Each year, *Customer Inter@ction Solutions®* magazine bestows its Product of the Year awards on companies that have demonstrated excellence in technological advancement and application refinements. These are products and services that have gone the extra mile to help improve both the customer experience and the ROI for the companies that use them. It is these companies' contributions that lead the way in making the contact center technology industry the dynamic field that it is today.

CUSTOMER INTER@CTION SOLUTIONS' 2004 PRODUCT OF THE YEAR AWARDS

While the technology market may be coming back to life, it's still vital that capital investment in technology and services be invested as wisely as possible in order to speed return on investment and improve the business processes and bottom line of the companies that purchase these technologies.

To this end, the editors of *Customer Inter@ction Solutions®* have compiled a list of the best of the best for our readers. These products span a range of product categories, but all represent the pinnacle in their chosen arenas. As always, we encourage you to do research to help you select those technologies and companies that best suit your company's business needs and, ultimately, your most important company asset of all: your customers.

**PRODUCT OF THE YEAR
CUSTOMER INTER@CTION
Solutions®
2004**

ACCPAC, a Best Software company
http://www.accpac.com
ACCPACcrm.com 5.6
ACCPACcrm.com version 5.6, the hosted version of ACCPAC CRM 5.6, offers users comprehensive, single-click integration with Microsoft Outlook; a faster and easier-to-use interface; and additional reports and enhanced reporting flexibility over previous versions. The ACCPACcrm.com hosted CRM service allows businesses the freedom to move to on-premises deployment of ACCPAC CRM, at any time, and with all data and customizations fully intact.

Acxiom Corp.
http://www.acxiom.com
Chomonicx
Acxiom's Chomonicx is a lifestyle consumer segmentation system that characterizes and differentiates demographic and associated consumer behaviors for each chome in Japan. Similar to block groups in the USA, and based on Japan's 2000 census data, chome are grouped into 32 consumer lifestyle clusters using factor analysis and other proprietary statistical techniques. The Chomonicx model is maximized by incorporating consumer expenditure and buying behavior data. Chomonicx codes can be applied to any customer or marketing database using the address and its associated Chome geocode, providing a common framework to view customers across channels in the organization.

Ai-Logix, Inc.
http://www.ai-logix.com
WordALERT
WordALERT is a hardware-based solution that enables real-time word-spotting for automated operator supervision and continuous monitoring. WordALERT recognizes keywords while a conversation is in progress and offers predictable performance with dedicated speech and media processing hardware that leaves system memory and CPU available for applications. WordALERT allows easy grammar/language changes to match a caller's language. There is

a choice of three WordALERT bundles: Developer's Kit; Station Logging Kit; or Trunk Logging Kit.

AIT Limited
http://www.aitgroup.com
Portrait
Portrait is customer interaction management software that helps organizations dramatically improve the quality of their interactions while increasing efficiency and generating significant new business. Interaction Intelligence lets users: deliver a comprehensive, single, real-time view of each customer to the point of interaction, across Web sites, branch offices, contact centers or distribution partners; and recommend relevant offers of genuine interest; meet goals efficiently; and respond quickly to change.

AltiGen Communications, Inc.
http://www.altigen.com
AltiContact Manager 5.0
AltiContact Manager (ACM) 5.0, AltiGen's most advanced call center solution, supports individual inbound, outbound or blended contact centers, up to 144 agents. ACM also supports multisystem networking for additional growth and is designed to be managed and maintained in-house. Significant enhancements address the following evolving needs: modular licensing; advanced IVR/centralized call recording applications; distributed call centers; system redundancy; and reporting. The ExtensionAnywhere feature allows cellular and PCS telephones to log into workgroups as remote agent extensions.

Amcat
http://www.amcat.com
Amcat Contact Center Suite 2005
Amcat Contact Center Suite 2005 incorporates new life-cycle management for interactions and adds new management and VoIP capabilities: establishment of follow-up actions with data; sending of data or messages via e-mail, fax or Web service, allowing follow-up information to be sent in real time to Web sites,

databases or individuals; tracking/managing of agent, team and campaign performance, used on PC monitors, large display screens or handheld computers; softphone capability to support distributed call centers and remote agents without the need to add hardware; and enhancement of international compatibility.

Aplicor Inc.
http://www.aplicor.com
Aplicor CRM
The 2004 Aplicor CRM release is a hosted solution functionally equivalent to the decades-old, on-premise applications, while providing the delivery, cost and operational benefits of the hosted model. Benefits include a focus on business processes, not transactions, and an emphasis on customer relationships, not customer data. It has a process-oriented workflow engine embedded throughout the application and has replaced the one-size-fits-all hosting model so that each client has the same individualized processing capabilities as if the software were installed locally for each client's exclusive benefit.

ASC telecom AG
http://www.asctelecom.com
EVOip
ASC's EVOip is a software-based solution for recording VoIP calls, ensuring complete coverage. The solution's recording interfaces connect with almost all traditional and IP telephone switches, and its architecture is designed for maximum flexibility, scalability, easy installation and rapid integration with pre-existing systems. The product categorizes calls by selected parameters and then stores them on the company's own server. A browser-based graphic interface allows users to easily playback, archive or e-mail recordings, as well as to perform search-and-replay through any browser. Its two key components: EVOip is a vendor-independent passive system; and "EVOip active" provides selective recording.

Aspect Communications
http://www.aspect.com

Uniphi Suite
Aspect Uniphi is designed to unify the contact center and the enterprise by integrating the applications that drive customer communications, contact center and customer information, and workforce productivity for better insight to business and customer activity—to simplify contact center development and management. Based on open standards, it provides organizations with a single point of control and one view of contact center operations, bringing the separate databases, the separate reporting engines and the application flows together effectively in one suite.

ATG (formerly Primus Knowledge Solutions)
http://www.atg.com
KnowledgeCenter 6
KnowledgeCenter 6 is a next-generation software platform designed to help companies enhance customer satisfaction and loyalty by leveraging knowledge and delivering precise answers to customers' questions via self- and assisted service communication channels. KnowledgeCenter is a modular set of integrated products designed to meet specific needs of organizations. Included platform features: enterprise scalability; true, seven-level natural language processing (NLP); detailed analysis and reporting capabilities of customer experience; multiple language support; and seamless integration with CRM systems.

Austin Logistics
http://www.austinlogistics.com
Valeo
Austin Logistics' Valeo is a predictive analytic application that can enhance customer value by adding real-time predictive intelligence and value-driven queuing to existing pre-agent routing systems. Valeo resides at the client site with access to the telephony infrastructure, where it adds predictive intelligence to routing decisions at the point of inbound call entry, before callers have selected IVR (self-service) or agent service. With Valeo, callers can be prioritized. Valeo easily inte-

grates data on each caller from legacy host systems, disparate departmental systems, customer databases and third-party providers.

