aspect

CallMiner Eureka

Aspect provides brands around the world with the industry's most innovative and robust set of customer engagement capabilities for interaction management, campaign management and workforce optimization.

Aspect is the only provider of a Natural Language Understanding (NLU)-based intelligent self-service solution for developing, deploying and analyzing text-based customer service bots that fully integrate into the entire customer engagement ecosystem.

Our solutions enable consumers to conveniently and easily connect questions to answers while helping enterprises orchestrate cohesive work flows that keep service levels high and costs contained, all leveraging our secure and reliable worldwide cloud infrastructure.

Contact:

a: 2325 East Camelback Road, Suite 700 Phoenix, AZ 85016

t: 978-250-7900

w: www.aspect.com

e: contact@aspect.com

CallMiner helps businesses and organizations improve contact center performance and gather key business intelligence by automating their ability to listen to every customer interaction. CallMiner's market leading cloud-based speech and customer engagement analytics solution automatically analyzes contacts across all communication channels: calls, chat, email, and social.

CallMiner offers both real-time monitoring and post-call analytics, delivering actionable insights to contact center staff, business analysts, and executives. The results include improved agent performance, sales, operational efficiency, customer experience, and regulatory compliance.

With over 14 years of industry leadership and over 2 billion hours of conversations analyzed, CallMiner serves some of the world's largest call centers, delivering highly effective, usable, and scalable customer engagement analytics solutions.

Highlighted by multiple customer achievement awards, including six Speech Technology implementation awards in the past four years, CallMiner has consistently ranked number one in customer satisfaction, including surveys conducted by DMG Consulting and Ovum.

Contact:

Maureen Szlemp, Marketing Director

t: 319-573-3312

e: maureen.szlemp@callminer.com

w: http://www.callminer.com

Twitter: https://twitter.com/CallMiner

Facebook: https://www.facebook.com/CallMinerInc

LinkedIn: http://www.linkedin.com/company/callminer

CLARABRIDGE

Contact Center pipeline

Clarabridge helps the world's leading brands understand and improve customer experience and agent performance.

Clarabridge's open platform transforms voice, survey, social, chat and all other forms of customer interaction into intelligence used to empower confident, decisive action within the contact center and across the business. Our patented advanced text transcription, automated call categorization, and sentiment algorithms enriched with behavioral and demographic data from business systems help you know your customers better.

Understand Who is using Which interaction channels, When, for What purpose, and Why. Know How customers feel about their interactions with your agents. Discover emerging trends, themes within agent behavior, and opportunities to improve self-service and minimize customer effort. Do deeper analysis, get to the root cause, and share insights across the organization to make big revenue-generating business changes. Sharing customer insights is easy, with Clarabridge dashboard views customized for departments and roles.

For more information, visit www.clarabridge.com.

Contact:

a: 11400 Commerce Park Dr #500, Reston, VA 20191

t: (571) 299-1800

w: www.clarabridge.com

Contact Center Pipeline is a monthly instructional journal focused on driving business success through effective contact center direction and decisions. Our goal is to provide contact center professionals with valuable content, insights, research and advice from trusted and respected industry experts and practitioners.

Each issue contains informative articles, case studies, best practices, research and coverage of trends, technology and people issues that impact the customer experience. Our writers and contributors have a unique understanding of how to optimize resources and maximize the value the organization provides to its customers.

Draw upon CCP's incisive analysis to help you make better decisions about your career and your center.

Contact:

Linda Harden, Publisher

e: linda@contactcenterpipeline.com

t: 443-909-6951

w: www.contactcenterpipeline.com

Enghouse Interactive (www.enghouseinteractive.com) delivers technology and expertise to maximize the value of every customer interaction. The company develops a comprehensive portfolio of customer interaction management solutions. Core technologies include contact center, attendant console, predictive outbound dialer, knowledge management, IVR and call recording solutions that support any telephony environment, on premise or in the cloud. Enghouse Interactive has thousands of customers worldwide, supported by a global network of partners and more than 700 dedicated staff across the company's international operations.

