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Siemens AG
Aspect Software Inc.

Promero
Cinco

CosmoCom Inc.
Interactive Intelligence

Call Center Suite

SearchCRM.com Product Directory

2008 EDITION

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raac
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Calabrio

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Welcome!

Welcome to SearchCRM.com's **Call Center Suite Product Directory**. This directory was designed to be a valuable resource for those getting started with research or evaluating vendors in the call center market.

In the listings below you'll find basic information about the major vendors in the call center suite market and the products they sell. Each listing is accompanied by a short description and a long description including limited information about functionality and product use. You'll find products for businesses of all sizes as well as products that can be deployed on-demand and on-premise. Use this list to get started with the evaluation process. For more information about any of the products or to speak to a sales representative, please visit the vendor website or product website.

SearchCRM.com will launch a series of directories throughout the year to address unique segments of the CRM market. To view the entire collection of CRM product directories, [click here](#). If you'd like to submit a product listing to be included in a future directory, [click here](#).

Happy shopping!

For questions for the editors or to make suggestions for improving the directory, write to us at editor@searchcrm.com.



Index at a Glance

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LEGEND

Vendor: Vendor/developer of product at directory press time

Product: Product name

● **SaaS or services:** technology available as SaaS, hosted, on-demand, ASP and Web Services

◆ **On-premise:** software or systems on premise

⊙ Descriptions were written by the SearchCRM.com editorial team based on information gathered from vendor websites.



ASPECT SOFTWARE INC.

Aspect Unified IP

Aspect Unified IP is an all-in-one, IT-ready unified call center product. ●◆

COMPANY WEBSITE: www.aspect.com

FOUNDED: 1973

SUMMARY: Aspect Unified IP is a Session Initiation Protocol-based, Voice over Internet Protocol (VoIP) product that combines automatic call distribution, predictive dialing, voice portal, Internet contact, workflow management, multi-channel recording and quality management into a single software platform. The product allows businesses to virtualize their call centers, deploy single-site, multi-site or multi-tenant applications and communicate with customers over voice, email or chat. Additional capabilities include skills-based routing, outbound call distribution, Web call-back, agent desktop scripting, abandoned call recovery and speech recognition. Aspect Unified IP is also available as a hosted product. ○

PRICING: The cost is \$1,867-\$3,700 per agent for a 150-agent IP software and hardware configuration.

AVAYA INC.

Avaya Call Center

Avaya Call Center offers a suite of call routing and resource selection capabilities designed to help agents handle calls more effectively and boost call center productivity. ●◆

COMPANY WEBSITE: www.avaya.com

FOUNDED: 2000

SUMMARY: Avaya Call Center helps call center agents handle calls with advanced call routing capabilities. The product offers a suite of call routing and resource selection capabilities. Avaya Call Center's virtual routing capability offers multi-location enterprises the ability to maximize the utilization of their resources across all sites, and gives call center managers the ability to choose which agent to connect to the customer. The product integrates with many networks, so call centers can maintain their existing hardware and software. Additional capabilities include call vectoring and advanced segmentation. Avaya's Contact Center On Demand application is also available, delivered over an IP network in a usage-based monthly subscription model. ○

PRICING: Avaya Call Center is priced (list price) at \$240-\$840 per seat, depending on the volume purchased.

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CALABRIO INC.

Calabrio One

Calabrio One combines desktop tools with workforce optimization to unify processes for call center agents and supervisors. ♦

COMPANY WEBSITE: www.calabrio.com

FOUNDED: 2007 (spin-off)

SUMMARY: Calabrio One, built for virtual, VoIP-based networks, integrates agent and supervisor desktop applications with workforce optimization software designed to optimize team performance. Calabrio's workforce management functionality provides supervisors with detailed scheduling and staffing information. The product's quality management tools include voice and screen recording and evaluation technology. The product provides reports and real-time alerts to managers, allowing them to make adjustments as necessary. Calabrio One products are packaged and configurable and integrate with CRM applications with little or no customization.

PRICING: Individual software modules start at approximately \$500 per seat, depending on features and bundles.

