services: 22,49,58,136
Other: Agent Desktop & Automation

V

Velaro Inc. (C)
800-983-5276 x741
www.velaro.com/?cid=171
Products/Services:
63,102,106,111,109

VERBIO Technologies S.L. (C)
+34 934097120
www.verbio.com
Products/Services: 107,147,167,170
Other: Voice speaker verification system and voice -enabled web interaction

VERINT
Witness Actionable Solutions

Verint Witness Actionable Solutions (M)
330 South Service Rd.,
Melville, NY 11747
Contact: Sales
800-4VE-RINT
www.verint.com
info@verint.com
Products/Services:
123,136,147,171
Other: Call recording solutions
Created following Verint's merger with Witness Systems, Verint Witness Actionable Solutions features the broadest portfolio for customer service analytics, workforce optimization, quality monitoring/recording, workforce management, eLearning, performance management and customer surveys. From contact centers, to branch and back-office operations and through to the enterprise, its solutions provide the visibility and actionable intelligence to power decision-making, ensure service excellence and drive performance across all aspects of customer operations.

Vertical Communications (M)
877-VER-TICA x2
www.vertical.com
Products/Services: 1,20,47,159,166

Virtual Causeway (S)
978-372-5062
www.v-causeway.com
Products/Services: 66,132,133

Virtual Hold Technology (S)
330-670-2263
www.virtualhold.com
Products/Services: 13,47,100,107
Other: Virtual Queuing Solution

VOCALCOM
CRM & Call Center Technology

VOCALCOM (M, C)
6700 Cote de Liesse, Ste. 102
Montreal, QC
H4T2B5 Canada
Contact: George Seroukas
514-733-6444
www.vocalcom.com
gseroukas@vocalcom.ca

"yes!"

to Contact Center Managers who don't need another administrative interface.

Managing a contact center is tough

One interface after another to manage a communication system, however, makes it maddening.

We feel your pain.

And we ease it with a single IP platform and one interface to administer every contact center function.

Translated, one intuitive environment to provision agents and remote agents, configure queues and structure routing routines for all media types.

You even use the same interface to maintain application modules for workforce management, predictive dialing, tracking and other enhanced capability.

Complexity? We've never believed in it.

INTERACTIVE INTELLIGENCE
Deliberately Innovative

We say YES! to simplified

contact center management.

www.inin.com

See just how easy system administration can be. Watch our online product demo on the Customer Interaction Center® IP contact center platform.

A: Equipment Vendor **B:** Service Provider/Carrier **C:** Software Developer
D: Solutions Provider **E:** Reseller/Disributor

V-Z

Products/Services: 7, 49, 57, 107, 150
VOCALCOM provides world-class CRM and contact center software solutions. We proudly have an extensive worldwide client base in over 30 countries. Vocalcom's solutions include ACD, IVR and predictive dialing, latest Asterisk, natural language, VoiceVision, HMP, Dialogic and Avaya contact center platforms. Together, these next-generation technologies can be bundled with VOCALCOM's software architecture to provide turnkey solution for all vertical markets. Our solutions allow companies to efficiently service their customers while optimizing their workforce and quality of service. Hermes addresses itself to all industry sectors that directly target customer interactions: sales, marketing, collections, customer services and telemarketing.

Voice Print International (C)
800-200-5430
www.vpi-corp.com
Products/Services:
173,123,136,147,156

Voice Teleservices (S)
207-699-2484
www.voiceteleservices.com
Products/Services: 46,130,133

VoiceObjects, Inc. (C)
650-288-0313
www.voiceobjects.com
Products/Services:
53,147,160,166,163

Voxbone (S)
32 2 808 00 00
www.voxbone.com
Products/Services: 130,135
Other: VoIP origination services

VoxMedia Consulting, Inc. (S)
781-259-0404
www.voxmediaconsulting.com
Products/Services:
46,143,147,166,170

VPI (Voice Print International) (C)
160 Camino Ruiz,
Camarillo, CA 91301
Contact: Patrick Botz
800-200-5430
www.vpi-corp.com
info@vpi-corp.com
Products/Services:
123,136,147,156,171

VPI (Voice Print International) is a leading innovator and provider of integrated call recording, quality monitoring, workforce management, performance management, agent coaching and speech analytics. Through its award-winning modular suite of contact center solutions, VPI empowers organizations to proactively improve the customer experience, increase workforce performance, ensure compliance and align tactical and strategic objectives across the enterprise. With the power to be proactive, organizations are equipped to actively identify and maximize opportunities and minimize risk. For more than a decade, VPI has been providing proven technology and superior service to more than 1,000 customers in over 35 countries.

Walker's Research (S)
800-913-0382
www.walkersresearch.com
Products/Services: 117,118,120,121

West at Home (S)
800-841-9000
www.westathome.com
Products/Services: 130
Other: Home-based Agents,
Remote Agents

Xceed

Xceed (S)
The Smart Village, KM28,
Cairo/Alex Road
Cairo, 00 00202 Egypt
Contact: Ossama Nazmi

+2 02 3776 3000
www.xceedcc.com
ossama.nazmi@xceedcc.com
Products/Services: 22,52,94
Business Process Outsourcing
Xceed is the largest and most sophisticated contact center in the Southern Mediterranean region with a capacity of 1,600 Web-enabled, multichannel workstations. It offers inbound/outbound/integrated customer contact solutions. It currently manages programs for clients covering four different continents in eight languages. Xceed is the first and only COPC-2000®, ISO 14001: 2004, ISO 9001:2000, and OHSAS 18001:1999 certified in North Africa and Southern Mediterranean Region.

Product/Services Listings

1. AUTO ATTENDANTS

Acredo Technologies, Inc. (Acredo)
www.acredo.us

HouseCalls Audio Tour
www.housecallsaudiotour.com

Vertical Communications
www.vertical.com

5. MESSAGE BOARDS

Spectrum Corp.
www.specorp.com

Symon Communications, Inc.
www.symon.com
(See our enhanced listing in the alphabetical section.)

Telecorp Products, Inc.
www.telecorpproducts.com

Texas Digital Systems, Inc.
www.txdigital.com

7. ACD SOFTWARE

Altitude Software
www.altitude.com
(See our enhanced listing in the alphabetical section.)

Altivon
www.altivon.com

AMCAT Software
www.amcat.com

Aspect Software Inc
www.aspect.com

Cisco Systems
www.cisco.com/go/cc

Collaboration Technologies
www.collaborationtechnologies.co.uk

CosmoCom
www.cosmocom.com
(See our enhanced listing in the alphabetical section.)

Five9, Inc.
www.five9.com

Intelemedia Communications, Inc.
www.intelemedia.com

LiveVox, Inc.
www.livevox.com

MicroAutomation
www.microautomation.com

OnviSource Inc
www.onvisource.com

prairieFyre Software
www.prairiefyre.com

Pulse Voice Inc.
www.pulsevoice.com

SER Solutions, Inc.
www.ser.com
(See our enhanced listing in the alphabetical section.)

Spectrum Corp.
www.specorp.com

Strategic Communication Systems
www.strategicinc.com

TASKE Technology Inc.
www.taske.com

Telecorp Products, Inc.
www.telecorpproducts.com

UCN, Inc.
www.ucn.net
(See our enhanced listing in the alphabetical section.)

Vocalcom
www.vocalcom.com
(See our enhanced listing in the alphabetical section.)

8. STAND-ALONE ACD

Acredo Technologies, Inc. (Acredo)
www.acredo.us

Aspect Software Inc
www.aspect.com

9. ASSOCIATIONS

CRMlandmark.com
www.crmlandmark.com

OutsourceWorld
www.outsource-world.com

11. BILLING

Comarch
www.comarch.com

Dialexia Communications Inc.
www.dialexia.com

I.S. Associates, Inc.
www.isassoc.com

LiveVox, Inc.
www.livevox.com

Quintrex Data Systems Corp.
www.quintrex.com

Trivium Systems Inc.
www.triviumsys.com

12. CALL ACCOUNTING

HigherGround Inc.
www.highergroundinc.com

I.S. Associates, Inc.
www.isassoc.com

LiveVox, Inc.
www.livevox.com

NetOffice Corp.
www.netoffice.com

prairieFyre Software
www.prairiefyre.com

Trivium Systems Inc.
www.triviumsys.com

13. CALL CENTER DESIGN/FACILITIES MANAGEMENT

ESQUBE Communication Solutions
www.esqube.com

EventHelix.com Inc.
www.eventhelix.com

InterfaceSERVICES
www.interfaceservices.net

Kontakto
www.kontaktos.net

Pegasystems Inc.
www.pegasystems.com

StarTek
www.startek.com

The Call Center School
www.thecallcenterschool.com

The Taylor Reach Group, Inc.
www.thetaylorreachgroup.com

Virtual Hold Technology
www.virtualhold.com

14. CALL CENTER SIMULATION/TESTING SOFTWARE

ClickFox
www.clickfox.com

Empirix
www.empirix.com

EventHelix.com Inc.
www.eventhelix.com

Human Resource Management Center
www.hrmc.com

IQ Services
www.iq-services.com

Kontakto
www.kontaktos.net

16. COLLECTION AGENCIES

GC Services
www.gcserv.com

LiveVox, Inc.
www.livevox.com

TTC Marketing Solutions
www.ttcmarketingsolutions.com

17. AIN/TELCO PLATFORMS

APEX Voice Communications
www.apexvoice.com

18. CENTREX

Acredo Technologies, Inc. (Acredo)
www.acredo.us

Five9, Inc.
www.five9.com

19. COMMUNICATIONS ASP

Information Access Technology
www.iat-cti.com

NetOffice Corp.
www.netoffice.com

Prosodie Interactive
www.prosodieinteractive.com

20. IP-PBX

Aastra OnDemand
www.aastraondemand.com

Acredo Technologies, Inc. (Acredo)
www.acredo.us

ADTRAN, Inc.
www.adtran.com

Altivon
www.altivon.com

AMCAT Software
www.amcat.com

BASiX Automation Integrators, Inc.
www.basixai.com

Cisco Systems
www.cisco.com/go/cc

CommuniGate Systems
www.communigate.com

Dialexia Communications Inc.
www.dialexia.com

Dirigosoft Corporation
www.dirigosoft.com

ESQUBE Communication Solutions
www.esqube.com

FacetCorp
www.facetcorp.com

Intuitive Voice Technology
www.intuitivevoice.com

IPitomy Communications
www.ipitomy.com

NetCentrex Comverse Converged IP Communications
www.comverse.com

NextCentra Integrated Communications Solutions
www.nextcentra.com

OrecX
www.orecx.com
(See our enhanced listing in the alphabetical section.)