Autonomy, Inc.
http://www.autonomy.com
Authentify Intelligent IVR
The Authentify Intelligent IVR system is intended to allow enterprises to effectively automate customer service operations in call centers by forming an accurate understanding of caller queries in real time and automatically providing an intelligent response. The system permits callers to explain a particular problem in their words, understands the conceptual meaning of this query, and automatically returns useful results. If a relevant answer is not found within the system, it instantly routes the call to a qualified agent for advice. Built on IDOL, Intelligent IVR has a wide-vocabulary speech recognition capability and is completely speaker- and language-independent.

Avaya
http://www.avaya.com
Avaya Contact Center Express
Avaya Contact Center Express provides cost-effective, easy-to-implement multichannel (voice, e-mail and Web chat) contact center solutions designed and priced for midsized businesses. It leverages Avaya intelligent routing and integrated IP technologies; works in IP, traditional and mixed environments;

and can grow and evolve with businesses for complete investment protection. It integrates robust reporting and includes outbound dialing preview contact capabilities, simple wizards and development tools for complete customization. IP-enabled, it can be extended to remote agents. With it, businesses can be up and running in hours.

Avolent, Inc.
http://www.avolent.com
BizCast
BizCast is designed to help companies streamline financial interactions between employees, partners and business customers. BizCast, an enterprise software solution for financial relationship management, is intended to deliver cost reduction, improved cash management and forecasting, and improved customer care. It extends the foundation of electronic invoice presentment and payment (EIPP) to encompass five key areas of financial relationship management: online billing and payment; online account management; process management; enterprise access; and decision support. BizCast is designed to easily integrate with existing accounting, customer care, e-commerce and electronic payment systems.

Best Software
http://www.act.com
ACT! 2005
Best Software offers two new versions of its ACT! sales effectiveness tool: ACT! 2005, for individuals and small teams of up to 10 users; and ACT! 2005 Premium for Workgroups, supporting powerful database collaboration for workgroups of up to 50 users. Included key benefits: low cost and ease-of-use, combined with advanced selling tools typically found in expensive CRM systems; little-to-no need for expensive IT resources; and scalable relational data architecture.

Blue Pumpkin
http://www.bluepumpkin.com
Blue Pumpkin Workforce Optimization Suite 4.5
The latest release of Blue Pumpkin Workforce Optimization (WFO) Suite ties together more of the contact center processes needed for managing and optimizing workforce—now including e-learning, a more flexible platform and other advanced enhancements. Each component is a best-of-breed solution that delivers results to turn the contact center into a strategic differentiator and competitive edge. The sum of the suite components, however, is more powerful than the individual parts. The suite forms a logical roadmap to help contact centers evolve at their own pace.

Call Compliance, Inc.
http://www.callcompliance.com
Wireless Number Blocking
In response to the advent of wireless number portability (WLNP), and potential for an $11,000 fine per non-compliance incident, Call Compliance offers an enhancement to its TeleBlock system, called Wireless Number Blocking (WNB). The TeleBlock system contains daily updated WLNP data and automatically screens and blocks calls to wireless ported numbers originating from predictive dialer subscribers that have enabled WNB screening by calling campaign on their proprietary TeleBlock Web interface. This allows TeleBlock end-users using predictive dialers to screen and block their calls in real time against changing WLNP data, in addition to screening against the available federal, state, third-party and in-house DNC lists.

Centergistic Solutions
http://www.centergistic.com
AgentView Enterprise PowerUser 4.0
AgentView Enterprise PowerUser 4.0 is a real-time desktop dashboard intended to make contact center managers more effective. Each layout screen is tailored to the viewer, containing critical performance metrics depicted as colorful graphs and gauges. The new PowerUser provides a performance picture that the user can immediately grasp. Version 4.0 includes: met-

ric and layout templates based on a variety of ACD types; additional gauges with font selection and automatic sizing; "stealth" background color alert; drill-down, from highest level to individual agent; save/store of favorite layouts; and secure user authentication.

Cincom Systems
http://www.cincom.com
Synchrony
Synchrony is a customer experience management solution that enables small and mid-size organizations and enterprise departments to deliver consistent and highly responsive customer service. Its architecture bridges multichannel contact center functionality with a CRM universal view to provide a consolidated, relevant portal of the resources and information necessary to optimize each customer interaction. Its core features, functionality, architecture and delivery model have been enhanced through two significant software releases in 2004.

Cintech LLC
http://www.cintechllc.com
cTouch
Cintech's cTouch suite of Web interaction tools enables organizations of all sizes to cost-effectively increase the speed and responsiveness of their customer care organizations while efficiently handling customer requests across a range of channels. cTouch is a thin-client/server-based solution that includes two product options: cChat, a live online messenger/manager; and cMail, an e-mail management and response application. Product additions include licensing by contact type and duration, to give call centers a cost-effective way to meet seasonal needs.

Citrix Online
http://www.gotoassist.com
Citrix GoToAssist 6.0
Citrix GoToAssist 6.0 is a managed service that enables companies to cost-effectively provide remote-technical support. The service enables support desks to meet the needs of complex and mission-critical support environments with quality service and best practices-driven support tools. GoToAssist requires no client-application installation step for Windows 2000, XP and NT devices. Included functions: patented session brokering technologies; automatic session recordings and chat-log archives; end-to-end 128-bit Advanced Encryption Standard (AES); and GoToAssist Management Center.

ClickFox
http://www.clickfox.com
Customer Behavior Intelligence
ClickFox's Customer Behavior Intelligence solution can help organizations align their business objectives and their customers' goals for their self-service channels. ClickFox provides visibility of customer behavior across self-service channels, as well as in-depth analysis of individual applications. Self-service optimization can occur with ClickFox's three steps: users build a visual model of the existing self-service channel; actual customer behavior is mapped to the visual model of the system, and potential areas of

improvement are analyzed and pinpointed; and finally, specific recommendations for improvement are made.

Concerto Software
http://www.concerto.com
FirstPoint Enterprise leveraging Cisco CallManager
This newest version of FirstPoint Enterprise is the first enterprise-sized contact center solution that incorporates full-featured functionality of a time division multiplexing (TDM)-based contact center solution in an IP infrastructure, including queuing, routing and extensive reporting capabilities.