Enghouse Interactive is a subsidiary of Enghouse Systems Limited, a software and services company traded on the Toronto Stock Exchange (TSX) under the symbol "ESL." Founded in 1984, Enghouse Systems is a consistently profitable company, which has grown both organically and through the acquisition of well-regarded specialists including AndTek, Arc, CosmoCom, Datapulse, IAT, IT Sonix, Reitek, Safeharbor, Syntellect, Telrex, Trio and Zeacom.

Learn more at www.enghouseinteractive.com.

Genesys® powers more than 25 billion of the world's best customer experiences each year.

Our success comes from connecting employee and customer conversations on any channel, every day. Over 10,000 companies in more than 100 countries trust our #1 customer experience platform to drive great business outcomes and create lasting relationships.

Combining the best of technology and human ingenuity, we build solutions that mirror natural communication and work the way you think. Our industry-leading solutions foster true omnichannel engagement because they perform equally well across channels, on-premise and in the cloud.

Experience communication as it should be: fluid, instinctive and profoundly empowering.

Visit genesys.com on Twitter, Facebook, YouTube, LinkedIn and the Genesys blog.

Contact:

a: Corporate Headquarters: 2001 Junipero Serra Blvd. Daly City, CA 94104, USA

t: US: 1-888-GENESYS (436-3797)

t: International: +1 650-466-1100

f: +1 650-466-1260

Global Offices

HGS — HINDUJA GLOBAL SOLUTIONS

HGS is a leader in optimizing the customer experience and helping our clients to become more competitive. HGS provides a full suite of business process management (BPM) services from traditional voice contact center services and transformational DigiCX services that are unifying customer engagement to platform-based, back-office services and digital marketing solutions.

By applying analytics, automation, and interaction expertise to deliver innovation and thought leadership, HGS increases revenue, improves operating efficiency, and helps retain valuable customers.

HGS expertise spans the telecommunications and media, healthcare, insurance, banking, consumer electronics and technology, retail, and consumer packaged goods industries, as well as the public sector.

HGS operates globally with over 44,200 employees in 68 locations. For the year ended 31st March 2017, HGS had revenues of US$ 555 million. HGS, part of the multi-billion dollar Hinduja Group, has more than four decades of experience working with some of the world's most recognized brands.

Contact:

Joanne Morrison

North American Head of Marketing, HGS

e: joanne.morrison@teamhgs.com

t: 647-248-2308

inContact

inContact is the cloud contact center software leader, with the most complete, easiest and most reliable solution to help organizations achieve their customer experience goals. As a cloud technology pioneer exclusively in the cloud since 2005, we operate in North America, Latin America, Europe/Middle East/Africa and Asia Pacific countries. Our customers are from small-medium sized businesses, large enterprises, business process outsources and government, including over 110 Fortune 500 and Global 2000 customers. With unparalleled customer satisfaction, we assist more than 175,000 agents with over 6 billion interactions per year.

inContact helps you:

1. **Make your customer experience a competitive advantage**

Customer experience is the new battleground. We'll help you understand exactly what your customer wants and help you get there faster and easier, with greater flexibility and confidence than ever.

2. **Achieve your performance goals**

Our purpose-built solution and deep expertise help you reach your customer experience goals and meet the broad, evolving business objectives of the modern contact center.

3. **Unlock the true potential of the cloud**

Only inContact uses the latest cloud technology to unify omnichannel routing and workforce optimization, creating a single, proven solution that's as reliable and scalable as it is cost-effective and flexible.

For more information, visit www.incontact.com

The International Customer Service Association is dedicated to promoting the development and awareness of the customer service profession, and to assisting organizations with improving the customer experiences they provide through networking, education, professional development, benchmarking, recognition, and research.

The following objectives of the Association support its Mission:

● Promote the general welfare and progress of the customer service profession through studies, professional development programs, and projects deemed appropriate and useful.

● Collect and disseminate statistical, trade, management and other valuable business information about or relevant to the delivery of customer service.

● Provide forums to discuss subjects pertaining to the improvement, standardization, marketing and management of the customer service profession.

● Provide an organizational structure within which groups of members may work to address specific issues of special interest to the profession or segments of the industry.