Spanlink Communications
www.spanlink.com

Toshiba America Information Systems, Telecom Systems Division
www.telecom.toshiba.com

Vertical Communications
www.vertical.com

21. KEY SYSTEMS

Samsung Business Communication Systems
www.samsung.com/bcs

Toshiba America Information Systems, Telecom Systems Division
www.telecom.toshiba.com

22. MULTICHANNEL CONTACT CENTER

Accurate Always
www.accuratealways.com

Altitude Software
www.altitude.com
(See our enhanced listing in the alphabetical section.)

Cisco Systems
www.cisco.com/go/cc

CosmoCom
www.cosmocom.com
(See our enhanced listing in the alphabetical section.)

Echopass
www.echopass.com

Genticity
www.customer1.com

Interactive Softworks, Inc.
www.interactivesoftworks.com

Phone Ware Inc.
www.phonewareinc.com

Spanlink Communications
www.spanlink.com

TeleTech
www.teletech.com

Upstream Works Software
www.upstreamworks.com

Xceed
www.xceedcc.com
(See our enhanced listing in the alphabetical section.)

24. NETWORK MGMT./MONITORING

Codima Technologies
www.codimatech.com

ESQUBE Communication Solutions
www.esqube.com

NetOp Tech
www.netoptech.com

25. PBXS

Aastra OnDemand
www.aastraondemand.com

CommuniGate Systems
www.communigate.com

FacetCorp
www.facetcorp.com

26. PC-PBX HARDWARE

Dialexia Communications Inc.
www.dialexia.com

27. PC-PBX SOFTWARE

CommuniGate Systems
www.communigate.com

ESQUBE Communication Solutions
www.esqube.com

OnviSource Inc
www.onvisource.com

SPIRIT
www.spiritdsp.com

29. ROUTERS

ADTRAN, Inc.
www.adtran.com

Encore Networks
www.encorenetworks.com

Intuitive Voice Technology
www.intuitivevoice.com

IPitomy Communications
www.ipitomy.com

Multi-Tech Systems, Inc.
www.multitech.com

30. SOFT SWITCH

Dialexia Communications Inc.
www.dialexia.com

ESQUBE Communication Solutions
www.esqube.com

FacetCorp
www.facetcorp.com

NetCentrex Comverse Converged IP Communications
www.comverse.com

Pulse Voice Inc.
www.pulsevoice.com

Sytel Limited
www.sytelco.com

31. VOIP GATEWAYS

ADTRAN, Inc.
www.adtran.com

BASiX Automation Integrators, Inc.
www.basixai.com

CITEL Technologies
www.citel.com

IPitomy Communications
www.ipitomy.com

Multi-Tech Systems, Inc.
www.multitech.com

RAD Data Communications
www.radusa.com

SER Solutions, Inc.
www.ser.com
(See our enhanced listing in the alphabetical section.)

SPIRIT
www.spiritdsp.com

32. WIRELESS PHONE SYSTEMS

Plantronics
www.plantronics.com/contactcenter
(See our enhanced listing in the alphabetical section.)

Samsung Business Communication Systems
www.samsung.com/bcs

SPIRIT
www.spiritdsp.com

33. COMPUTER CHASSIS

Electronic Voice Services
www.evs7.com

37. MODEMS

Multi-Tech Systems, Inc.
www.multitech.com

42. PDAS

Aiko Solutions
www.aikosolutions.com/

43. CONFERENCES AND EXPOSITIONS

Alexander Resources
www.alexanderresources.com

Technology Marketing Corp. (TMC)
www.tmcnet.com
(See our enhanced listing in the alphabetical section.)

TelePlaza
www.teleplaza.com

44. AUDIO CONFERENCING

Convertec Business Solutions
www.convertecsolutions.com

Forum Communications International
www.forum-com.com

Intuitive Voice Technology
www.intuitivevoice.com

SPIRIT
www.spiritdsp.com

45. VIDEO CONFERENCING

APEX Voice Communications
www.apexvoice.com

Dialexia Communications Inc.
www.dialexia.com

SPIRIT
www.spiritdsp.com

46. CONSULTING

ac2 Solutions
www.ac2solutions.com

Alexander Resources
www.alexanderresources.com

Amtech Marketing, Inc.
www.amtechmarketing.com

Aslan Training & Development
www.aslantraining.com

CallCenterJobs.com
www.callcenterjobs.com/clickthru.cfm?LID=6397

CFI Group
www.cfigroup.com

ClickFox
www.clickfox.com

CRMlandmark.com
www.crmlandmark.com

Envision
www.envisioninc.com

FOQUEST
www.foquest.com

GM Voices, Inc.
www.gmvoices.com

IEX Corp.
www.iex.com

Intelenet Global Services
www.intelenetglobal.com

Money's Worth
www.4yourmoneysworth.com

NextCentra Integrated Communications Solutions
www.nextcentra.com

NorthWest Direct Marketing, Inc.
www.nwdirectmarketing.com

Phone Pro
www.phonepro.com

Strategic Communication Systems
www.strategicinc.com

Taction - The Contact Center
www.taction.com

See the INDEX Located on pages 26-27

TelePlaza
www.teleplaza.com

The Call Center School
www.thecallcenterschool.com

The Phone Coach
www.thephonecoach.com

The Taylor Reach Group, Inc.
www.thetaylorreachgroup.com

The Telework Coalition
www.telcoa.org

Ulysses Learning
www.ulysseslearning.com

Voice Teleservices
www.voiceteleservices.com

VoxMedia Consulting, Inc.
www.voxmediaconsulting.com

47. CONTACT MANAGEMENT SOFTWARE

AMCAT Software
www.amcat.com

Avidian Technologies
www.avidian.com

Cisco Systems
www.cisco.com/go/cc

Comarch
www.comarch.com

Fuze Digital Solutions
www.fuze.com

InsideSales.com
www.insidesales.com

KnoahSoft
www.knoahsoft.com
(See our enhanced listing in the alphabetical section.)

Lynk Software, Inc.
www.lynksoftware.com

Multima Corporation
www.netkeeper.com

PipelineDeals.com
www.pipelinedeals.com

Sage Software
www.sagesoftware.com

SER Solutions, Inc.
www.ser.com
(See our enhanced listing in the alphabetical section.)

Strategic Communication Systems
www.strategicinc.com

Tigerpaw Software
www.tigerpawsoftware.com

UCN, Inc.
www.ucn.net
(See our enhanced listing in the alphabetical section.)

Vertical Communications
www.vertical.com

Virtual Hold Technology
www.virtualhold.com

48. CTI DISTRIBUTORS

MicroAutomation
www.microautomation.com

49. CTI SOFTWARE

Altitude Software
www.altitude.com
(See our enhanced listing in the alphabetical section.)

AMC Technology
www.amctechnology.com

BASiX Automation Integrators, Inc.
www.basixai.com

Collaboration Technologies
www.collaborationtechnologies.co.uk

FacetCorp
www.facetcorp.com

Information Access Technology
www.iat-cti.com

Samsung Business Communication Systems
www.samsung.com/bcs

serVonic GmbH
www.servonic.com

Spanlink Communications
www.spanlink.com

Syntellect
www.syntellect.com

TASKE Technology Inc.
www.taske.com

Upstream Works Software
www.upstreamworks.com

Vocalcom
www.vocalcom.com
(See our enhanced listing in the alphabetical section.)

50. CTI TESTING TOOLS

Empirix
www.empirix.com

IQ Services
www.iq-services.com

5I. CUSTOMER ANALYTICS SOFTWARE

Accurate Always
www.accuratealways.com

Allegiance, Inc.
www.allegiance.com

Cacti, Inc.
www.cacticom.com
(See our enhanced listing in the alphabetical section.)

CallMiner
www.callminer.com

CFI Group
www.cfigroup.com

ClickFox
www.clickfox.com

etalk Corp.
www.etalk.com
(See our enhanced listing in the alphabetical section.)

Genticity
www.customer1.com

Infor
www.infor.com/inforcrm

Informiam
www.informiam.com

Oncontact Software
www.oncontact.com

PipelineDeals.com
www.pipelinedeals.com

Teleformix, LLC
www.teleformix.com

TelStrat
www.telstrat.com

52. CRM ASP

Allegiance, Inc.
www.allegiance.com

Aplicor Inc.
www.aplicor.com

CRMlandmark.com
www.crmlandmark.com

Fuze Digital Solutions
www.fuze.com

I.S. Associates, Inc.
www.isassoc.com

Lynk Software, Inc.
www.lynksoftware.com

NetOffice Corp.
www.netoffice.com

NetSuite
www.netsuite.com

Salesboom.com
www.salesboom.com

Soffront Software Inc
www.soffront.com

SpeechCycle
www.speechcycle.com

TeleTech
www.teletech.com

Xceed
www.xceedcc.com
(See our enhanced listing in the alphabetical section.)