Co-nexus
http://www.4cxm.com
CXM REPORT - SURVEY
Co-nexus' recently introduced CXM REPORT - SURVEY module adds customer satisfaction data to the CXM voice/screen recordings and agent performance evaluations. The SURVEY module is used for caller polls and customer feedback by playing prerecorded survey questions. With imbedded speech recognition technology, the CXM SURVEY module accepts verbal commands. The survey results are scored and catalogued for later retrieval. Callers can leave a personal message recorded and attached to the survey results. Survey results are also linked to the recording of the callers preceding call and the agents' evaluation score.

Contact Center Compliance
http://www.dnc.com
DNCscrub Enterprise Edition
Contact Center Compliance's DNCscrub is a compliance program that contains the entire matrix of federal and state laws, including all industry exemptions and existing business relationship exemptions. The Contact Center Compliance system prevents calls to DNC and wireless numbers in real time; is business-enabling, informing clients of existing business relationships that are nearing their expiration; makes keeping track of conflicting rules easy and cost-effective; and allows users to clean their records upon receipt. The product's goal is to maximize callable records while keeping you in compliance cost-effectively.

CosmoCom
http://www.cosmocom.com
CosmoCall Universe 4.4
CosmoCall Universe 4.4 is the latest version of CosmoCom's all-IP, unified contact center suite, which includes multichannel ACD, IVR, CTI, predictive dialing, multimedia recording and administrative tools. Version 4.4 highlights: easy integration with thin-client applications; robust N-way conferencing, including recording; streamlined tenant management; enhanced skill weighing; and enhancements to both CosmoDesigner and CosmoDialer. RTP redirect has also been introduced into this version, and more languages have been added.

Dictaphone Corporation
http://www.dictaphone.com/ contactpoint

ContactPoint Recruiter
ContactPoint Recruiter is a competency-based hiring management software application that helps contact centers hire the most qualified agents, streamline the recruiting process and reduce costly turnover. The competency model lets contact centers define the skills, knowledge and abilities that agents need; once this model is captured within ContactPoint, contact centers can use Recruiter to create and administer interview questionnaires based on these standards. It analyzes responses to identify the best candidates for each position. The application also maintains baseline profiles for every new hire.

Digisoft Computers, Inc.
http://www.digisoft.com
eTelescript
A Web-based call center software solution, eTelescript can maintain central call center management control and provide the capability to maximize the potential of home agents or remote call centers. The application has an interactive agent interface and a comprehensive campaign management application to drive revenue and improve customer experiences. It's designed to run using Microsoft's .NET platform. Integrated telephony features synchronize with the agent module to provide telephony to local and remote agents. Some available modules to choose from: Appointment Scheduling; Super-Dialing; CTI; Predictive Dialing; Monitoring; and Advanced Reports.

Edify Corporation
http://www.edify.com
Edify Voice Interaction Platform (EVIP) 9.0
The Edify Voice Interaction Platform (EVIP) 9.0 provides customers with application flexibility, scalability and data connectivity to improve customer service and loyalty, as well as operational costs. EVIP 9.0 offers 480 ports of speech on a single server. The platform is a comprehensive voice system that enables companies to build, execute and manage voice applications across the enterprise. EVIP 9.0 integrates powerful automation software with an open architecture that supports enterprise requirements to integrate emerging standards and technologies.

eGain
http://www.egain.com
eGain Service 7
eGain Service 7 is a comprehensive customer service application suite, available in-house or on-demand, that helps businesses transform contact centers into customer interaction hubs for unified multichannel service, reduced costs, improved agent productivity and enhanced customer retention. Included in the suite: adaptive applications for self-service; a common knowledge and service management platform; and adapters for easy integration with CTI, content and business systems.

Empirix Inc.
http://www.empirix.com

OneSight for Contact Centers
Empirix's OneSight for Contact Centers is an end-to-end voice application management solution. OneSight can proactively pinpoint and address customer-impacting issues hidden within an organization's technology infrastructure issues that are obscured in black boxes that underlie automated services provided by contact centers. OneSight provides a means for organizations to gain insight into the health of those automated systems.

Envision
http://www.envisioninc.com
The Envision Performance Suite 8.3
The Envision Performance Suite 8.3 with Envision Business Intelligence allows anyone throughout the enterprise to access recorded interactions on a subscription basis. The integration with the suite allows subscribers to identify breakdowns and to create coaching clips for the contact center, and thus improve efficiencies, reduce errors, lower costs and improve the bottom line. Because it resides on a single server, the suite can save hardware costs and integration expenses. Envision uses a universal, browser-based interface to deliver information to agent desktops.

Epicor Software Corporation
http://www.epicor.com
Epicor Clientele CRM 8.2
Epicor Clientele CRM is a scalable and flexible solution designed to manage the complete customer lifecycle. It provides integrated sales and customer support functionality that helps organizations acquire, retain and grow profitable, long-term customer relationships. Clientele CRM is the first CRM application built entirely on the Microsoft .NET Platform, which provides new levels of accessibility, extensibility and integration.

etalk
http://www.etalk.com
Qfiniti 1.7
Qfiniti can help customers to improve their call center service and productivity through quality monitoring, performance optimization and process analysis capabilities. etalk expands Qfiniti's enterprise capabilities with version 1.7, providing functionality for both single-site and large, multisite installations. Included enhancements: virtually unlimited scalability of screen recording; improved centralized management for monitoring recording sites; advanced alarming capabilities; instant status updates regarding channels, users, servers and overall system health; and extensive and flexible client-side API for recording, data attachment and verification.

Five9, Inc.
http://www.five9.com
Five9 Virtual Contact Center
Five9 Virtual Contact Center is a hosted contact center ASP with all of its customers running VoIP completely independent of a traditional telecom company, and without any ties to a PSTN-based infrastructure. Virtual Contact Center is built from the ground up to eliminate third-party license fees and to ensure costs are kept low. Along with its VoIP functionality, the Virtual

Contact Center offers the following: ACD; predictive dialer; CRM; IVR; CTI; remote agent capabilities; skills-based routing; recording; silent monitoring; real-time reporting; chat; and centralized management for multisite and offshore contact centers.

FrontRange Solutions
http://www.frontrange.com
GoldMine 6.7
GoldMine 6.7 is a Windows-based application that provides SMB and distributed enterprises with sales-force automation and CRM best practices, in an easy-to-use software package. It scales from one user up to large organizations, has low TCO, rapid ROI, is flexible, and can be implemented fast, even for large organizations. Included new additions: mobile real-time access for Palm and WAP phones; addition of iGoldMine, for Web access; capabilities for campaign management; improved opportunity management; improved analytics for reporting; quick-sync for mobile users; enhanced APIs and integration for linking to other applications; VoIP support for softphones; and integration with MS Outlook and Exchange.

