



Contact Center Comparison Chart | 2011 Edition
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			Features															
Vendor	Products	Description	Hosted / Premise	Max Users	Reported Uptime	Security	Pricing	Best Data Connection	Predictive Dialer	Power Dialer	Progressive Dialer	Preview Dialer	Agent Scripting	Allows Toll Free Numbers	ACD	IVR	CTI	
Aspect	Aspect® Unified IP®	Aspect's customer contact applications help you serve today's 2.0 consumer by extracting and uniting key functionality from our unified contact center and workforce optimization platforms to help you achieve targeted business results.	Hybrid	10,000+	99.999%	-	-	Broadband	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	
Echopass	Contact Center On-Demand	Echopass delivers a completely integrated, customizable suite of self-service, agent and management applications that make it easier and faster for customers to reach your agents wherever the agents may be located - in multiple centers, on shore, off shore or at home. Echopass solutions are delivered in a Software as a Service model.	Hosted	10,000	99.9%	SAS70, HIPAA, PCI	Monthly per User	T1, Fractional T1	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Five9	Inbound Call Center Outbound Call Center Blended Call Center	Eliminate the hassle and expense of your outdated infrastructure. Five9 offers all the functionality of on-premise technology, with all the cost savings benefits of cloud computing.	Hosted	N/A	99.999%	-	Monthly per User & Long Term Contracts Available	T1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Frontrange	FrontRange Customer Service Management	Unlike point solutions and add-ons to large customer relationship management systems, FrontRange Customer Service software focuses on an integrated service, sales, marketing, multi channel application with complete voice enablement.	Hybrid	N/A	99.97%	-	N/A	-	Yes	-	Yes	Yes	No	No	Yes	Yes	Yes	
Genesys Labs	Customer Interaction Management (CIM) Platform	The platform centralizes the creation, administration, and management of the customer interaction process, and integrates with a broad range of contact center infrastructure.	Hybrid	-	-	-	-	-	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	
inContact	inContact Platform 2.0	inContact is an award-winning, hosted call center software platform that enables you to deliver exceptional customer experiences while decreasing costs and increasing revenues.	Hosted	-	99.99%	SAS70 certified	Monthly per User	T1	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Interactive Intelligence	Customer Interaction Center	Customer Interaction Center gives your contact center a single IP communications platform, offered on-premise or as a hosted service, that's both innovative and agile.	Hybrid	5,000	-	-	-	-	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	
Kana	Kana IQ	KANA IQ for Agents puts intelligence at your agents' fingertips to increase first-call closure rates. KANA IQ uses "expert reasoning" to automatically resolve cases, and fully integrates with your call or contact center desktop.	Both	-	-	SSL	-	-	No	No	No	No	Yes	-	No	Yes	Yes	
Nuance Communications	Nuance On Demand	Through Nuance On Demand, you have access to Nuance's latest technologies and benefits from shared insights from billions of annual customer interactions because Nuance delivers the entire solution from design, to management and through continuous improvement.	Hosted	-	100%	-	Monthly per User	-	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Syntellect	Syntellect CIM 7.0	The core of Syntellect Customer Interaction Management (CIM) contains an advanced management engine that enables you to fully control a universal queue of customer interactions including telephone and Interactive Voice Response (IVR), voice mail, email, web chat, web transactions, fax and agent tasks.	Both	-	-	-	Premise: Per User Hosted: Monthly per User	-	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	
Telax	Hosted Call Center	Telax Hosted Call Center, developed in 1999, leverages carrier-grade hosted call center technology to deliver clients a customizable and user-friendly hosted call center solution that includes advanced IVR, universal ACD with voice, chat, email, fax, workforce management and more.	Hosted	-	-	-	Monthly per User	-	No	No	No	No	No	Yes	Yes	Yes	Yes	
TelStar Hosted Services, Inc.	Hosted Call Center and IVR Messaging	Your Call Center in The Cloud! Telstar Hosted Services, Inc. provides call center software solutions via the cloud for contact center operations. Blend inbound, outbound, and IVR voice messaging campaigns, and use true predictive dialing to maximize your call center productivity.	Hosted	10 to unlimited users	99.900%	-	Monthly per User	VoIP or traditional	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	



General										
Vendor	Call Recording	Quality Monitoring	Reporting	APIs	Remote/ At-Home Agents	VoIP/SIP	CRM Integration Available	Real-Time Dashboard	24x7 Customer Support	Website
Aspect	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	www.aspect.com
Echopass	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	www.echopass.com
Five9	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	www.five9.com
Frontrange	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	www.frontrange.com
Genesys Labs	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	www.genesyslab.com
InContact	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	www.incontact.com
Interactive Intelligence	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	www.iin.com
Kana	No	No	Yes	No	No	Yes	Yes	Yes	Yes	www.kana.com
Nuance Communications	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	www.nuance.com
Syntellect	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	www.syntellect.com
Telax	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	www.telax.com
TelStar Hosted Services, Inc.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	www.telstarhosted.com