53. CRM SOFTWARE

AMC Technology
www.amctechnology.com

Aplicor Inc.
www.aplicor.com

Avidian Technologies
www.avidian.com

BCE Elix
www.bceeelix.com

CFI Group
www.cfigroup.com

CobbleSoft International Ltd.
www.cobblesoft.com

Collaboration Technologies
www.collaborationtechnologies.co.uk

Comarch
www.comarch.com

CRMlandmark.com
www.crmlandmark.com

Echopass
www.echopass.com

I.S. Associates, Inc.
www.isassoc.com

IEX Corp.
www.iex.com

Infor
www.infor.com/inforcrm

Infusion Software
www.infusionsoft.com

InsideSales.com
www.insidesales.com

Knova Software, Inc.
www.knova.com

Lynk Software, Inc.
www.lynksoftware.com

Mirabase
www.mirabase.com

Multima Corporation
www.netkeeper.com

Oncontact Software
www.oncontact.com

Onyx Software
www.onyx.com

Pegasystems Inc.
www.pegasystems.com

PipelineDeals.com
www.pipelinedeals.com

prairieFyre Software
www.prairiefyre.com

Quintrex Data Systems Corp.
www.quintrex.com

Relevant Communications Corporation
www.relevantcommunications.com

Sage Software
www.sagesoftware.com

Soffront Software Inc
www.soffront.com

TeleDirect International, Inc.
www.tdirect.com

Teleformix, LLC
www.teleformix.com

Texas Digital Systems, Inc.
www.txdigital.com

Tigerpaw Software
www.tigerpawsoftware.com

Unica Corporation
www.unica.com

VoiceObjects, Inc.
www.voiceobjects.com

54. DATABASE MANAGEMENT

Dataupia
www.dataupia.com
FOQUEST
www.foquest.com

Lynk Software, Inc.
www.lynksoftware.com

SpringCM
www.springcm.com

55. DATABASE MARKETING

Accudata
www.accudatatech.com

Bilingual Corporation
www.bilingualtelemarketing.com

Infor
www.infor.com/inforcrm

Infusion Software
www.infusionsoft.com

Onyx Software
www.onyx.com

Relevant Communications Corporation
www.relevantcommunications.com

56. AUTO-DIALERS

Electronic Voice Services
www.evs7.com

Five9, Inc.
www.five9.com

InsideSales.com
www.insidesales.com

Interactive Softworks, Inc.
www.interactivesoftworks.com

OPC Marketing, Inc.
www.opc-marketing.com

Pulse Voice Inc.
www.pulsevoice.com

57. PREDICTIVE DIALERS

Altitude Software
www.altitude.com
(See our enhanced listing in the alphabetical section.)

AMCAT Software
www.amcat.com

BCE Elix
www.bceelix.com

Collaboration Technologies
www.collaborationtechnologies.co.uk

CosmoCom
www.cosmocom.com
(See our enhanced listing in the alphabetical section.)

Electronic Voice Services
www.evs7.com

Five9, Inc.
www.five9.com

Information Access Technology
www.iat-cti.com

Interactive Softworks, Inc.
www.interactivesoftworks.com

OPC Marketing, Inc.
www.opc-marketing.com

SER Solutions, Inc.
www.ser.com
(See our enhanced listing in the alphabetical section.)

Strategic Communication Systems
www.strategicinc.com

Sytel Limited
www.sytelco.com

TeleDirect International, Inc.
www.tdirect.com

TouchStar Software
www.touchstarsoftware.com

Vocalcom
www.vocalcom.com
(See our enhanced listing in the alphabetical section.)

58. PREVIEW DIALERS

Five9, Inc.
www.five9.com

Information Access Technology
www.iat-cti.com

Interactive Softworks, Inc.
www.interactivesoftworks.com

Upstream Works Software
www.upstreamworks.com

59. AD AGENCY SERVICES

Technology Marketing Corp. (TMC)
www.tmcnet.com
(See our enhanced listing in the alphabetical section.)

Unica Corporation
www.unica.com

6I. FULFILLMENT

AnswerNet Network
www.answernet.com

PBD Worldwide Fulfillment Services
www.pbd.com

TMP Direct
www.tmpwdirect.com

Unica Corporation
www.unica.com

62. FULFILLMENT SOFTWARE

Comarch
www.comarch.com

Snowfly Performance Incentives
www.snowfly.com

Unica Corporation
www.unica.com

63. LEAD TRACKING

Active TeleSource, Inc.
www.theactivegroup.biz

Infusion Software
www.infusionsoft.com

InsideSales.com
www.insidesales.com

NetSuite
www.netsuite.com

PipelineDeals.com
www.pipelinedeals.com

Salesboom.com
www.salesboom.com

TMP Direct
www.tmpwdirect.com

Unica Corporation
www.unica.com

Velaro Inc.
www.velaro.com/?cid=171

64. MAILING HOUSE SERVICES

PBD Worldwide Fulfillment Services
www.pbd.com

66. MARKET RESEARCH COMPANY

Active TeleSource, Inc.
www.theactivegroup.biz

Advanced Data-Comm
www.advanced-data.com

Alexander Resources
www.alexanderresources.com

Phone Ware Inc.
www.phonewareinc.com

Virtual Causeway
www.v-causeway.com

68. REAL-TIME MARKETING SOFTWARE

InsideSales.com
www.insidesales.com

Quintrex Data Systems Corp.
www.quintrex.com

Relevant Communications Corporation
www.relevantcommunications.com

70. DIRECTORY SERVICES

CRMlandmark.com
www.crmlandmark.com

7I. DISASTER RECOVERY

ADTRAN, Inc.
www.adtran.com

Echopass
www.echopass.com

Encore Networks
www.encorenetworks.com

Forum Communications International
www.forum-com.com

Mirapoint
www.mirapoint.com

RAD Data Communications
www.radusa.com

RED ALERT by AMTELCO
www.redalertsystem.com

Syntellect
www.syntellect.com

TTC Marketing Solutions
www.ttcmarketingsolutions.com

UCN, Inc.
www.ucn.net
(See our enhanced listing in the alphabetical section.)

72. E-MAIL ACD

prairieFyre Software
www.prairiefyre.com

73. E-MAIL MANAGEMENT SOFTWARE

AMC Technology
www.amctechnology.com

eGain Communications
www.egain.com
Infor
www.infor.com/inforcrm

Infusion Software
www.infusionsoft.com

Mirapoint
www.mirapoint.com

Multima Corporation
www.netkeeper.com

Relevant Communications Corporation
www.relevantcommunications.com

74. E-MAIL MANAGEMENT ASP

eGain Communications
www.egain.com

76. ENTERPRISE RESOURCE PLANNING SOFTWARE

CFI Group
www.cfigroup.com

GMT Corp.
www.gmt.com

NetSuite
www.netsuite.com

Sage Software
www.sagesoftware.com

77. FAX APPLICATION SOFTWARE

Because every customer is "different"

Improve your customer experiences through increased call center effectiveness with ECHO™

Call recording and review are the most effective and efficient ways to ensure your customers receive high quality treatment and accurate information. How your business manages customer "touch-points" will determine the overall success of your call center. ECHO™ provides the vehicle for focused customer experience management through real-time monitoring and agent performance evaluations. These bundled applications along with Teleformix's industry experience make ECHO™ the ideal recorder for any customer looking for a competitively priced, feature-rich recording solution. Based on IBM® hardware and software solutions, ECHO™ includes System x™ hardware, Tivoli® Storage Manager, IBM Information Management Software, Rational WEB Developer and WebSphere® Application Server.

- Browser-based recording, quality monitoring and CRM platform
- Synchronized voice and screen recordings
- Screen Capture file footprint requires a total of only 1 – 2 Mb in size for the average four minute conversation, including audio and video
- "Over the shoulder" screen clarity • Screen Capture
- Unlimited scalability, Express and Cluster solutions
- Service Oriented Architecture
- Enterprise Integration Enablement

ECHO)))
Record. Evaluate. Monitor. Archive.

1-800-513-4000 • www.teleformix.com

Teleformix™

Cbeyond
www.cbeyond.net

serVonic GmbH
www.servonic.com

79. FAX BROADCASTING PRODUCTS

OPC Marketing, Inc.
www.opc-marketing.com

Relevant Communications Corporation
www.relevantcommunications.com

84. FAX ON-DEMAND

serVonic GmbH
www.servonic.com

86. FIELD SALES PRODUCTS

Aplicor Inc.
www.aplicor.com

Avidian Technologies
www.avidian.com

Oncontact Software
www.oncontact.com

Onyx Software
www.onyx.com

87. CHECK AND CREDIT CARD PROCESSING & VERIFICATION

Intelenet Global Services
www.intelenetglobal.com

Pegasystems Inc.
www.pegasystems.com

Sage Software
www.sagesoftware.com

88. CORPORATE FINANCING

811MSi Software 2004 Inc.
www.811msi.ca

89. CREDIT CARD MERCHANT ACCOUNTS

Intelenet Global Services
www.intelenetglobal.com

9I. HANDSETS

Aiko Solutions
www.aikosolutions.com/

Plantronics
www.plantronics.com/contactcenter
(See our enhanced listing in the alphabetical section.)

Samsung Business Communication Systems
www.samsung.com/bcs

snom technology AG
www.snom.com

92. HEADSETS

GN US Inc.
www.jabra.com
(See our enhanced listing in the alphabetical section.)

OPC Marketing, Inc.
www.opc-marketing.com

Plantronics
www.plantronics.com/contactcenter
(See our enhanced listing in the alphabetical section.)

Subscribe FREE online at www.cismag.com

Sennheiser Communications
www.sennheisercommunications.com

93. HEADSET REPAIR & ACCESSORIES

Plantronics
www.plantronics.com/contactcenter
(See our enhanced listing in
the alphabetical section.)