Fused Solutions, Inc.
http://www.fusedsolutions.com
KnowPlex
A Web-native, database-driven technology, KnowPlex facilitates seamless integration of customer care resources — in-house or distributed agents, and self-service applications — and the efficient flow of ticket/knowledge base information. Integration with existing CRM and service-related applications completes the information flow to deliver high-quality customer care/technical support. Included ticket-management features employed by KnowPlex: automated ticket escalation; full ticket history, analysis and reporting; and a rules wizard functionality.

GL Communications Inc.
http://www.gl.com
PacketSeries – PacketGen and PacketScan
GL Communications' Packet Series products, PacketGen and PacketScan, provide SIP call generation and SIP/H323/RTP/RTCP analysis. The PacketGen and PacketScan products are ideally suited for simulation and analysis of VoIP networks, gateways, routers, proxies and switches. The Packet Series products are software-based and can reside on any Windows PC. They build on, and extend, GL's analysis and simulation from the TDM world to the VoIP world. PacketGen provides call simulation over VoIP systems and can generate thousands of calls, providing vigorous stress tests for VoIP networks. It controls all systems simultaneously and provides statistics, call records and quality of service (QOS) measurements. PacketScan provides real-time audio monitoring, analysis and statistics on both SIP and RTP/RTCP messages.

GN Netcom Inc.
http://www.gnnetcom.com
GN 8210
The GN 8210 digital amplifier makes enhancements to improve contact center communications and deliver

real benefits that analog devices cannot. The amplifier is intended to reduce background noise on incoming signals, to automatically adjust incoming volume, and to offer unsurpassed acoustic protection and the ability for end users to tailor the sound to their preferences. GN Netcom intends for there to be less repetition needed, for calls to be shorter and for the interaction between contact center agents and callers to be smoother and easier, thus reducing contact center costs and raising customer service levels.

IEX Corp, a Tekelec company
http://www.iex.com
TotalView Workforce Management 3.8
The TotalView Workforce Management system version 3.8 enables contact centers to deliver consistent service with lower operating costs and higher employee morale. It improves the scheduling and agent management processes in both single and multisite environments. The system's advanced features include skills-based and multimedia scheduling, real-time and historical adherence, intraday and performance management, enterprise reporting and data exchange, vacation and holiday planning, and short- and long-term resource planning.

Inova Solutions
http://www.inovasolutions.com
Inova Performance Optimization Suite 5.0
The Inova Performance Optimization Suite version 5.0 helps the technologies and human resources that are already in place to perform at optimal levels by integrating operational and performance data from existing systems to provide unified views of metrics and measurements that directly impact performance. The views can be presented in a variety of formats suited to the unique information needs of business users ranging from agents to executives. Version 5.0 enhancements: openness and scalability of real-time middleware Inova LightLink; browser-based dashboards; interactive 3-D visualizations; dynamic multimedia presentation; enhanced XML output; and data marts with report-ready data for use with third-party tools.

Intervoice, Inc.
http://www.intervoice.com
Omvia Voice Express
Intervoice's flexible Omvia Voice Express packaged speech applications enable small to large enterprises and carriers to connect people with information while reducing upfront development costs, deployment timeframes and the complexity associated with application development. The process-based applications suite supports both Speech Application Language Tags (SALT) and Voice Extensible Mark-up Language (VoiceXML). Depending on the need, Omvia Voice Express applications can be used as application templates, turn-key solutions, applications as a service (ASP), configurable applications or developer applications. Powered by Microsoft SQL Server, these applications also

feature a modular construction that allows developers to add or remove functionality without reworking the entire system.

iPhrase Technologies, Inc.
http://www.iphrase.com
OneStep WebResolve
The new WebResolve product is an e-support solution that enables customers and partners to quickly solve their own product and service problems without engaging a customer service agent. WebResolve offers fast answers via search, navigation and personalization over the full breadth of support resources. It can seamlessly escalate to e-mail, chat or phone agents while telling the agents what resources the customer has already tried. The OneStep WebResolve server runs on Windows and several versions of Unix, including Solaris, AIX and Linux.

Jacada, Inc.
http://www.jacada.com
Jacada Fusion
Jacada Fusion can reduce application complexity that negatively impacts many critical areas of call center operations. By fusing applications to deliver a simplified user interaction, Jacada Fusion can eliminate costly problems that arise from the complexity and multiplicity of applications that users must navigate in order to accomplish even simple business processes. Jacada Fusion "fuses" all types of applications – Windows, Web- and host-based – to deliver a simplified user interface. It integrates all three application types using a non-invasive approach at the presentation layer of the applications.

KANA
http://www.kana.com
KANA Resolution
KANA Resolution is a process-driven customer service solution exclusively focused on optimizing the resolution process. This solution is a new enterprise software application for service resolution management (SRM) to improve delivery of service by leveraging intelligence, thus providing agents with necessary information to resolve customer requests and facilitating the process an agent should follow. Built on KANA's open architecture, the solution provides deep enterprise application integration (EAI) support; this EAI support brings real-time enterprise information into a single, integrated view that provides the information the agent needs to resolve the customer's request without having to access multiple systems or screens to get the data.

Kanisa Inc.
http://www.kanisa.com
Kanisa6
Kanisa6 is a complete suite of customer service applications that automate the problem resolution process across all channels. Included in Kanisa6: Support Center; Support Site; Site Search; and Expert Forums. Kanisa6 delivers a complete self-service application, as well as an integrated platform that

combines knowledge management, natural language search and business process support. Additional enhancements: resolution wizards for process-driven self-service; Pagelet architecture for rapid deployment and easy customization; detailed Web session tracking for multichannel support; machine learning and a reputation model; and intuitive authoring with auto-tagging.

Knowlagent
http://www.knowlagent.com
r7 Solution
Knowlagent r7, designed for the customer service center, is a comprehensive solution that can help contact center managers and supervisors manage the lifecycle of contact center agents to ensure that agents both perform at their best every day and can meet the changing needs of a competitive environment and of a demanding customer base. Knowlagent r7 functions: drives direction and delivers priority to agents or reps; provides for consistency in communicating with agents; enables accountability of delivered information; and ensures the information is understood and applied by the agents.

KnowledgeBase Solutions
http://www.kb.net
KnowledgeBase.net 4.0
KnowledgeBase.net, an application that combines the most relevant aspects of document and knowledge management with search technology and customizable portals, can help organizations unlock the power of their knowledge by offering a means to centrally store and easily access information. KnowledgeBase.net 4.0 offers numerous features, including self-learning; searching; remote Web site-searching; new reports; and new portal options, among others.