● Sponsor annual conferences to benefit members and others in the customer service or related/supporting professions.

● Provide opportunities for recognition of customer service professionals.

● Promote and defend the interest and welfare of the customer service profession.

Contact:

t: 888.900.8503

e: Lisa@icsatoday.org

w: www.icsatoday.org

Jacada Inc. enables organizations to deliver effortless customer self-service and agent assisted interactions by implementing cutting-edge mobile, smart device, and web based solutions, as well as optimized agent desktops, and business process optimization tools. Customers can benefit from an improved customer experience at every touch point with the organization, whether digitally on the website or mobile device, at the contact center, or at the retail store. Most Jacada deployments provide complete return on investment within the first three to seven months after deployment. Founded in 1990, Jacada operates globally with offices in Atlanta, USA; London, England; Munich, Germany; and Herzliya, Israel.

More information is available at www.Jacada.com.

Jacada at a Glance:

- Key customer base sector: Telco; Finance; Insurance; Utility
- Key technology partners: Cisco; Avaya; Amdocs; Optus; Liveops; Zendesk;
- Over 50% increase in self-service adoption
- A reduction of at least 10% in inbound call volume
- Up to 50% reduction in Average Handling Time (AHT)
- Up to 90% reduction in Agent training time
- 35% improvement in First Call Resolution (FCR)
- Over $50M of savings for worldwide customers

Contact:

Chris du Toit

Chief Marketing Officer, Jacada

cdutoit@jacada.com

pindrop   plantronics®

Pindrop® solutions are leading the way to the future of voice by establishing the standard for security, identity, and trust for every voice interaction.

Pindrop® solutions protect some of the biggest banks, insurers, and retailers in the world using patented technology that extracts an unrivaled amount of intelligence from every call encountered.

Pindrop® solutions help detect fraudsters and authenticate callers, reducing fraud and operational costs, while improving customer experience and protecting brand reputation.

Pindrop, a privately held company, headquartered in Atlanta, GA, was founded in 2011 and is venture-backed by Andreessen Horowitz, Citi Ventures, Felicis Ventures, CapitalG, GV, and IVP.

For more information, please visit pindrop.com.

Contact:

a: (Global HQ): 817 West Peachtree Street, Suite 770, Atlanta, GA 30308

t: 866-245-4045

e: sales@pindrop.com

Plantronics is a global leader in audio communications for businesses and consumers.

We have pioneered new trends in audio technology, creating innovative hardware and software that allows people to simply communicate.

From unified communication to Bluetooth headsets to gaming solutions, we deliver uncompromising quality, an ideal experience and extraordinary service.

Plantronics is used by every company in the Fortune 100™, as well as 911 dispatch, air traffic control and various mission critical applications for those on the frontline.

For more information, please visit www.plantronics.com or call (800) 544-4660.

Shine Bright.

Serenova envisions a world where customer experiences are so fluid and effortless that they're simply taken for granted. We're building that world with software that connects data, people, and brands for brighter interactions, brighter insights, and brighter outcomes.

CxENGAGE CLOUD CONTACT CENTER

CxEngage is the highly secure, true multi-tenant, and instantly scalable multi-channel cloud Contact Center as a Service (CCaaS) platform that transforms the way businesses and individuals interact and perceive each other. Designed to enable exceptional customer experiences anywhere anytime - it drastically reduces the complexity and frustration associated with multiple legacy tools and provides better insight into data and performance than ever before possible. And with the industry's most massively open API architecture you can effortlessly integrate with existing systems and instantly scale to meet demand without sacrificing performance, reliability, or security.

- Command & Control Architecture
- Future Ready
- Informed Performance
- Simplified Agent Experience
- AWS Global Infrastructure & Availability

Contact:

a: (HQ) - 7300 Ranch Road 222, Bldg. III, Ste. 200
Austin, TX 78730
t: 800.411.4700

a: (UK) Abbey House, 1650 Arlington Business Park
Theale, Reading RG7 4SA
t: +44 7780 678617

w: www.serenova.com
e: info@serenova.com
Twitter / LinkedIn