CIBOODLE

ciboodle

ciboodle combines customer interaction software and process management tools in a single tool. ♦

COMPANY WEBSITE: www.ciboodle.com

FOUNDED: 1986

SUMMARY: ciboodle is made up of a variety of software components that are designed to improve the customer experience while they reduce costs for the organization as a whole. The Web-based ciboodle desktop provides call center agents and managers access to all critical applications in a configurable user interface. The interactions manager tool routes customers to the appropriate available agent or to a self-service option. Additional features include an executive dashboard, agent and customer record management, collaboration tools and operational reporting. ciboodle, which integrates with existing enterprise applications, typically focuses on the financial services, retail, telecommunications and utilities industries. ⊙

PRICING: ciboodle's license models and pricing points vary and are flexible depending on client needs. Options include models where pricing is based on concurrent users, number of active user sessions, enterprise-wide license and Capex and Opex models. (Declined to provide additional pricing details.)

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CINCOM SYSTEMS INC.

Cincom Synchrony

Cincom Synchrony is a unified agent desktop designed to streamline handle times and improve service levels in the call center. ● ◆

COMPANY WEBSITE: www.cincom.com

FOUNDED: 1968

SUMMARY: Cincom Synchrony is a unified agent desktop that works to streamline handle times and improve service levels by giving agents immediate access to relevant customer information. Inbound and outbound interaction management functionality aims to provide consistency across all touch points and enables comprehensive reporting and analytics for improved customer experience management. Cincom's hosted product, Synchrony, is also available. This product is built on a Web-native platform and is specifically designed for small and mid-sized businesses. Cincom Synchrony's hosted product provides organizations with a virtual call center environment. ○

PRICING: Pricing for the hosted version of the Cincom Synchrony unified agent desktop begins at \$80 per seat per month. Additional fees apply for add-on functionality such as channels and supervisor tools.

CISCO SYSTEMS INC.

Cisco Unified Contact Center Enterprise

Cisco's Unified Contact Center Enterprise combines multi-channel automatic call distributor functionality with IP telephony to allow companies to deploy a distributed contact center infrastructure. ● ◆

COMPANY WEBSITE: www.cisco.com

FOUNDED: 1984

SUMMARY: Cisco Unified Contact Center Enterprise delivers contact routing, call treatment, network-to-desktop computer telephony integration (CTI), and multi-channel contact management over an IP infrastructure. The product integrates inbound and outbound voice applications with Internet applications like real-time chat and email. This allows agents to participate in multiple interactions simultaneously. Additional capabilities include call routing based on real-time conditions and comprehensive customer profiling. Cisco Unified Contact Center Hosted is also available to enterprise customers. The hosted product provides a centralized call center infrastructure and a suite of integrated services that includes multimedia applications, intelligent call routing and network interactive voice response (IVR). ○

PRICING: Declined to provide pricing.

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CONTACTUAL INC.

Contactual OnDemand Contact Center

The Contactual OnDemand Contact Center ties together all customer communications channels to produce successful customer interactions. ●

COMPANY WEBSITE: www.contactual.com

FOUNDED: 2000

SUMMARY: The Contactual OnDemand Contact Center combines phone, email, chat and voicemail with standard and customer call center performance metrics. The subscription-based on-demand model allows users to start their call centers immediately, without a specialized, on-premise infrastructure. The product offers a six-hour "JumpStart" training program that gives users a complete rundown of the product's capabilities. Additional features include skill-based routing, real-time monitoring and reporting, voice recording and logging, IVR, CTI and CRM integration. ○

PRICING: Declined to provide pricing.

COSMOCOM INC.

CosmoCall Universe

CosmoCall Universe is a unified, multi-tenant call center suite. ●◆

COMPANY WEBSITE: www.cosmocom.com

FOUNDED: 1996

SUMMARY: CosmoCall Universe includes automatic call distributor (ACD), IVR, CTI, predictive dialing, multimedia recording and a variety of management applications. With the on-demand option, users pay based on actual usage. CosmoCall Universe provides queuing and routing for all contact types, including chat, voice, video and email. The product includes multi-tenancy capabilities and individual tenant self-administration. Additional capabilities include real-time reporting, unified agent and supervisor interfaces and self-service options. CosmoCall Universe is available as a premise-based or hosted solution. ○

PRICING: Pay as you go. Toll-free calls can be delivered to agents in the IP domain for as little as \$.02 to \$.04 per minute.