KnowNow, Inc
http://www.knownow.com
KnowNow 3 Enterprise Edition
KnowNow 3 Enterprise Edition's core is the KnowNow LiveServer event-management engine. With this edition, events can be quickly and efficiently delivered directly to an application, to a browser or to both simultaneously. It provides a simple means of integrating any system or business process together over the Internet, and it fits into existing architectures. The use of native Internet protocols enables it to send and receive data through firewalls and connect end points that may not be under the users' domain or control. The intelligent routing system handles events as they are in motion, including filtering, transformation and security.

Left Bank Solutions
http://www.leftbanksolutions.com
Monet AnyWhere
Monet AnyWhere is a Web-based workforce management agent and supervisor portal. It provides agents and supervisors with anytime-anywhere access to scheduling, tracking, exception planning and management functions. With Monet AnyWhere, agents and supervisors can log in from anywhere they are handling calls. Changes, requests

and explanations are displayed to the supervisor; the supervisor can then take the proper action. Once the approvals/denials are granted, Monet AnyWhere automatically updates and changes current and future schedules, then updating individual agents with alert messages. Individual agents and supervisors have numerous optional functions to effectively communicate, approve, decline and document daily changes and exceptions in the call center.

Linktivity, a division of Inter-Tel
http://www.linktivity.com
WebDemo 4.0
WebDemo 4.0, the latest version of Linktivity's Web-based, real-time conferencing and collaboration software tool, is a premise solution that offers the following: SL support; dynamic CAST 128-bit encryption; Web meeting desktop icon launchers; Windows/LDAP/Active Directory/Radius Authentication; popup blockers compatibility; fast and easy installation; multilanguage support; and full integration and customization capability. Linktivity's on-premise Web conferencing and remote access and support solutions are installable server software.

LivePerson
http://www.liveperson.com
Timpani Contact Center
Timpani Contact Center streamlines

and integrates customer interactions across all online channels. By supplying a unified customer history that provides a 360-degree view of the customer — coupled with intelligent routing and escalation capabilities — this multichannel communication solution facilitates handoffs between service channels, enabling organizations to deliver seamless customer service and first-contact resolution. The hosted modular application also offers a user-friendly operator console and integrates with existing infrastructure. The application is comprised of technology that supports and manages e-mail, live chat and self-service.

Maximizer Software
http://www.maximizer.com
Maximizer Enterprise 8
Maximizer Enterprise 8 is a CRM solution that helps small to medium-sized enterprises improve sales, streamline marketing and enhance customer service and support, while delivering the fast deployment and affordability expected by small to medium-sized enterprises. Highlights of the solution include workflow automation; accounting integration; advanced reporting and analytics capabilities; anti-spam and do-not-call legislation compliance; and advanced Microsoft Outlook integration.

NEC Unified Solutions
http://www.necunifiedsolutions.com
Communications Portal
NEC Unified Solutions' Communications Portal integrates all channels into a unified, Web-accessible portal that puts the individual back in control of his or her own communications. All contacts are simply and easily managed from a single Web-based application, reducing the complexity of handling multiple communication forms. Designed to work seamlessly with Microsoft Exchange, Communications Portal provides customers with a simpler toolset. It combines scheduling, collaboration, telephony, e-mail and multimedia activities within a single application to improve user efficiency and productivity while enhancing customer satisfaction through greater communications control.

NICE Systems
http://www.nice.com
NICE Perform
NICE Perform helps organizations transform countless daily interactions into business intelligence to benefit every function in the enterprise. Some ways it delivers these capabilities: by capturing multimedia interactions; analyzing the captured content based on various specifications; presenting the analyzed

results efficiently and effectively; and by using coaching and monitoring tools.

Noble Systems Corp.
http://www.noblesys.com
Noble IVR Concierge
Noble IVR Concierge allows contact centers to improve the customer experience for callers in the hold queue through an integrated combination of custom messaging, IVR menus and ANI detection: companies can announce the average wait time for a caller on hold; the system then offers the caller the opportunity to hang up but to remain in the call queue. The system keeps the call in the exact place "in line" that the caller would be if he or she remained on hold. When the next agent is available, the system automatically calls the customer. Also, callers can enter a different phone number for callback and can request a specific date/time.

Nortel Networks
http://www.nortel.com
Symposium Call Center Server 5.0
Nortel Symposium Call Center Server 5.0 can help create a more effective virtual contact center that best supports a company's customers. Two new included capabilities: Longest Idle Agent, by which "Find the longest idle agent" can be defined three different ways so it can be tailored, as defining the longest idle agent is the agent who has

been most idle since initial log-in that day (used to assure a balanced workload across the virtual environment); and average speed of answer, by which to find the site with the shortest average speed of answer so as to assure calls are answered most quickly.

Nuance Communications
http://www.nuance.com
Nuance 8.5
Nuance 8.5 is the latest release of Nuance's speech recognition software. Optimized for key industries and applications, Nuance 8.5 enables accurate, scalable and easy-to-deploy voice automation solutions. The updated software offers numerous advanced features and capabilities that enable engaging and easy-to-use applications. For example, callers can speak more freely and naturally when interacting with voice automation solutions, and voice systems can automatically detect and adapt to the unique speech characteristics of a broad customer base as well as of individual callers. AccuBurst optimizes the system resources for improved performance.

Nuasis Corporation
http://www.nuasis.com
Nuasis NuContact Center 2.0
Nuasis' standards-based approach attempts to lower the cost structure of cross-platform integrations. Also, Nuasis' Pure IP system can reduce the total cost both of ownership and acquisition. The NuContact Center 2.0 release includes the following new capabilities and integrations: SIP integration with third-party IVR; SIP-to-SIP transfer between NuContact Center and a SIP-based IVR without occupying additional voice trunks; integration with third-party fax applications; integration with third-party monitoring and alert applications; agent capacity increases (500 agents per system across multiple locations); and CRM integration.

Oncontact Software
http://www.oncontact.com
Client Management Software 8.0
Client Management Software (CMS) 8.0, a CRM solution that automates sales, marketing and service areas of an organization, can be run in a Windows and/or Web environment. ClientNet and PartnerNet are Oncontact Software's audience-specific Web portals that enable companies to share information with all business channels. CMS 8.0 builds on the continued functionality of CMS, a completely customizable CRM system that lets users manage strategies from a single software suite.

