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CALABRIO



CallMiner
Eureka

Calabrio is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The Calabrio ONE® software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named “Leader” by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

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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 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 13 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.

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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.

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Self-Service and Mobile Customer Care Experts

Now part of Verint's Customer Engagement Optimization Platform

Verint acquired Contact Solutions in 2016 to strengthen its customer engagement optimization platform. As part of Verint platform, you now get a full spectrum of self-service solutions and a complete view of the customer interaction. We'll help you further optimize and innovate customer engagement and agent performance.

Next-Generation Cloud IVR

Our Adaptive IVR uses next generation analytics to improve caller experiences and even further reduce costs. Adaptive IVR is highly personalized based on caller behavior and context. Adaptive IVR can fight fraud. All IVR's are not commodities.

Mobile Customer Care

Mobile is a unique environment that cannot be addressed with web technologies like chat. My:Time is a mobile customer care solution that can be dropped into your mobile app, mobile web and online web. We can show you how to solution the mobile care conundrum.

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Enghouse
Interactive

The Customer Care Institute (CCI) is an international resource organization that assists Customer Care Professionals with improving the delivery of Customer Care.

The Institute's programs and services include:

- Customer Care certification courses
- Front-line and management skills training
- Customer satisfaction measurement programs
- Customer Care service center assessments
- Other programs designed to increase customer satisfaction and build customer loyalty

CCI conducts and monitors research on Customer Care issues, identifies emerging trends, organizes Forum and workshops and publishes the Customer Care Update newsletter.

Over 13,000 Customer Care professionals are members of the Institute. CCI has assisted companies from a wide range of industries with enhancing their Customer Care programs.

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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 is the global omnichannel customer experience and contact center solution leader. Our [customer experience platform](#) and solutions help companies engage effortlessly with their customers, across all touchpoints, channels and interactions to deliver differentiated customer journeys, while maximizing revenue and loyalty. Over 4,500 successful customers tell the story best. [Here are a few.](#)

Organizations looking to modernize and expand the capabilities of their contact centers have three major architectural options to consider: pure cloud, on-premises, or a hybrid deployment. Genesys cloud offerings provide scalability, agility and security. Genesys cloud contact center solutions can [improve your customer's journey](#) by increasing personalization and by delivering consistent, connected customer experiences across touchpoints.

Powered by the Genesys Customer Experience Platform, our solutions enable businesses to intelligently manage interactions and improve customer satisfaction. That makes it easier than ever to align [customer experiences](#) with the perceived value they deliver—[greater loyalty to the brand and higher revenue](#) to the business.

Contact:

For more information, visit us at www.Genesys.com or call 1-888-Genesys.

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 outsourcers 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



Jacada's solutions enable companies worldwide to deliver a competitive edge when it comes to providing unprecedented customer service coupled with operational efficiencies. Jacada's Omnichannel and Visual IVR solutions allow organizations to be there for their customer, anytime and anywhere, providing up to date information and in-context conversations. As customers shift from self-service to assisted-service – Jacada enables customer service and sales agents to provide customers with full continuity of their journey by bridging the digital to voice disconnect, while quickly and efficiently resolving their issue.

Jacada at a Glance:

- Key customer base sector: Retail; Insurance; Banking; Telco; Utility
- Key technology partners: Cisco; Avaya; Amdocs; Optus; Liveops; Zendesk; Interactive Intelligence
- Ten of thousands of agents benefit from Jacada products daily
- 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

Since 1990 Jacada solutions have helped organizations improve customer experiences and reduce operational costs. Jacada projects often deploy in less than six months, and customers often realize a complete return on investment in far less than 12 months of deployment. Jacada operates globally with offices in Atlanta, USA; London, England; Munich, Germany; Chennai, India; and Herzliya, Israel.

Visit www.jacada.com for more information.

Harness the power of a true cloud contact center platform.

LiveOps Cloud drastically reduces the complexity and frustration associated with multiple legacy tools and delivers greater insights into data and performance than ever before possible. 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.

Small shops to Global enterprises, LiveOps Cloud puts you in command of the customer experience with a smart, powerful and reliable contact center platform.

One Platform: Omnichannel engagement in a single pane of glass and an API first architecture simplifies interaction for all stakeholders and unifies your applications into a single powerful tool stack.

Operational Advantage: Leverage the best available technology to drive competitive advantage and enterprise value through streamlined systems, processes, and expenses – all while aligning departments and stakeholders to your topline business initiatives.

True Cloud: Whether you're adding new customers, agents, channels, locations, or facing an unanticipated burst – scale and adapt your resources for perpetual alignment with demand while paying only for what you use.

Informed Outcomes: Make better decisions and drive predictable, repeatable results with easy access to actionable real-time data and historical statistics, key performance indicators, and business analytics.

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Pindrop is an innovator in voice fraud prevention and authentication.

Pindrop provides enterprise solutions to reduce fraud losses and authentication expense for some of the largest call centers in the world.