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FIVE9 INC.

Virtual Call Center Suite

Five9's Virtual Call Center Suite combines inbound and outbound call center capabilities to service the maximum number of calls with the minimum number of agents. ●

COMPANY WEBSITE: www.five9.com

FOUNDED: 2001

SUMMARY: Five9 combines a wide range of capabilities, including ACD, IVR, VoIP, quality monitoring, real-time reporting and campaign and list management in its hosted suite. Five9 provides training for all users, recommends specific call center equipment and includes Web-based configuration tools. Five9's predictive dialer automates outbound processes, and ACD and skills-based routing capabilities handle inbound call center operations, filtering calls to the right agent at the right time. Call center managers can monitor real-time statistics, oversee agent performance and make use of reporting and quality management features to evaluate the call center's overall effectiveness.

PRICING: Monthly on-demand pricing starts at a list price of \$175 per user, per month, plus long-distance fees. Volume discounts are available. Annual contracts are also available.

GENESYS TELECOMMUNICATIONS LABORATORIES INC.

Genesys Customer Interaction Management Platform

The Genesys Customer Interaction Management platform deploys and manages inbound and outbound customer interactions, including voice, email, multimedia and work items. ●

COMPANY WEBSITE: www.genesyslab.com

FOUNDED: 1990

SUMMARY: The Genesys platform automatically captures, processes, routes, reports on and integrates all customer interactions and activities based on company-defined business rules. Genesys' routing engine can route nearly one million calls and more than 40,000 emails per hour. The product also centralizes the creation, administration and management of customer interactions. Genesys' modular design allows users to add capabilities as needed. Offline work processing and agent training are integrated with customer interactions, maximizing agent productivity. The product also integrates with a variety of call center infrastructure options. ○

PRICING: Declined to provide pricing.

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INTERACTIVE INTELLIGENCE INC.

Customer Interaction Center

Interactive Intelligence's Customer Interaction Center (CIC) is an IP communications platform and pre-integrated application suite developed specifically for the multi-channel contact center. ♦ ♦

COMPANY WEBSITE: www.inin.com

FOUNDED: 1994

SUMMARY: Interactive Intelligence's CIC brings together communications, information and business processes throughout the organization, and is designed to provide the customer with a consistent experience across all touch points. The product integrates with existing IT infrastructure and offers central configuration and administration. CIC's features include total contact management and quality monitoring. Advanced functionality and specifications are available based on the organization's needs. CIC is also available as a hosted product. ☉

PRICING: CIC is priced per user or station. Average contact center agent pricing is between \$2,500 and \$4,000 depending on media and functionality. Pricing includes installation and hardware. Average business-user pricing is between \$350 and \$1,000 per station, depending on functionality and system size.

KNOVA SOFTWARE INC.

Knova

Knova provides self-service, call center and forums applications aimed at maximizing the value of every customer interaction. ♦

COMPANY WEBSITE: www.knova.com

FOUNDED: 1991

SUMMARY: Built on an adaptive search and knowledge management platform, Knova aims to maximize the value of all interactions throughout the customer lifecycle. Knova's call center application automates call center agent processes and the product's online self-service application provides customers with the ability to access experts, forums and live customer service agents. Knova's Forums application is a fully integrated peer support application that lets customers provide feedback to the company. ☉

PRICING: The starting license cost for Knova Self-Service is \$100,000 with average costs around \$200,000-\$250,000. The starting license cost for Knova Forums is \$75,000 with average costs around \$100,000. The starting price for Knova Contact Center is \$125,000 with average costs around \$250,000-\$300,000. Suite deals are sold at average costs of \$350,000-\$500,000. Pricing for Knova Self-Service and Knova Forums is based on application fees plus CPUs. The Knova Contact Center application is sold as an app fee plus named users.

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KUNNECT INC.