Pegasystems
http://www.pega.com
PegaRULES Process Commander 4.2
PegaRULES Process Commander (PRPC) is a Java- and XML-based enterprise platform that harnesses IT systems' intelligence and processing power into applications that streamline key business processes. PRPC is built for scale, performance and change, and includes the following features: built-in versioning; simple rules creation forms oriented to business users; and a built-in, browser-based development environment. Included updates with Version 2: at-a-glance views; simplified navigation for designers and developers; application accelerators; drag-and-drop design aids; and push-button project documentation.

PeopleSoft
http://www.peoplesoft.com
PeopleSoft Enterprise CRM 8.9
PeopleSoft Enterprise CRM 8.9 is the most significant CRM release in the company's history. The newest release includes 15 new products, including a comprehensive PeopleSoft Partner Relationship Management (PRM) suite; three new industry solutions – Revenue Management, Student Lifecycle Management and Wealth Management; and more than 700 new features and enhancements across PeopleSoft's Service, Sales and Marketing suites. PeopleSoft Prescriptive Analytics, an embedded decision engine, also comes with this release. Included enhancements with Version 8.9: 38 percent usability improvement; 46 percent reduction in business task performance clicks; and 30 percent faster performance.

Plantronics, Inc
http://www.plantronics.com
Plantronics CS50-USB
The Plantronics CS50-USB wireless headset system brings mobility and hands-free conversations to contact center coaches and supervisors. The wireless USB headset system provides remote ring detection and call/answer end capability, with eight hours' of talk time. The CS50-USB provides wireless mobility anywhere in the contact center, up to 300 feet, without missing calls. Conversations are secure with digital 900MHz, and a noise-canceling microphone provides clear communications. The CS50-USB is compatible with most PC softphones.

Pro Tech Communications, Inc.
http://www.protechcommunications.com
Apollo Multimedia Amplifier
The Apollo Multimedia Amplifier for contact centers utilizes noise suppression and connective circuitry, delivering the latest in circuit board technology. The desktop amplifier was designed with call center training environments in mind. New features: conference mode to conference over both the telephone and Internet call simultaneously; battery-off mode for non-battery operation; easily accessible receive/transmit volume controls; a separate headset port for supervisor monitoring; a separate mute control; a VOX background filter control; and a PC on/off switch for multimedia functions.

Prosodie Interactive
http:// www.prosodieinteractive.com
Prosodie Interactive's Virtual ACD 2.0
Prosodie Interactive's Virtual ACD 2.0 service includes skills-based routing, multitenant functionality and live supervision displays. It comes integrated with IVR for greeting callers, for handling touch-tone and speech recognition pre-qualification and self-service programs, and for delivering customized messages to queuing calls. Advanced features include extensive reporting and silent monitoring and call recording standard at install.

RightNow Technologies
http://www.rightnow.com
RightNow CRM 7.0
RightNow CRM is comprised of three applications that have been built on a common base: RightNow Service, a multichannel customer service and support application; RightNow Sales, a powerful sales force automation application; and RightNow Marketing, a multichannel marketing automation application.

salesforce.com
http://www.salesforce.com
Supportforce.com
Supportforce.com is an on-demand customer service solution that enables companies to deploy global contact centers and help desks without software, thereby easily managing and sharing customer information. Supportforce.com can be integrated with a company's existing contact center infrastructure with the sforce Telephony API (STAPI) toolkit. Supportforce.com includes complete customer support and help desk functionality; knowledge management capabilities; Web self-service; and performance metrics. Easily customized without programmers, the application can also be used anywhere, with only a Web browser. It includes language and currency capabilities that enable multinational companies to use the application across their entire organization.

Salesnet, Inc.
http://www.salesnet.com
Salesnet Advertising/Media Sales Edition
The Salesnet Advertising/Media Sales Edition, designed to effectively manage low-margin business and high staff turnover, is a solution fully adaptable to meet the industry's unique selling environment. This on-demand CRM solution designed specifically for Advertising/Media Sales industry offers pre-built sales processes to guide selling best practices, enabling sales to begin immediately. Instant insight into a business from pre-configured dashboards and charts show deal performance and provide visibility into forecast, pipeline and business.

SAS
http://www.sas.com
SAS Marketing Automation 4
SAS Marketing Automation 4 allows users to rapidly create, modify and manage sophisticated, multichannel marketing campaigns. Users can define target segments; prioritize selection rules; schedule and execute campaigns; and perform advanced analyses to predict the success of customer communications. Built on the SAS Intelligence Platform, SAS Marketing Automation includes robust, integrated analytics, data management and business intelligence in an easy-to-use interface. It is a multithreaded, open standards-based, J2EE-compliant solution that supports an array of operating systems and database products, and allows for easy migration from other campaign management tools.

SER Solutions, Inc.
http://www.ser.com
CPS Enterprise Edition
SER's CPS Enterprise Edition (CPS E2) is an enterprise solution that enables contact centers to manage their business strategies rather than their technology. Designed for large contact centers with complex list management or collections requirements, CPS E2 offers real-time portfolio management to provide holistic, real-time management of call records, campaign strategies, agent profiles, work sessions and agent workflow. Included CPS E2 features: dynamic record management; campaign recycling and dynamic agent reassignment; flexible contact strategies; robust scripting and reporting; collections management capabilities; soft dial capabilities; and VoIP functionality.

Siemens Communications, Inc.
http://communications.usa.siemens.com
HiPath ProCenter Agile
HiPath ProCenter Agile is a feature-rich contact center solution aimed at small and medium-sized businesses, or large enterprises with high-volume call-handling departments. As a comprehensive solution, Agile delivers the following with ease: intelligent call routing; graphical reporting; innovative productivity tools; and presence-enhanced features for both agents and managers. Siemens has incorporated Team Lists, Team Bars and a "one-click collaboration" feature to consult, conference and transfer to offer better presence management and collaboration features.

SoundBite Communications, Inc.
http://www.soundbite.com
SoundBite 5.0
SoundBite 5.0 is an on-demand customer communications platform that allows companies to instantly deliver voice, e-mail and text messaging to customers via an ASP model, and empowers those customers to respond immediately. As a Web-hosted solution, SoundBite 5.0 provides unlimited personalized calling and e-mail capability; automated, real-time access and management of campaigns; high response rates; load balancing; answering machine detection; the ability to directly connect with an agent; and short campaign durations. Included new features for real-time execution and administration: OnDemand Blended Suppression; OnDemand Enterprise Support; and OnDemand Campaign Management.