94. HELP DESK ASP

Aplicor Inc.
www.aplicor.com

Citrix Online (Citrix GoToAssist)
www.gotoassist.com

Soffront Software Inc
www.soffront.com

Xceed
www.xceedcc.com
(See our enhanced listing in
the alphabetical section.)

95. HELP DESK SOFTWARE

Accurate Always
www.accuratealways.com

AMTELCO
www.amtelco.com

CobbleSoft International Ltd.
www.cobblesoft.com

Knova Software, Inc.
www.knova.com

Multima Corporation
www.netkeeper.com

NetOp Tech
www.netoptech.com

Oncontact Software
www.oncontact.com

Soffront Software Inc
www.soffront.com

TelStrat
www.telstrat.com

Texas Digital Systems, Inc.
www.txdigital.com

96. EMPLOYMENT TESTING

BrandonWayne Group
www.callcenterworkforce.com

CallCenterJobs.com
www.callcenterjobs.com/clickthru.cfm
?LID=6397

Human Resource Management Center
www.hrmc.com

PreVisor, Inc.
www.previsor.com

The Phone Coach
www.thephonecoach.com

97. MOTIVATION PRODUCTS & SERVICES

ComplianceBridge Corporation
www.compliancebridge.com

Kontakto
www.kontaktos.net

Money's Worth
www.4yourmoneysworth.com

OutsourceWorld
www.outsource-world.com

Phone Pro
www.phonepro.com

Snowfly Performance Incentives
www.snowfly.com

98. RECRUITING

Aerotek Professional Services
www.aerotek.com
(See our enhanced listing in
the alphabetical section.)

Amtech Marketing, Inc.
www.amtechmarketing.com

BrandonWayne Group
www.callcenterworkforce.com

CallCenterClassifieds.com
www.callcenterclassifieds.com

CallCenterJobs.com
www.callcenterjobs.com/clickthru.cfm
?LID=6397

Human Resource Management Center
www.hrmc.com

J. Patrick & Associates
www.jpatrick.com

Kontakto
www.kontaktos.net

Money's Worth
www.4yourmoneysworth.com

R.L.Bencin & Associates

TeleManagement Search

See the
INDEX
Located on
pages 26-27

www.tmrecruiters.com

99. TEMPORARY HELP

Aerotek Professional Services
www.aerotek.com
(See our enhanced listing in
the alphabetical section.)

BrandonWayne Group
www.callcenterworkforce.com

CallCenterJobs.com
www.callcenterjobs.com/clickthru.cfm
?LID=6397

100. INTERNATIONAL CALL BACK

Virtual Hold Technology
www.virtualhold.com

101. INSTANT MESSAGING

CommuniGate Systems
www.communigate.com

Multi-Tech Systems, Inc.
www.multitech.com

Symon Communications, Inc.
www.symon.com
(See our enhanced listing in
the alphabetical section.)

Texas Digital Systems, Inc.
www.txdigital.com

102. INTERNET & WWW MARKETING SVCS.

Concentric, An XO Communications Service
www.concentric.com

Mirabase
www.mirabase.com

Synergy Solutions, Inc.
www.synergysolutionsinc.com

Velaro Inc.
www.velaro.com/?cid=171

103. INTERNET SERVICE PROVIDER

Cbeyond
www.cbeyond.net

Concentric, An XO Communications Service
www.concentric.com

104. INTERNET TELEPHONY PRODUCTS/SVCS.

Cbeyond
www.cbeyond.net

CITEL Technologies
www.citel.com

CommuniGate Systems
www.communigate.com

Forum Communications International
www.forum-com.com

IPitomy Communications
www.ipitomy.com

IQ Services
www.iq-services.com

Multi-Tech Systems, Inc.
www.multitech.com

NetCentrex Comverse Converged IP Communications
www.comverse.com

Plantronics
www.plantronics.com/contactcenter
(See our enhanced listing in
the alphabetical section.)

106. TEXT CHAT SOFTWARE

Citrix Online (Citrix GoToAssist)
www.gotoassist.com

GyrusLogic
www.gyruslogic.com

Velaro Inc.
www.velaro.com/?cid=171

107. WEB CALL CENTER SOFTWARE

Aastra OnDemand
www.aastraondemand.com

Attachmate
www.attachmate.com

Circumference Technology Services, Inc.
www.circumference.ca

Fuze Digital Solutions
www.fuze.com

Genticity
www.customer1.com

KnoahSoft
www.knoahsoft.com
(See our enhanced listing in
the alphabetical section.)

Knova Software, Inc.
www.knova.com

NetCentrex Comverse Converged IP Communications
www.comverse.com

NetOp Tech
www.netoptech.com

Strategic Communication Systems
www.strategicinc.com

Telecorp Products, Inc.
www.telecorpproducts.com

VERBIO Technologies S.L.
www.verbio.com

Virtual Hold Technology
www.virtualhold.com

Vocalcom
www.vocalcom.com
(See our enhanced listing in
the alphabetical section.)

109. WEB COLLABORATION/ SHARED BROWSING

CallCenterJobs.com
www.callcenterjobs.com/clickthru.cfm
?LID=6397

Product/Services Listings

Citrix Online (Citrix GoToAssist)
www.gotoassist.com

eGain Communications
www.egain.com

Forum Communications International
www.forum-com.com

SpringCM
www.springcm.com

Velaro Inc.
www.velaro.com/?cid=171

110. WEB DESIGN/HOSTING

Concentric, An XO Communications Service
www.concentric.com

PBD Worldwide Fulfillment Services
www.pbd.com

111. WEB SELF-SERVICE SOLUTIONS

Attachmate
www.attachmate.com

CobbleSoft International Ltd.
www.cobblesoft.com

Concentric, An XO Communications Service
www.concentric.com

eGain Communications
www.egain.com

Fuze Digital Solutions
www.fuze.com

Genticity
www.customer1.com

HouseCalls Audio Tour
www.housecallsaudiotour.com

I.S. Associates, Inc.
www.isassoc.com

IEX Corp.
www.iex.com

Knova Software, Inc.
www.knova.com

Multima Corporation
www.netkeeper.com

Quintrex Data Systems Corp.
www.quintrex.com

Salesboom.com
www.salesboom.com

Velaro Inc.
www.velaro.com/?cid=171

112. INTERPRETER SERVICES

Bilingual Corporation
www.bilingualtelemarketing.com

TeleTech
www.teletech.com

114. KNOWLEDGE MANAGEMENT SOFTWARE

811MSi Software 2004 Inc.
www.811msi.ca

CobbleSoft International Ltd.
www.cobblesoft.com

eGain Communications
www.egain.com

etalk Corp.
www.etalk.com
(See our enhanced listing in the alphabetical section.)

Fuze Digital Solutions
www.fuze.com

Informiam
www.informiam.com

Knova Software, Inc.
www.knova.com

Salesboom.com
www.salesboom.com

SpringCM
www.springcm.com

115. LAN-BASED TELEPHONY

CITEL Technologies
www.citel.com

Dirigosoft Corporation
www.dirigosoft.com

FacetCorp
www.facetcorp.com

Intuitive Voice Technology
www.intuitivevoice.com

IPitomy Communications
www.ipitomy.com

116. LEAST-COST ROUTING SYSTEMS

Comarch
www.comarch.com

Pulse Voice Inc.
www.pulsevoice.com

117. DATABASE MARKETING/SERVICES

Accudata
www.accudatatech.com

OKS-Ameridial Worldwide
www.oksameridial.com
(See our enhanced listing in the alphabetical section.)

PBD Worldwide Fulfillment Services
www.pbd.com

TeleCall S.A.C.

Walker's Research
www.walkersresearch.com

118. DIRECT MAIL LISTS

Call Center Consultants

TARGUSinfo
www.targusinfo.com

Technology Marketing Corp. (TMC)
www.tmcnet.com
(See our enhanced listing in the alphabetical section.)

Telacquire Marketing Group Inc.
www.telacquire.com

Walker's Research
www.walkersresearch.com

119. LIST MANAGEMENT SOFTWARE

Call Center Consultants

Codima Technologies
www.codimatech.com

Mirabase
www.mirabase.com

120. ONLINE DATABASES

ComplianceBridge Corporation
www.compliancebridge.com

Walker's Research
www.walkersresearch.com

121. TELEMARKETING CALLING LISTS

Accudata
www.accudatatech.com

Call Center Consultants

MarketMakers Group, Inc.

TARGUSinfo
www.targusinfo.com

Telacquire Marketing Group Inc.
www.telacquire.com

TeleCall S.A.C.

Walker's Research
www.walkersresearch.com

122. TELEPHONE NUMBER LOOK-UP SERVICES

Accudata
www.accudatatech.com

TARGUSinfo
www.targusinfo.com

123. LOGGING & MONITORING EQUIPMENT

Accurate Always
www.accuratealways.com

ASC telecom L.P.
www.asctelecom.com

BCE Elix
www.bceelix.com

Cacti, Inc.
www.cacticom.com
(See our enhanced listing in the alphabetical section.)

CallCopy
www.callcopy.com

Empirix
www.empirix.com

Envision
www.envisioninc.com

etalk Corp.
www.etalk.com
(See our enhanced listing in the alphabetical section.)

HigherGround Inc.
www.highergroundinc.com

IQ Services
www.iq-services.com

KnoahSoft
www.knoahsoft.com
(See our enhanced listing in the alphabetical section.)

OAISYS
www.oaisys.com
(See our enhanced listing in the alphabetical section.)

OnviSource Inc
www.onvisource.com

OrecX
www.orecx.com
(See our enhanced listing in the alphabetical section.)

Recollect Recording, LLC
www.recollectrecording.com

TelStrat
www.telstrat.com

Verint Witness Actionable Solutions
www.verint.com
(See our enhanced listing in the alphabetical section.)