Kunnect Hosted IP Call Center

Kunnect Hosted IP Call Center provides hosted call center services that transition organizations to IP. ●

COMPANY WEBSITE: www.kunnect.com

FOUNDED: N/A

SUMMARY: Kunnect Hosted IP Call Center offers predictive dialing, power dialing and ACD at reduced costs with no long-term commitments or up-front IT investments. Kunnect's hosted ACD technology provides users with multiple queues, automatic customer identification, screen pops, priority routing and reporting and analytics. Kunnect also offers local direct inward dialing and toll-free numbers from across the nation. Additional capabilities include call recording, call monitoring, real-time statistics gathering and Web scripting. ○

PRICING: Contracts are month-to-month. There is a one-time setup fee of \$750. Pricing starts at \$50 per month, three cents per call or unlimited nationwide calling for \$199 per agent per month.

NOBLE SYSTEMS CORP.

Noble Solution Suite

Noble Solution Suite is a unified call center platform that manages inbound, outbound and blended customer contacts. ◆

COMPANY WEBSITE: www.noblesys.com

FOUNDED: 1989

SUMMARY: The Noble Solution Suite encompasses the key technologies that call centers use daily and integrates them into a unified product. These technologies include IVR, workforce management, CTI, ACD, multi-channel contact, VoIP support and predictive dialing and transactional voice recording capabilities. The product's modular design allows users to add features as needed. Additional features include scripting and CTI controls, an agent script design application, a management console and advanced data management and reporting functionality. ○

PRICING: Typically, clients may choose from an assortment of Noble products. Noble products have varying degrees of complexity, which results in the overall product price. (The company declined to provide additional pricing information.)

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NORTEL NETWORKS LTD.

Nortel Contact Center

Nortel Contact Center is a single suite contact center product that combines previously separate Symposium-branded applications into a single streamlined offering. ♦

COMPANY WEBSITE: www.nortel.com

FOUNDED: 1895

SUMMARY: Nortel Contact Center utilizes the latest in communications technology to deliver call center management capabilities. The suite aims to increase call center efficiency and provide a more effective customer experience for call centers of any size and orientation. Features include open multimedia queuing, integrated outbound campaign management, a single agent desktop interface, a report creation wizard, supervisor enhancements, universal networking capabilities and multimedia integration. ☉

PRICING: Declined to provide pricing.

ORACLE CORP.

Oracle Contact Center Anywhere

Oracle Contact Center Anywhere is a pre-integrated, multichannel call center platform. ● ♦

COMPANY WEBSITE: www.oracle.com

FOUNDED: 1977

SUMMARY: Oracle Contact Center Anywhere combines queuing and routing of phone calls, email, chat, fax and Web callback requests, as well as predictive and preview dialing, IVR, multichannel reporting and call recording. Agents can work from anywhere and still get detailed views of customer interactions and real-time business intelligence. Call center managers can make use of instantly customizable screens and real-time monitoring and coaching tools, regardless of their location. Call center administrators can add, change or modify settings in real time based on their needs. Additional features include CRM software integration, multi-site/multi-tenancy and Web-based user interfaces. Contact Center Anywhere is available on-premise or as a hosted solution. ☉

PRICING: Contact Center Anywhere costs \$2,900 per named agent seat, plus maintenance. The minimum number of users is 25.

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ORACLE CORP.

Siebel Contact Center

Siebel Contact Center allows call center agents to handle service, support and sales interactions across all communication channels. ♦

COMPANY WEBSITE: www.oracle.com

FOUNDED: 1977

SUMMARY: Siebel Contact Center works to transform the call center into an integral part of a company's total sales, marketing and service delivery strategy. The application allows call center agents to handle service, support and sales interactions across all communication channels. The product aims to help businesses reduce costs while enhancing service delivery. Siebel Contact Center's features include automatic email response, computer telephony integration, customer dashboard, contact management, household management and contextual search and workflow management capabilities. ◉

PRICING: License is \$2,500 and support is \$550 per application user. For additional details, see the full pricing list at www.oracle.com/corporate/pricing/siebel-price-list.pdf

PROMERO INC.

ProStar On Demand

ProStar On Demand combines ProStar CRM, ProStar Lead Manager and Oracle's Contact Center Anywhere in a single hosted platform. ●

COMPANY WEBSITE: www.promero.com

FOUNDED: 2001

SUMMARY: ProStar On Demand offers a full suite of hosted products designed to help call centers operate more efficiently. The application allows users to make and take calls in a blended call center environment, compile customer information and route callers through skill-based routing technology. Additional features include inbound IVR and ACD, outbound predictive dialer, recordings, VoIP, lead management, sales analysis and metrics reporting. ◉

PRICING: The setup fee is \$495. Cost is \$20 per month per user, \$495 per month for unlimited users.