SPIRIT
http://www.spiritdsp.com/voip
TeamSpirit
TeamSpirit is a multipoint VoIP platform for large-scale applications serving many users with different network connections all over the world, and for enterprise collaboration systems integrating VoIP with corporate databases, business appli-

cations and groupware solutions. It provides high-quality peer-to-peer and multipoint IP conferencing, and allows many people to talk simultaneously without speech drops or breaks. TeamSpirit combines SPIRIT's proprietary speech technologies for echo- and noise-free full duplex conversation (RealDuplex) with the smart speech flow management, based on prosodic speech characteristics analysis (Multi-PASS).

Stratasoft
http://www.stratasoft.com
StrataSIP Web Agent
StrataSIP Web Agent is a VoIP-enabled softphone that uses SIP for use on the StrataDial call center software suite. StrataDial includes full support of remote call center agents for processing both inbound and outbound (blended) calls. Utilizing the latest advancements in VoIP and SIP, remote agents can be launched from anywhere in the world. These remote call center agents appear as seamless members of the entire call center agent pool and can be monitored, adjusted and activated exactly like agents working in the call center — using only a Windows-based PC, a high-speed Internet connection and a USB headset.

Symon Communications, Inc.
http://www.symon.com
Symon Enterprise Server
Symon Enterprise Server (SES) is designed to improve collection, transformation and distribution of both real-time and historical enterprisewide key performance indicators (KPIs) and other business intelligence. Data silos are eliminated, and information is easily consolidated, aggregated, transformed and ready for use in a variety of presentation layers, including Web-based reporting with drill-down capability, agent scorecards, LED panels, plasmas and TVs, workforce management tools and Symon's alerting and messaging solutions. Project management and implementation services assure that SES installations are completed to customers' specifications on time and within budget.

Syntellect
http://www.syntellect.com
Continuum
Previously released as Vista 5.0, a next-generation open-standards speech and IVR enabled self-service platform and simultaneously integrated with the advanced contact center solution Interchange, Syntellect's combined offerings were re-launched as Continuum, offering speech-enabled and IVR touch-tone points on the self-service side. Continuum also offers intelligently routed voice, e-mail and Web inquiries with CTI/screen pop on the live-service side, as well as flexible deployment options. Also offered is the ability to immediately pass captured self-service data via CTI/screen pop to an agent, should a self-service inquiry escalate to live assistance.

Talisma
http://www.talisma.com
Talisma NetAgent 6.6
Talisma NetAgent 6.6, an integrated multichannel interaction management solution, enables contact center and customer service agents to more easily ensure that customers receive the optimum level of service necessary to resolve issues. Talisma NetAgent 6.6 is comprised of three applications: Talisma NetAgent Email; Talisma NetAgent Chat; and Talisma NetAgent Phone. There are more than 260 enhancements, including enabling agents to proactively engage Web site visitors using real-time text messaging. An improved agent and supervisor interface includes more powerful search capabilities, new real-time outbox functionality and enhanced reporting.

Telephony@Work
http://www.telephonyatwork.com
CallCenter@nywhere 7.1
CallCenter@nywhere is a multimedia IP contact center solution that adapts to changing business needs on-demand, empowering companies to provide world-class service on the phone, fax and Internet, with the ability to adapt any contact center technology or business practice in real-time while sharing technology across locations on a multitenant basis. Version 7.1 offers carrier-grade Web-services interfaces to Telephony@Work's scalable service provider offering, to enable these service providers to easily and cost-effectively create a unique look and feel for their services and to embed new technologies into legacy offerings and new devices. Version 7.1 also introduced the Flash client for multimedia agents, which runs on any computer regardless of operating system.

Telerx
http://www.telerx.com
Customer Connections
Telerx's Customer Connections helps merchants with locations nationwide to deal with inconsistent in-store service levels using a centralized toll-free number. It records calls and then red flags those that require additional attention because of their severity.
Owners/operators/store managers receive notification of escalated contacts via e-mail, outbound calls, wireless devices or store faxes. Store personnel access the customer record via the Internet or an IVR application using text-to-speech technology to contact the customer in an attempt to resolve the severe issue. A central repository for all customer contact information, Customer Connections generates data for analysis, trending, reporting and product/process improvement.

TuVox
http://www.tuvox.com
TuVox Perfect Router
TuVox's Perfect Router is a natural language speech-enabled call routing application that lets callers say what they want and then routes them to the right place — automated or live. Perfect Router replicates the live agent experience, as callers interact by simply saying what they want. Dynamic routing logic is then used to determine the best way to handle each call based on a number of factors. The application, imple-

mented in 60 to 90 days, increases the number of reachable applications from tens to hundreds; reduces misdirected calls; shortens calls; and improves customer satisfaction.

Ulysses Learning
http://www.ulysseslearning.com
CallMentor Learning and Performance System - 2004
The 2004 version of Ulysses Learning's CallMentor Learning and Performance System features an expanded learning and performance improvement system. This includes Master Coach and Facilitator Certification, as well as an enhanced Performance Diagnostic, which has four unique assessments to fully align CallMentor to organizational goals, priorities, practices and culture. The CallMentor system is an intelligent blend of performance improvement methods that respond to contact center executives' most challenging business needs, forming the foundation of frontline service, sales and coaching development, or builds upon previous training to bring about a higher level of sales and service performance and customer loyalty.

UniPress Software
http://www.unipress.com
FootPrints 6.5
FootPrints 6.5 is a Web-based service desk tool for help desk and customer support automation. FootPrints supports Microsoft Windows 2003/2000/NT, Unix and Linux Web servers and numerous databases. FootPrints 6.5 is fully integrated with a variety of tools for asset management, live e-support, network security, telephony, sales automation and more. Included new features: FootPrints Customer eService portal; FootPrints Dynamic SQL Database Link; a full-service level management module; an automated, customizable flashboard; stronger performance to manage large ticket volumes; and individual work schedules and agent availability matrix.

Unveil Technologies
http://www.unveil.com
Unveil Conversation Manager
Unveil Conversation Manager is a voice application management environment that enables enterprise call centers and outsourcers to rapidly build, deploy and maintain high performance speech applications. Its value lies in the relative ease with which customers can author sophisticated speech systems to increase automation rates, to improve caller satisfaction and to reduce cost of ownership. Conversation Manager does not require specialized linguistic skills to develop speech grammars, and applications authored using Conversation Manager can automate most kinds of customer transaction. Version 2 includes enhancements that further reduce speech development and tuning, add robust reporting capabilities and extend support for third-party VoiceXML platforms.