Voice Print International
www.vpi-corp.com

VPI (Voice Print International)
www.vpi-corp.com
(See our enhanced listing in the alphabetical section.)

127. TOLL-FREE (800/888)

On the Verge of Greatness?

Finally, a tool to give you a competitive edge.

The best contact centers have found ways to improve customer satisfaction while lowering costs. Introducing the new breed of contact center applications - available on demand. It's live. Just log in to get it all! Can your contact center stack up to what your best competitors are doing? Ask yourself, can you...

- Determine optimal staffing levels for any given shift on any given day?
- Intelligently and economically route calls anywhere in the world? What about monitoring?
- Train agents at their desktops during downtimes?
- Share direct customer feedback to motivate agents?
- Effectively filter applicants and hire the right personnel?
- Pinpoint key attributes of your best agents and replicate those skills center-wide?

InContact™ is a fully-fuctional contact center platform capable of serving enterprise-grade centers eliminating the need to manage connectivity or software infrastructure while yielding remarkable TCO advantages over premises-based alternatives. Integrated ACD and workforce management components deliver the right agent at the right time. Hiring, eLearning and communication modules when combined with the ACD result in more skillful and motivated agents speaking the right message at the right time.

UCN's inContact will change your world with implementation measured in days, not months allowing you to innovate and focus efforts on your critical business needs.

Greatness is just a click or call away! **www.ucn.net/incontact or 866.519.7867.**

ucn *get inContact*

NetOffice Corp.
www.netoffice.com

128. OFFICE ERGONOMICS/ FURNITURE

americon
www.controlroomsusa.com

Interior Concepts
www.interiorconcepts.com

129. ON-HOLD PRODUCTS/SERVICES

GM Voices, Inc.
www.gmvoices.com

130. INBOUND TELESERVICES

Active TeleSource, Inc.
www.theactivegroup.biz

Advanced Data-Comm
www.advanced-data.com

Alta Resources
www.altaresources.com
(See our enhanced listing in the alphabetical section.)

AnswerNet Network
www.answernet.com

Bilingual Corporation
www.bilingualtelemarketing.com

Circumference Technology Services, Inc.
www.circumference.ca

Convertec Business Solutions
www.convertecsolutions.com

e-Services Group International
www.e-servicesgroup.com

GC Services
www.gcserv.com

ICT Group, Inc.
www.ictgroup.com

Intelenet Global Services
www.intelenetglobal.com

Invest In Guatemala
www.investinguatemala.org

Lester Inc.
www.lesterusa.com

NomKa Call Centers
www.nomka.com

Nordia Inc.
www.nordia.ca
(See our enhanced listing in the alphabetical section.)

NorthWest Direct Marketing, Inc.
www.nwdirectmarketing.com

OKS-Ameridial Worldwide
www.oksameridial.com
(See our enhanced listing in the alphabetical section.)

PBD Worldwide Fulfillment Services
www.pbd.com

Phone Ware Inc.
www.phonewareinc.com

Prosodie Interactive
www.prosodieinteractive.com

Sitel
www.sitel.com

SpeechCycle
www.speechcycle.com

StarTek
www.startek.com

Synergy Solutions, Inc.
www.synergysolutionsinc.com

Taction - The Contact Center
www.taction.com

Tel-Assist
www.telassist.com

Telacquire Marketing Group Inc.
www.telacquire.com

TeleCall S.A.C.

TelePlaza
www.teleplaza.com

Telerx
www.telerx.com

Telespectrum FX
www.trgcustomersolutions.com

Telvista
www.telvista.com

Thomas L. Cardella & Associates
www.youdonthavetosettle.com

TMP Direct
www.tmpwdirect.com

TRG Customer Solutions
www.trgcustomersolutions.com

TTC Marketing Solutions
www.ttcmarketingsolutions.com

Unifica Teleservices
www.unificateleservices.com

Voice Teleservices
www.voiceteleservices.com

Voxbone
www.voxbone.com

West at Home
www.westathome.com

131. INTERACTIVE 800/900 SERVICE

Alta Resources
www.altaresources.com
(See our enhanced listing in the alphabetical section.)

Convertec Business Solutions
www.convertecsolutions.com

HouseCalls Audio Tour
www.housecallsaudiotour.com

Intelemedia Communications, Inc.
www.intelemedia.com

NomKa Call Centers
www.nomka.com

Sitel
www.sitel.com

Telerx
www.telerx.com

Telespectrum FX
www.trgcustomersolutions.com

TRG Customer Solutions
www.trgcustomersolutions.com

132. MULTILINGUAL TELESERVICES

Alta Resources
www.altaresources.com
(See our enhanced listing in the alphabetical section.)

AnswerNet Network
www.answernet.com

Bilingual Corporation
www.bilingualtelemarketing.com

GC Services
www.gcserv.com

ICT Group, Inc.
www.ictgroup.com

Invest In Guatemala
www.investinguatemala.org

Lester Inc.
www.lesterusa.com

NomKa Call Centers
www.nomka.com

Nordia Inc.
www.nordia.ca
(See our enhanced listing in the alphabetical section.)

NorthWest Direct Marketing, Inc.
www.nwdirectmarketing.com

Phone Ware Inc.
www.phonewareinc.com

Sitel
www.sitel.com

StarTek
www.startek.com

Synergy Solutions, Inc.
www.synergysolutionsinc.com

TeleCall S.A.C.

Telerx
www.telerx.com

Telespectrum FX
www.trgcustomersolutions.com

Telvista
www.telvista.com

Unifica Teleservices
www.unificateleservices.com

Virtual Causeway
www.v-causeway.com

133. OUTBOUND TELESERVICES

Active TeleSource, Inc.
www.theactivegroup.biz

Advanced Data-Comm
www.advanced-data.com

Alta Resources
www.altaresources.com
(See our enhanced listing in the alphabetical section.)

AnswerNet Network
www.answernet.com

Bilingual Corporation
www.bilingualtelemarketing.com

Circumference Technology Services, Inc.
www.circumference.ca

Convertec Business Solutions
www.convertecsolutions.com

e-Services Group International
www.e-servicesgroup.com

GC Services
www.gcserv.com

ICT Group, Inc.
www.ictgroup.com

Invest In Guatemala
www.investinguatemala.org

Lester Inc.
www.lesterusa.com

MarketMakers Group, Inc.

Nordia Inc.
www.nordia.ca
(See our enhanced listing in the alphabetical section.)

NorthWest Direct Marketing, Inc.
www.nwdirectmarketing.com

OKS-Ameridial Worldwide
www.oksameridial.com
(See our enhanced listing in the alphabetical section.)

Phone Ware Inc.
www.phonewareinc.com

Prosodie Interactive
www.prosodieinteractive.com

Sitel
www.sitel.com

Synergy Solutions, Inc.
www.synergysolutionsinc.com

Taction - The Contact Center
www.taction.com

Telacquire Marketing Group Inc.
www.telacquire.com

TeleCall S.A.C.

TelePlaza
www.teleplaza.com

Telerx
www.telerx.com

Now you have
the power to
improve
everything

VERINT + WITNESS SYSTEMS

Two industry leaders, **Verint** and **Witness Systems**, have joined together to give enterprises a newfound power.

The power to improve everything.

By bringing together workforce optimization and actionable intelligence, Verint enables a new vision for the customer-centric enterprise.

Our vision is built on an unparalleled portfolio of solutions that deliver the insights you need to delight your customers day in and day out — from the contact center, branch and back office to every customer touch point across your enterprise.

Discover how Verint can help you delight your customers and drive outstanding business results. Discover the power to improve everything. Go to **verint.com/improve** or call **1-800-4-VERINT.**

Recording

Quality Management

eLearning

Analytics

Performance Management

Workforce Management

Customer Feedback

VERINT
POWERING ACTIONABLE INTELLIGENCE®

Telespectrum FX
www.trgcustomersolutions.com

Telvista
www.telvista.com

Thomas L. Cardella & Associates
www.youdonthavetosettle.com

TMP Direct
www.tmpwdirect.com

TRG Customer Solutions
www.trgcustomersolutions.com

TTC Marketing Solutions
www.ttcmarketingsolutions.com

Unifica Teleservices
www.unificateleservices.com

Virtual Causeway
www.v-causeway.com

Voice Teleservices
www.voiceteleservices.com

I34. THIRD-PARTY VERIFICATION SERVICES

Accudata
www.accudatatech.com

Active TeleSource, Inc.
www.theactivegroup.biz

Advanced Data-Comm
www.advanced-data.com

AnswerNet Network
www.answernet.com

Convertec Business Solutions
www.convertecsolutions.com

e-Services Group International
www.e-servicesgroup.com

GC Services
www.gcserv.com

Intelemedia Communications, Inc.
www.intelemedia.com

Intelenet Global Services
www.intelenetglobal.com

Lester Inc.
www.lesterusa.com

NomKa Call Centers
www.nomka.com

OKS-Ameridial Worldwide
www.oksameridial.com
(See our enhanced listing in the alphabetical section.)

Synergy Solutions, Inc.
www.synergysolutionsinc.com

Telacquire Marketing Group Inc.
www.telacquire.com

Telvista
www.telvista.com

I35. WEB-BASED OUTSOURCING SERVICES

Alta Resources
www.altaresources.com
(See our enhanced listing in the alphabetical section.)

e-Services Group International
www.e-servicesgroup.com

ICT Group, Inc.
www.ictgroup.com

Invest In Guatemala
www.investinguatemala.org

Lester Inc.
www.lesterusa.com

NomKa Call Centers
www.nomka.com

Nordia Inc.
www.nordia.ca
(See our enhanced listing in the alphabetical section.)

OKS-Ameridial Worldwide
www.oksameridial.com
(See our enhanced listing in the alphabetical section.)