Pindrop's patented Phoneprinting™ technology can identify, locate and authenticate phone devices uniquely just from the call audio thereby detecting fraudulent calls as well as verifying legitimate callers.

Pindrop has been selected by the world's largest banks, insurers, brokerages and retailers, detecting over 80% of fraud, even for attackers never seen before.

Pindrop's solutions are allowing customers to reduce call time and improve their customers' experience even while reducing fraud losses.

Pindrop was founded in 2011 and is venture backed by Andreessen Horowitz, Citi Ventures, Felicis Ventures, Google Capital, GV and IVP. In total, Pindrop has raised \$122 million.

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Plantronics is a global leader in audio communications for businesses and consumers. We have pioneered new trends in audio technology, creating innovative products that allow people to simply communicate. From contact centers and unified communications, to Bluetooth® headsets and gaming solutions, we deliver uncompromising quality, robustness and comfort, an ideal experience, and extraordinary service. Widely recognized for sound quality, reliability and comfort, Plantronics' audio solutions help companies extend the benefits of IP communications throughout the extended enterprise, fostering better business communication and efficiency regardless of where professionals are working. 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.

Extra care with every call.

Contact:

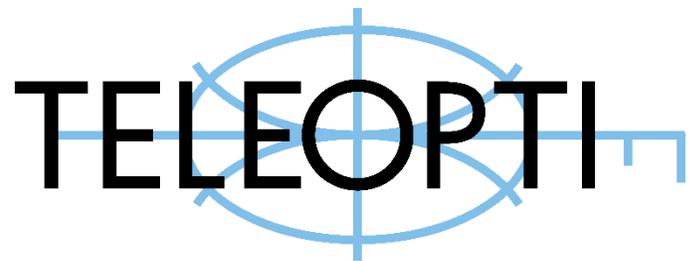
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Eliminate costly PCI DSS programs with SemaFone, an innovative solution which enables contact centres to take payments over the phone without having to hear or see payment card details.

The award winning solution allows a call – and the call recording – to continue as normal whilst the customer enters their payment card, bank details or social security number using their telephone keypad. SemaFone’s patented technology masks the DTMF tones from the cardholder’s telephone and replaces them with a flat tone so they can’t be recognised by the agent or recorded on the call recording system.

By ensuring all card data remains segregated and moving Sensitive Authentication Data before it hits the call recorder & contact centre infrastructure, the contact centre is taken out of the scope of PCI DSS, protected against the risk of opportunistic agent fraud and the associated reputational risk.

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Teleopti, a top global provider of workforce management software, offers a world-class WFM solution that is sophisticated, localized and easy to use. As the largest “best-of-breed” vendor, Teleopti focuses on helping contact centers, back offices and retail stores improve customer service, employee satisfaction and profitability – through optimized, automated forecasting and scheduling.

Founded in 1992, Swedish-established Teleopti has customers in over 80 countries, offices in New York, Dallas, Denver, San Diego, Stockholm, Strängnäs, Oslo, Helsinki, London, Moscow, Istanbul, Dubai, Johannesburg, Beijing, Shenzhen, Kuala Lumpur, São Paulo – and a comprehensive global network of partners. With a record of continuous net profitability for over 20 years and with high customer satisfaction ratings, Teleopti serves as a reliable partner.

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Engage WFO™ for Compliance Recording and Contact Center Optimization

Engage WFO provides interaction recording and workforce optimization software solutions that help customers worldwide achieve peak performance.

Via reliable 100% call recording, users monitor service quality and policy adherence, resolve issues and support legal defense, and mine business intelligence. Integrated screen capture, speech analytics, and quality and workforce management ensure optimal customer engagement and operating efficiency.

Desktop analytics automates compliance and CRM integration. High-level encryption protects recordings. Perform coaching, provide custom e-learning, and pinpoint ways to guide best practices that increase customer satisfaction and loyalty.

Award-winning for excellence and flexibility, Engage WFO helps users reach enterprise goals quickly, deployed on premise or in the cloud. Compliance-tested with leading telephony systems, Engage WFO's universal licenses simplify migration from legacy systems. Subscriptions are also available.

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Transera, a BroadSoft company, transforms contact centers into strategic business assets. Transera's cloud-based software optimizes the performance of agents, teams, sites and outsourcer partners through global management, control and advanced analytics across systems and channels.

Centralized, omni-channel queuing and routing balances call loads and ensures the most efficient use of agents in multiple locations as a stand-alone solution or with on-premise call center systems.

Unified Communications increases cross-departmental collaboration, giving agents real-time visibility into the availability of back-office subject matter experts and instant access through voice, chat and video.

Advanced analytics integrates the data from all customer interaction systems into real time dashboards and historical reports to provide a complete view of contact center performance.

Analytics-based routing leverages this data to prioritize call routing and match agents and customers to optimize operational efficiency, financial performance and business outcomes while delivering a better customer experience.

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