Verint Systems
http://www.verint.com
ULTRA IntelliCoach

ULTRA IntelliCoach provides actionable intelligence needed to maximize agent performance and to build a world-class contact center team. With ULTRA IntelliCoach, supervisors can manage the entire agent evaluation, feedback, coaching and development process. From a single application, supervisors can do the following: monitor interactions to evaluate agent performance; identify individual agent needs; leverage existing content to deliver targeted training based on unique requirements; create a library of Best Practice Clips based on recorded interactions; and track training assignments and activities to ensure proper follow-up. It also provides a Supervisor Dashboard that enables supervisors to perform many functions.

Vertical Solutions, Inc. (VSI)
http://www.vertsol.com
PowerHelp Enterprise
PowerHelp Enterprise is a completely Web-based solution specifically designed to address both internal and external CRM needs of large and small organizations. VSI offers a solution that enables users to penetrate, retain and manage a multitude of growing business customers with value-added services. With PowerHelp Enterprise, users can manage any internal or external request for customer service, service desk, field service or sales and marketing group.

Vocomo Corp.
http://www.vocomosoft.com
VocomoVoice Response for VoIP
VocomoVoice Response for VoIP is an open-standards VoIP IVR platform that allows businesses to efficiently deploy their customer service applications in a single IP-centric network. Intended for customer self-service and mid-sized call centers, Vocomo has launched a new generation of IVR products that enable a significantly lower total cost of ownership. This advanced VoIP IVR software, with support for VoiceXML, SIP, H.323 and RTP, enables developers to build flexible, scalable and cost-effective IVR applications. With it, organizations can reduce costs, enhance productivity, improve customer service and simplify management as they move toward an IP-centric communications model.

VoiceGenie Technologies, Inc.
http://www.voicegenie.com
NeXusPoint 6.4
NeXusPoint is a high-performance VoiceXML platform that delivers a flexible infrastructure for developing and deploying DTMF (touch-tone) or speech-enabled applications. With a feature-rich and robust architecture, it facilitates speech application deployment for any type or size of business. Version 6.4 includes the following new features: broader operating support; enhanced reporting and monitoring features; improved standards support; extended ASR/TTS support; and an entirely open architecture. Platform performance offerings: low latency; high scalability; and high density.

VoiceLogger Inc.
http://www.voicelogger.com
DigiVoiceXE 3.0

DigiVoiceXE 3.0 is the next generation of VoiceLogger's recording solution for contact centers, public safety, financial services and general business. Included in the release is patent-pending screen logging, which will offer companies the ability to log the screen activity of hundreds of workstations simultaneously. An additional enhancement includes Flex Recording, designed to meet the performance-driven quality assurance monitoring needs of any contact center. DigiVoiceXE 3.0 also includes enhancements to its split-screen agent evaluation functionality, expanded system and administrative features, and additions to DigiVoiceXE's user interface.

WebEx Communications, Inc.
http://www.webex.com
WebEx SMARTtech
WebEx SMARTtech enables IT help desks and technical support organizations to remotely support and manage multiple computers or POS hardware — without a costly hardware or software infrastructure. Access is granted/easily deployed from or over a Web browser, anywhere in the world, regardless of most firewall restrictions: a technical support representative can work on the system as if physically next to the computer. Support organizations can benefit with reduced support costs and with increased customer satisfaction. WebEx SMARTtech is designed for security from the ground up. It is built upon the

WebEx MediaTone Network.

West Corporation
http://www.west.com
West at Home/Virtual ACD
West at Home is a remote agent solution that removes the barriers and limitations of traditional call center and home agent solutions. By utilizing a Virtual ACD (VACD) platform, West can deliver calls and data to agents in remote facilities located anywhere in the world, enabling companies to take advantage of a higher quality alternative to offshore and to provide customers with better service at a lower cost. The VRU-based technology eliminates geographical limitations on agent location. The technology can be implemented on a managed or hosted basis. Benefits include increased call capacity at minimal costs; greater scalability, flexibility and reduced implementation times; and faster call resolution.

Witness Systems
http://www.witness.com
eQuality Vision
eQuality Vision helps contact center management search through customer interactions, spotting trends, patterns and anomalies that can provide sales/service directors with insight into their operational effectiveness. The solution retains all

call characteristics, offers data visualization capabilities and has an easy-to-use interface, enabling users to pinpoint and view interesting or unusual contacts to perform detailed analysis and trending. The solution offers the following: a rapid visual overview of large volumes of contact recordings; the ability to identify areas of focus or concern visually based on user-defined business drivers; integration with eQuality Balance/ContactStore/ContactStore IP; color-coded interactions; and parameter adjustment.

Xten Networks
http://www.xten.com
LiveEye – XCAP Server
Based on open standards, LiveEye delivers server-side storage of IM buddy lists and provides an Events Engine for centralized presence rules. It also provides a basic Presence Agent server module as part of the eyeBeam 1.1 SDK. Eyebeam introduces the following SIP-based technologies: instant messaging; contact-list management; privacy management; peer-to-peer presence; server-based presence; server-managed contact lists; server-side contact list/privacy list storage using WebDAV or XCAP; server-side privacy management using XCAP; and automatic updates to contact lists, privacy lists and

server-managed contact lists. This is the first publicly available XCAP server, and eyeBeam is the first endpoint to support XCAP.

Zeacom, Inc
http://www.zeacom.com
NEC Q-Master
NEC Q-Master is a multichannel contact center routing and reporting solution developed for NEC Unified Solutions in the Northern and Latin Americas. NEC Q-Master is an integrated contact center solution that provides a broad range of functionality and scalability at a competitive price. NEC Q-Master organizes incoming calls and media, on a single and centralized environment, according to routing preferences predefined by the individual contact center. Also, the solution's sophisticated intelligent routing features direct callers to the right agent every time. NEC Q-Master is completely modular.

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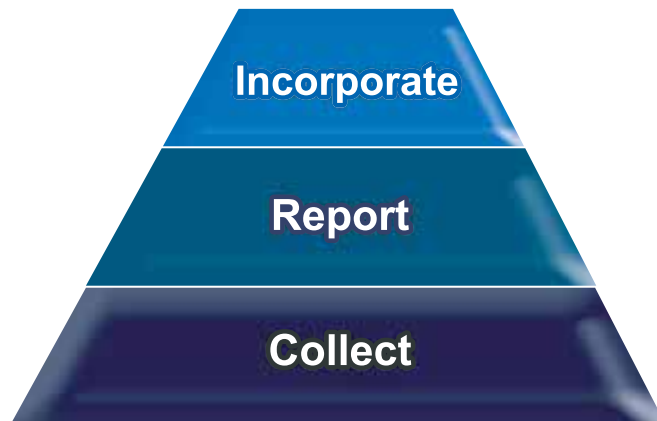
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