Sitel
www.sitel.com

Taction - The Contact Center
www.taction.com

Tel-Assist
www.telassist.com

Telerx
www.telerx.com

Telvista
www.telvista.com

Thomas L. Cardella & Associates
www.youdonthavetosettle.com

TMP Direct
www.tmpwdirect.com

Voxbone
www.voxbone.com

I36. PERFORMANCE ANALYTICS

811MSi Software 2004 Inc.
www.811msi.ca

ac2 Solutions
www.ac2solutions.com

AIM Technology
www.aimtechnology.com

ASC telecom L.P.
www.asctelecom.com

Aspect Software Inc
www.aspect.com

Cacti, Inc.
www.cacticom.com
(See our enhanced listing in the alphabetical section.)

Calabrio
www.calabrio.com

Cerebit
www.cerebit.com

CFI Group
www.cfigroup.com

Codima Technologies
www.codimatech.com

Empirix
www.empirix.com

etalk Corp.
www.etalk.com
(See our enhanced listing in the alphabetical section.)

HigherGround Inc.
www.highergroundinc.com

IEX Corp.
www.iex.com

Informiam
www.informiam.com

KnoahSoft
www.knoahsoft.com
(See our enhanced listing in the alphabetical section.)

PipelineDeals.com
www.pipelinedeals.com

Snowfly Performance Incentives
www.snowfly.com

Symon Communications, Inc.
www.symon.com
(See our enhanced listing in the alphabetical section.)

Telecorp Products, Inc.
www.telecorpproducts.com

Teleformix, LLC
www.teleformix.com

TeleTech
www.teletech.com

Upstream Works Software
www.upstreamworks.com

Verint Witness Actionable Solutions
www.verint.com
(See our enhanced listing in the alphabetical section.)

Voice Print International
www.vpi-corp.com

VPI (Voice Print International)
www.vpi-corp.com
(See our enhanced listing in the alphabetical section.)

I39. PREMIUMS/ INCENTIVES

Snowfly Performance Incentives
www.snowfly.com

I40. REMOTE ACCESS/CAPABILITIES

Citrix Online (Citrix GoToAssist)
www.gotoassist.com

Encore Networks
www.encorenetworks.com

Ingate Systems
www.ingate.com

NetOp Tech
www.netoptech.com

Spectrum Corp.
www.specorp.com

TelStrat
www.telstrat.com

I42. SALES FORCE AUTOMATION

Aplicor Inc.
www.aplicor.com

Avidian Technologies
www.avidian.com

Infor
www.infor.com/inforcrm

Infusion Software
www.infusionsoft.com

Mirabase
www.mirabase.com

NetSuite
www.netsuite.com

Oncontact Software
www.oncontact.com

Onyx Software
www.onyx.com

Sage Software
www.sagesoftware.com

Salesboom.com
www.salesboom.com

Soffront Software Inc
www.soffront.com

SpringCM
www.springcm.com

TeleDirect International, Inc.
www.tdirect.com

Tigerpaw Software
www.tigerpawsoftware.com

I43. SCRIPTING SERVICES/SOFTWARE

Altitude Software
www.altitude.com
(See our enhanced listing in the alphabetical section.)

Attachmate
www.attachmate.com

OPC Marketing, Inc.
www.opc-marketing.com

Sytel Limited
www.sytelco.com

The Phone Coach
www.thephonecoach.com

See the INDEX
Located on pages 26-27

TouchStar Software
www.touchstarsoftware.com

VoxMedia Consulting, Inc.
www.voxmediaconsulting.com

I44. SECURITY

Aiko Solutions
www.aikosolutions.com

Cerebit
www.cerebit.com

Encore Networks
www.encorenetworks.com

FOQUEST
www.foquest.com

Ingate Systems
www.ingate.com

Mirapoint
www.mirapoint.com

NetOp Tech
www.netoptech.com

I45. SITE SELECTION/ECONOMIC DEVELOPMENT

CallCenterJobs.com
www.callcenterjobs.com/clickthru.cfm?LID=6397

InterfaceSERVICES
www.interfaceservices.net

Szatan and Assoc.
www.szatanassociates.com

TelePlaza
www.teleplaza.com

I46. SIMULTANEOUS VOICE/DATA

CallCopy
www.callcopy.com

Cbeyond
www.cbeyond.net

I47. SPEECH- & VOICE-TO-TEXT RECOGNITION

GyrusLogic
www.gyruslogic.com

ICT Group, Inc.
www.ictgroup.com

LumenVox LLC
www.lumenvox.com

VERBIO Technologies S.L.
www.verbio.com

Verint Witness Actionable Solutions
www.verint.com
(See our enhanced listing in the alphabetical section.)

Voice Print International
www.vpi-corp.com

VoiceObjects, Inc.
www.voiceobjects.com

VoxMedia Consulting, Inc.
www.voxmediaconsulting.com

VPI (Voice Print International)
www.vpi-corp.com
(See our enhanced listing in the alphabetical section.)

Product/Services Listings

148. STANDARDS ORGANIZATIONS

Amtech Marketing, Inc.
www.amtechmarketing.com

ComplianceBridge Corporation
www.compliancebridge.com

National Quality Assurance, USA
www.nqa-usa.com

149. SYSTEMS INTEGRATION

AMC Technology
www.amctechnology.com

americon
www.controlroomsusa.com

Attachmate
www.attachmate.com

Cicero, Inc.
www.ciceroinc.com

FOQUEST
www.foquest.com

Givex
www.givex.com

Interactive Softworks, Inc.
www.interactivesoftworks.com

MicroAutomation
www.microautomation.com

Spanlink Communications
www.spanlink.com

Symon Communications, Inc.
www.symon.com
(See our enhanced listing in the alphabetical section.)

150. TELEMARKETING SOFTWARE

AMCAT Software
www.amcat.com

Electronic Voice Services
www.evs7.com

Quintrex Data Systems Corp.
www.quintrex.com

Sytel Limited
www.sytelco.com

TeleDirect International, Inc.
www.tdirect.com

TouchStar Software
www.touchstarsoftware.com

Vocalcom
www.vocalcom.com
(See our enhanced listing in the alphabetical section.)

151. TELEPHONE MONITORING SERVICES

811MSi Software 2004 Inc.
www.811msi.ca

ASC telecom L.P.
www.asctelecom.com

Codima Technologies
www.codimatech.com

HigherGround Inc.
www.highergroundinc.com

OrecX
www.orecx.com
(See our enhanced listing in the alphabetical section.)

Recollect Recording, LLC
www.recollectrecording.com

TASKE Technology Inc.
www.taske.com

TouchStar Software
www.touchstarsoftware.com

TTC Marketing Solutions
www.ttcmarketingsolutions.com

152. TESTING PRODUCTS/SERVICES

Empirix
www.empirix.com

IQ Services
www.iq-services.com

National Technical Systems
www.ntscorp.com

153. TOLL-FRAUD DETECTION

Trivium Systems Inc.
www.triviumsys.com

155. BOOKS/ WORKBOOKS

Technology Marketing Corp. (TMC)
www.tmcnet.com
(See our enhanced listing in the alphabetical section.)

The Call Center School
www.thecallcenterschool.com

156. INTERACTIVE/ COMPUTER TRAINING

Alexander Resources
www.alexanderresources.com

Amtech Marketing, Inc.
www.amtechmarketing.com

Aslan Training & Development
www.aslantraining.com

Envision
www.envisioninc.com

Phone Pro
www.phonepro.com

The Call Center School
www.thecallcenterschool.com

Ulysses Learning
www.ulysseslearning.com

Voice Print International
www.vpi-corp.com

VPI (Voice Print International)
www.vpi-corp.com
(See our enhanced listing in the alphabetical section.)

157. TSR/MANAGEMENT TRAINING SVCS.

Amtech Marketing, Inc.
www.amtechmarketing.com

Money's Worth
www.4yourmoneysworth.com

Phone Pro
www.phonepro.com

Teleformix, LLC
www.teleformix.com

The Call Center School
www.thecallcenterschool.com

The Phone Coach
www.thephonecoach.com

Ulysses Learning
www.ulysseslearning.com

158. VIDEO TRAINING

The Phone Coach
www.thephonecoach.com

159. UNIFIED MESSAGING

AMTELCO
www.amtelco.com

APEX Voice Communications
www.apexvoice.com

NetOffice Corp.
www.netoffice.com

OnviSource Inc
www.onvisource.com

serVonic GmbH
www.servonic.com

Toshiba America Information Systems, Telecom Systems Division
www.telecom.toshiba.com

Vertical Communications
www.vertical.com

160. INTEGRATED VOICE MESSAGING

Altivon
www.altivon.com

AMTELCO
www.amtelco.com

Cbeyond
www.cbeyond.net

OnviSource Inc
www.onvisource.com

Samsung Business Communication Systems
www.samsung.com/bcs

SoundBite Communications
www.soundbite.com
(See our enhanced listing in the alphabetical section.)

TouchLogic
www.touchlogic.com

VoiceObjects, Inc.
www.voiceobjects.com

161. VOICE MAIL

Electronic Voice Services
www.evs7.com

Intuitive Voice Technology
www.intuitivevoice.com

serVonic GmbH
www.servonic.com

Toshiba America Information Systems, Telecom Systems Division
www.telecom.toshiba.com

162. VOICE APPLICATION GENERATOR

APEX Voice Communications
www.apexvoice.com

NextCentra Integrated Communications Solutions
www.nextcentra.com

163. VOICE APPLICATION SOFTWARE

GyrusLogic
www.gyruslogic.com

Human Resource Management Center
www.hrmc.com

LumenVox LLC
www.lumenvox.com

SoundBite Communications
www.soundbite.com
(See our enhanced listing in the alphabetical section.)