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QWEST

Qwest Contact Center Solutions

Qwest Contact Center Solutions brings together various Qwest network hosted services to manage inbound and outbound call center operations. ●

COMPANY WEBSITE: www.qwest.com

FOUNDED: 1997

SUMMARY: Qwest Contact Center Solutions combines a number of integrated network-hosted services. Qwest's hosted IVR and speech recognition platform integrates with an organization's existing applications and can be customized to fit specific business needs. The product provides a notification service that delivers information to customers by voice, email, SMS message or fax. Skills-based call routing is handled through a virtual call center platform and includes disaster recovery capabilities. Additional features include Qwest EZ Route, a caller messaging, promoting and routing product; and Qwest Q Routing, which provides ACD functionality. ○

PRICING: Qwest EZ Route: Pricing includes a toll-free monthly charge and a minimal per-call charge. Qwest Hosted IVR: Pricing is based on port utilization—customers pay for what they use and can be charged on a per-port or per-minute-of-use basis depending on their preferences. Qwest Q Routing: Pricing is based on concurrent agent seats utilized, so a 100-seat contact center that has only 50 agents active at any given time pays for just 50 agent seats.

RIGHTNOW TECHNOLOGIES INC.

RightNow's Call Center CRM Product

RightNow's on-demand call center CRM product is designed to provide call center agents with the resources they need to do their jobs. ●

COMPANY WEBSITE: www.rightnow.com

FOUNDED: 1997

SUMMARY: RightNow's on-demand call center CRM product allows customers to take advantage of RightNow's hosted offerings or host their own applications. RightNow's call center CRM product lets agents communicate with customers across all contact types, including the phone, emails, the Internet and chat conversations. The product captures and provides agents with immediate answers to customer questions, and its feedback management technology provides insight into each customer interaction. Additional features include incident management, voice caller information delivery and voice contact management. ○

PRICING: Per-seat pricing begins at \$100 per user, per month, with a one-year subscription.

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SALESFORCE.COM INC.

Salesforce Call Center

Salesforce Call Center is a flexible, on-demand customer service application that increases agent productivity and call center effectiveness. ●

COMPANY WEBSITE: www.salesforce.com

FOUNDED: 1999

SUMMARY: Salesforce Call Center is delivered entirely on demand and can be customized, modified and extended to meet a company's needs. Salesforce's AppExchange marketplace lets users browse, test and install additional on-demand customer service applications. The product provides agents with a single-click user interface and a soft-phone that integrates with more than 80 telephony platforms. All customer information is stored in the Salesforce database, and integration with existing enterprise applications and systems allows for all data housed within an organization to be available through Salesforce. Additional features include call scripting capabilities, email auto-response, Microsoft Outlook integration, real-time reports and dashboards. ○

PRICING: Declined to provide pricing.

SIEMENS AG

HiPath ProCenter

Siemen's HiPath ProCenter is a set of packaged software applications that are designed to improve the effectiveness and efficiency of call center operations. ●◆

COMPANY WEBSITE: www.enterprise-communications.siemens.com/global/default.aspx

FOUNDED: 1847

SUMMARY: HiPath ProCenter is a call center product for routing, tracking and handling customers. There are three options available, based on company size. HiPath ProCenter Agile is designed for small to medium-sized call centers and features group-based routing and call processing for up to 100 agents. HiPath ProCenter Enterprise is designed for larger enterprises, supporting up to 750 active agents. This product offers advanced multimedia skills-based routing, multi-site networking support and integration kits for Siebel and SAP. HiPath ProCenter Enterprise Hosted for the Open Virtualized Contact Center can support up to 5,000 active agents and gives users the option to migrate from existing HiPath ProCenter Agile or Enterprise applications. ○

PRICING: HiPath ProCenter Enterprise: Discounted price—approximately \$1,500 per agent. Implementation services would be extra. HiPath ProCenter Agile: Discounted price—approximately \$480 per agent.

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