SpeechCycle
www.speechcycle.com

Teleformix, LLC
www.teleformix.com

TouchLogic
www.touchlogic.com

VoiceObjects, Inc.
www.voiceobjects.com

164. DATA/VOICE LINE EQUIPMENT

RAD Data Communications
www.radusa.com

165. VOICE HARDWARE

RAD Data Communications
www.radusa.com

166. IVR PRODUCTS

Altivon
www.altivon.com

APEX Voice Communications
www.apexvoice.com

Aspect Software Inc
www.aspect.com

BASiX Automation Integrators, Inc.
www.basixai.com

BCE Elix
www.bceeelix.com

Cisco Systems
www.cisco.com/go/cc

CosmoCom
www.cosmocom.com
(See our enhanced listing in the alphabetical section.)

Echopass
www.echopass.com

GM Voices, Inc.
www.gmvoices.com

GyrusLogic
www.gyruslogic.com

HouseCalls Audio Tour
www.housecallsaudiotour.com

Information Access Technology
www.iat-cti.com

Intelemedia Communications, Inc.
www.intelemedia.com

LiveVox, Inc.
www.livevox.com

MicroAutomation
www.microautomation.com

NetCentrex Comverse Converged IP Communications
www.comverse.com

NextCentra Integrated Communications Solutions
www.nextcentra.com

Prosodie Interactive
www.prosodieinteractive.com

Pulse Voice Inc.
www.pulsevoice.com

SER Solutions, Inc.
www.ser.com
(See our enhanced listing in the alphabetical section.)

SoundBite Communications
www.soundbite.com
(See our enhanced listing in the alphabetical section.)

SpeechCycle
www.speechcycle.com

Syntellect
www.syntellect.com

Sytel Limited
www.sytelco.com

TARGUSinfo
www.targusinfo.com

TouchLogic
www.touchlogic.com

Vertical Communications
www.vertical.com

VoiceObjects, Inc.
www.voiceobjects.com

VoxMedia Consulting, Inc.
www.voxmediaconsulting.com

167. TEXT-TO-SPEECH CONVERSION

BASiX Automation Integrators, Inc.
www.basixai.com

Syntellect
www.syntellect.com

VERBIO Technologies S.L.
www.verbio.com

168. VOICE TOOL KITS

LumenVox LLC
www.lumenvox.com

NextCentra Integrated Communications Solutions
www.nextcentra.com

169. VOICE BOARD PRODUCTS

AMTELCO
www.amtelco.com

170. VOICE RECOGNITION

CallMiner
www.callminer.com

GyrusLogic
www.gyruslogic.com

LumenVox LLC
www.lumenvox.com

MicroAutomation
www.microautomation.com

Prosodie Interactive
www.prosodieinteractive.com

SpeechCycle
www.speechcycle.com

Syntellect
www.syntellect.com

VERBIO Technologies S.L.
www.verbio.com

VoxMedia Consulting, Inc.
www.voxmediaconsulting.com

171. WORKFORCE MANAGEMENT SOFTWARE

ac2 Solutions
www.ac2solutions.com

Aspect Software Inc
www.aspect.com

BCE Elix
www.bceeelix.com

Calabrio
www.calabrio.com

Envision
www.envisioninc.com

GMT Corp.
www.gmt.com

Human Resource Management Center
www.hrmc.com

IEX Corp.
www.iex.com

Informiam
www.informiam.com

InVision Software AG
www.invisionwfm.com

See the INDEX Located on pages 26-27

Left Bank Solutions, Inc.
www.leftbanksolutions.com

OrecX
www.orecx.com
(See our enhanced listing in the alphabetical section.)

prairieFyre Software
www.prairiefyre.com

Snowfly Performance Incentives
www.snowfly.com

Symon Communications, Inc.
www.symon.com
(See our enhanced listing in the alphabetical section.)

TASKE Technology Inc.
www.taske.com

Texas Digital Systems, Inc.
www.txdigital.com

Tigerpaw Software
www.tigerpawsoftware.com

UCN, Inc.
www.ucn.net
(See our enhanced listing in the alphabetical section.)

Verint Witness Actionable Solutions
www.verint.com
(See our enhanced listing in the alphabetical section.)

VPI (Voice Print International)
www.vpi-corp.com
(See our enhanced listing in the alphabetical section.)

173. COMPLIANCE TECHNOLOGIES AND SOLUTIONS

Accurate Always
www.accuratealways.com

Cacti, Inc.
www.cacticom.com
(See our enhanced listing in the alphabetical section.)

Calabrio
www.calabrio.com

Cerebit
www.cerebit.com

CobbleSoft International Ltd.
www.cobblesoft.com

ComplianceBridge Corporation
www.compliancebridge.com

Dataupia
www.dataupia.com

etalk Corp.
www.etalk.com
(See our enhanced listing in the alphabetical section.)

KnoahSoft
www.knoahsoft.com
(See our enhanced listing in the alphabetical section.)

Lynk Software, Inc.
www.lynksoftware.com

Mirapoint
www.mirapoint.com

OrecX
www.orecx.com
(See our enhanced listing in the alphabetical section.)

Pegasystems Inc.
www.pegasystems.com

Recollect Recording, LLC
www.recollectrecording.com

TouchStar Software
www.touchstarsoftware.com

Trivium Systems Inc.
www.triviumsys.com

Voice Print International
www.vpi-corp.com

OTHER

811MSi Software 2004 Inc.
www.811msi.ca
Telcom Bill Management

Acredo Technologies, Inc. (Acredo)
www.acredo.us
Hosted Internet Phone Service

ADTRAN, Inc.
www.adtran.com
Managed Ethernet Switches

Advanced Data-Comm
www.advanced-data.com
Inbound/Outbound/CRM

AIM Technology
www.aimtechnology.com
Contact Center Analytics

Alexander Resources
www.alexanderresources.com
Cellular & Wireless Training

Allegiance, Inc.
www.allegiance.com
Enterprise Feedback
Management (EFM) solutions

AMC Technology
www.amctechnology.com
Multichannel integration software

American Teleservices Association
www.ataconnect.org
Teleservices networking, professional & business development, & compliance

americon
www.controlroomsusa.com
Control room furniture, video display systems

AMTELCO
www.amtelco.com
RED ALERT – Rapid Emergency Deployment system

Aslan Training & Development
www.aslantraining.com
Call Center Sales/Customer Service Training

Attachmate
www.attachmate.com
Unified Desktop / Desktop Integration Solutions

Cacti, Inc.
www.cacticom.com
(See our enhanced listing in the alphabetical section)
Contact Center Recording & QA

Calabrio
www.calabrio.com
Unified Agent Desktop Software, Quality Management Software

Call Center Consultants
Call Center Prospect Lists

CallCenterClassifieds.com
www.callcenterclassifieds.com
Call center job board

CallCopy
www.callcopy.com
Surveys

CallMiner
www.callminer.com
Speech analytics

Cerebit
www.cerebit.com
Fraud/Identity Theft Prevention

Circumference Technology Services, Inc.
www.circumference.ca
Hosted Contact Center Solutions

CITEL Technologies
www.citel.com
Digital-to-analog voice recording signal translation

Citrix Online (Citrix GoToAssist)
www.gotoassist.com
Hosted Remote Support Solution

Concentric, An XO Communications Service
www.concentric.com
Web Hosting, Email and Domain Name Registration

CosmoCom
www.cosmocom.com
(See our enhanced listing in the alphabetical section)
Unified Customer Communications IP Contact Center Consolidation Technology

Customer Insight Group, Inc.
www.customerinsightgroup.com
CRM Strategy

Dataupia
www.dataupia.com
Data Warehouse

Digital Antenna
www.digitalantenna.com
Cell Booster and Antenna Manufacturer

e-Services Group International
www.e-servicesgroup.com
Customer Care

Echopass
www.echopass.com
SAS70 Certified

Endeavor Telecom
www.endeavortelecom.com
CPE Installations, Inside Wiring, Trouble Tickets, Site Surveys

Envision
www.envisioninc.com
Business Intelligence

FOQUEST
www.foquest.com
Biometrics and Data Security

Forum Communications International
www.forum-com.com
Emergency Conferencing/Converged Conferencing

See the INDEX Located on pages 26-27

Genticity
www.customer1.com
CRM for the Call Center

Givex
www.givex.com
Gift Cards, Loyalty Cards, Stored Value, Coupons, Payment Systems

GM Voices, Inc.
www.gmvoices.com
voice and audio recording

HigherGround Inc.
www.highergroundinc.com
Liability Recording, Agent Evaluation

Informiam
www.informiam.com
Proactive Contact Center Management

Ingate Systems
www.ingate.com
SIP-capable Firewalls and SIParators, NAT traversal, SIP Trunking

Intelemedia Communications, Inc.
www.intelemedia.com
Hosted Contact Center

Interactive.com
www.interactive.com
E-mail marketing solution

Interior Concepts
www.interiorconcepts.com
Furniture/Site Design

Kontakto
www.kontaktos.net
Multilingual Contact Center Services

MarketMakers Group, Inc.
Outbound b2b teleservices

Mirabase
www.mirabase.com
Latin American Spanish Adword Campaign Designers

Mirapoint
www.mirapoint.com
Email Security, Email archiving, Email reporting

Money's Worth
www.4yourmoneysworth.com
Interim Management

NetSuite
www.netsuite.com
Accounting, Ecommerce

Nordia Inc.
www.nordia.ca
(See our enhanced listing in the alphabetical section)
Customer care services (outsourcing)

OAISYS
www.oaisys.com
(See our enhanced listing in the alphabetical section)
Call Recording and Voice Documentation

Onyx Software
www.onyx.com
Business process management software

Pegasystems Inc.
www.pegasystems.com
Business Process Management Software

Phone Pro
www.phonepro.com
Customer Service Training

RAD Data Communications
www.radusa.com
TDMoIP gateways

RED ALERT by AMTELCO
www.redalertsystem.com
Emergency notification Systems

snom technology AG
www.snom.com
IP Telephones

SoundBite Communications
www.soundbite.com
(See our enhanced listing in the alphabetical section)
Automated Voice Messaging Service

Spanlink Communications
www.spanlink.com
IP Communications Consulting

Spectrum Corp.
www.specorp.com
Wallboards, IP Wallboards

SpringCM
www.springcm.com
Content Management Software

StarTek
www.startek.com
Call Center Integration, Directory Services, Prepaid Calling Cards

TARGUSinfo
www.targusinfo.com
Real-time inbound call center services

TASKE Technology Inc.
www.taske.com
Telephone reporting software for
call centers and general busi-
ness environments

Tel-Assist
www.telassist.com
1st level help desk Service, Email
Response

Telecorp Products, Inc.
www.telecorpproducts.com
Quality monitoring, Real-time
Recording

TeleDirect International, Inc.
www.tdirect.com
Customer campaign management
Software & Services

TeleTech
www.teletech.com
Customer Relationship
Management and Business
Process Outsourcing

The Telework Coalition
www.telcoa.org
Work at home contact center
solutions

Thomas L. Cardella & Associates
www.youdonthavetosettle.com
E-mail marketing Campaigns

Tigerpaw Software
www.tigerpawsoftware.com
Professional service Automation
(PSA) Software

**Toshiba America Information
Systems, Telecom Systems
Division**
www.telecom.toshiba.com
Video comm, IP Phones, VoIP,
digital phones, wireless phones,
softphones

Trivium Systems Inc.
www.triviumsys.com
Call recording

**UCN, Inc.
www.ucn.net
(See our enhanced listing in
the alphabetical section)
eLearing and Communications**

Ulysses Learning
www.ulysseslearning.com
Simulation-based e-Learning for
CSRs, sales reps and managers

Upstream Works Software
www.upstreamworks.com
Agent Desktop & Automation

VERBIO Technologies S.L.
www.verbio.com
Voice speaker verification
system and voice -enabled
web interaction

**Verint Witness Actionable
Solutions
www.verint.com
(See our enhanced listing in
the alphabetical section)
Call recording solutions**

Virtual Hold Technology
www.virtualhold.com
Virtual Queuing Solution

Voxbone
www.voxbone.com
VoIP origination services

West at Home
www.westathome.com
Home-based Agents, Remote Agents

**Xceed
www.xceedcc.com
(See our enhanced listing in
the alphabetical section)
Business Process Outsourcing**

Webinar Spread

Subscribe FREE online at www.cismag.com

Webinar Spread

By Tracey E. Schelmetic
Editorial Director, Customer Inter@ction Solutions

Ignorance Is Bliss With Technology

There is such a thing as knowing too much. When it comes to customer service issues, I find I know too much.

For instance: I'm asked to enter my 47-digit customer number into a company's IVR, and my call gets routed to an agent who answers and asks, "May I have your account number?"

Most people would either complacently recite the number (the patient types) or complain about the repetition (everyone else). I say, "What's the point of using an IVR up front when you've got no CTI screen pops?" I often get greeted with silence. Someone once told me, "We know who you are, but we want to see if you know who you are."

Aha. So it's a big conspiracy. I knew it all along.

I'm also aware that pressing zero twice will get you an agent on many IVR systems. I use that trick only after giving the IVR a fair shake. If I've made three or four menu choices and still feel I'm no closer to my destination than I was at the system's first greeting, I hit "zero zero." Sometimes it works. Ditto on speech recognition. I give it a chance. Oftentimes, it works. But on those occasions that the system is repeatedly failing to register my correct spoken choices, I have a tendency to irritably snap, "Agent."

The truth is, most companies are using ancient systems or improperly purchased or installed solutions. It's not a conspiracy, just bad management. I forget, reading and writing about cutting-edge technologies day-in and day-out, that most companies don't have cutting-edge technology. For many companies, getting 1990s technology would be an upgrade.

But here's another example of Knowing Too Much About Customer Service.

I had my oil changed recently at one of those 10-minute oil change jobbies. They are expensive, but they are convenient, so I pay a little extra money. When I arrived, I pulled my car up as I usually do, handed the keys over and walked into the office. The woman behind the counter looked at me and asked for my first name, last name and address. I shook my head, hoping to indicate that it wasn't necessary. "I'm in your system," I said helpfully. "I've been coming here for years. You used to just look me up before." She just stared at me. "Can't you just bring up my info from my license plate, or my phone number?" I asked.

"We have a new system," she told me. "So I have to do it all over again."

I thought about this for a moment. "Your new system didn't import the information from your old system?"

"No," she said, her fingers poised over the keyboard.

"You're kidding," I stated.

"No," she said, clearly beginning to wonder if I was someone she was going to have to start worrying about.

"Someone actually bought a customer database and sales system and actively made the decision to have all your stores have to re-enter all their customer information from scratch?"

At this point, I believe she was reaching to press the panic button under the desk that would have summoned a man with no neck holding a tire iron to her aid.

I shrugged. "OK," I said, and forked over my information.

As she swiped my credit card, I found myself staring at the wireless router sitting on the desk. You see, the oil change mechanics had terminals at their stations, and they were clearly sharing information across their network. My oil change person had no doubt entered what he did to my car into their system, and the cashier was able to bring it up to find out how much to charge me.

So…let's think about this equation. Wireless router + my credit card information + a technology buyer who clearly thought it was OK to make employees redo all customer records. What are the chances that the wireless network has been secured and nobody could sit in the parking lot with a laptop for the purpose of obtaining credit card and other customer information from the shop's system?

"MICROSCOPIC," boomed a voice in my head.

So, my oil is changed. My NEW customer record resides in their NEW database. My credit card info is…well, who knows where.

I guess if you're going to "know too much" about what goes on behind the scenes, a call center journalist isn't a bad place to be. Think of what restaurant chefs or brain surgeons know but don't want to tell you. Ignorance, sometimes, truly is bliss. **CIS**

The author may be contacted at tschelmetic@tmcnet.com.

Knoahsoft

THE INTEGRATED MARKETPLACE

DIALING EQUIPMENT

TELESERVICES AGENCIES — OUTSOURCING

EXECUTIVE RECRUITING

IDENTIFICATION STATEMENT

ADVERTISING INDEX

By Tim Passios
Director of Product Management
Interactive Intelligence

Deploying A Business Communications Solution

Q: Applications, advanced features, broader integration and less hardware seems to be the sales pitch for many of the newer IP communications systems, as is simplified deployment. But "simplified deployment" doesn't tell me much. Can you share some thoughts on what you think it means?

A: Opinions can vary, but my first thought about "simplified" deployment is that the new breed of application-based communications solutions are far easier to deploy than traditional hardware systems, primarily because you're implementing a single all-in-one server rather than a multipoint hardware configuration.

For the most part with an application suite, and especially with IP telephony, SIP-supported networks and VoIP, a server resides on a single data network to drive voice traffic as well as data. And not to oversimplify things here, but configuring a communications server on a network and managing it in the same manner as a business application server is a heckuva lot less complicated than hooking up a PBX to an ACD box, an IVR system, an auto-attendant, an e-mail server and countless other systems.

Something else to consider for simplification is the ease of deploying a server-based communications solution within an existing voice and data infrastructure. Imagine trying to marry a new multi-point voice system to CRM applications and customer databases. Middleware and a ton of expensive integration programming might make the marriage work, but probably not without a lot of headaches.

The same goes for building a disaster recovery plan into a multisite organization that relies on separate PBXs and communications systems at each site. If one location goes down, it stays down because there's no way to redirect calls and interactions to a sister office or designated DR site. However, if an organization deploys dispersed locations and communications from any site using the same platform and an IP network, other networked offices are fully equipped to pick up the slack should a remote location ever be disabled. Even better for organizations leveraging an IP communications infrastructure is that they can "drop in" a complete DR solution virtually anywhere on their network.

Moreover to keep up with changing business demands, especially in highly competitive markets such as the contact center sector, organizations must continually deploy new applications, new features, new services, new office locations, etc., long after a communications solution is first installed — which brings me back to all-in-one communications platforms and the path of simplicity they pave.

In a recent BenchmarkPortal research report by Dr. Jon Anton and Bruce Belfiore of the Center for Customer-Driven Quality at Purdue University ("A Cost Comparison of All-in-One Versus Multi-Point Solutions In the Contact Center Sector," August 2, 2007), the authors surveyed nearly 200 contact center managers and decision makers and reported this in their findings:

• The ongoing addition (deployment) of most new technology, applications and functionality, appears significantly easier for organizations that have deployed an all-in-one solution versus those with multipoint products. This is because these organizations need only to add on application modules or activate service updates from their single supplier, opposed to conducting full RFP processes each time a decision is made to purchase a new system for added functionality.

• All-in-one supporters note the problems often posed by deploying new technologies from disparate vendors. They like having fewer boxes and administrators to deal with.

• Software-based drag-and-drop programming tools offered by many all-in-one providers make it significantly easier to create, deploy and maintain advanced interaction flows, such as ACD-based e-mail routing, with no integration programming required.

• As a whole, contact center managers recognize the value of working with one vendor and a single solution, in that it inherently simplifies and speeds deployment, both initially and for future needs.

The BenchmarkPortal report includes a lot more, but the points here convey pretty much what contact center managers and IT professionals worldwide had to say about all-in-one communications solutions and simplified deployment.

So two final thoughts: 1) in environments such as a contact center where communications dynamics constantly change, the simpler their deployment capabilities, the better. And 2), given all the less visible aspects of ongoing deployments, like new business applications, new offices and time-consuming RFP processes — usually with multiple vendors instead of one — all-in-one solutions are definitely the way to go for any deployment. **CIS**