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Sponsorship Director • Call Center Week
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Interactive Intelligence
www.inin.com

Interactive Intelligence Group Inc. (Nasdaq: ININ) is a global leader of cloud services for customer engagement, communications and collaboration designed to help businesses worldwide improve service, increase productivity and reduce costs. Backed by a 21-year history of industry firsts, 100-plus patent applications, and more than 6,000 global customer deployments, Interactive offers customers fast return on investment, along with robust reliability, scalability and security. It's also the only company recognized by the top global industry analyst firm as a leader in both the cloud and on-premises customer engagement markets. The company is headquartered in Indianapolis, Indiana and has more than 2,000 employees worldwide.



Salesforce
www.salesforce.com

Salesforce.com is the global leader in customer relationship management applications, including the Service Cloud, the #1 app for customer service and support. Providing amazing customer service in today's era means engaging with your customers when and where they want to engage. The Service Cloud enables companies of all size to deliver amazing customer service across every channel and on any device.



Microsoft
www.microsoft.com

Microsoft Service is a cloud-based customer service solution that creates amazing customer experiences through a powerful combination of knowledge management, self-service and omni-channel interactions. We start with knowledge and empower employees with access to the right information at the right time. Microsoft empowers customers with the same knowledge delivered through intelligent, guided self-service. Finally, we provide consistent engagement across channels including email, chat, communities, social and field service for more productive, proactive and personalized customer support. Visit Microsoft Service for more information.



HP
www.hp.com

HP WFO Software (formerly etalk) provides enterprise contact centers with call recording, integrated workforce optimization, and advanced Voice of Customer analytics—all backed by HP's superior customer service. With a 32-year history of innovation in the contact center industry and more than 20 technology patents, the HP WFO Software portfolio includes HP Qfiniti, a modular suite of workforce optimization solutions; advanced Voice of Customer discovery, provided by HP Explore with industry-leading speech and multichannel analytics and reporting; and HP Qfiniti Managed Services, for breakthrough WFO that provides a complete solution on a managed appliance. In addition, HP WFO Software works in close partnership with business customers around the world to deliver true competitive advantage, by helping contact centers lower their total cost of ownership and significantly improve customer service.



Five9
www.five9.com

Five9 is the largest pure cloud contact center software provider with more than 1,600 customers and facilitating more than 3 billion calls per year. The Five9 VirtualContact Center and Predictive Dialer are revolutionizing the contact center industry, bringing the power of the cloud to customer service and sales organizations around the globe. The company gives enterprises of all sizes access to sophisticated and innovative contact center solutions quickly, at a cost of ownership far lower than traditional premise-based solutions. For more information on Five9, please visit www.five9.com or call 1-800-553-8159.



Twilio
www.twilio.com

Twilio provides a cloud communications platform that enables developers and businesses to build the communication solution that meets their specific needs. Whether integrating voice, video or messaging into a web or mobile app or building a complete call center solution, Twilio removes

traditional obstacles to creating effective communications experiences. By virtualizing the entire infrastructure needed for communications in an on demand global environment, cloud communications solutions are simple to build, scalable and easily adapted to changing business needs. By leveraging Twilio, businesses are better able to connect with their customers in the way their customers want to communicate.



Genesys
www.genesys.com

Genesys is the market leader in multi-channel customer experience (CX) and contact center solutions in the cloud and on-premises. We help brands of all sizes make great CX great business. The Genesys Customer Experience Platform powers optimal customer journeys consistently across all touch points, channels and interactions to turn customers into brand advocates. Genesys is trusted by over 4,500 customers in 80 countries to orchestrate more than 100 million digital and voice interactions each day. Visit us at www.genesys.com or call us at +1.888.436.3797



3CLogic
www.3clogic.com

3CLogic offers a complete suite of inbound, outbound, and blended cloud-based contact center solutions, based on an innovative distributed approach (Virtual Telephony Application Grid or V-TAG) that eliminates the need for legacy server-centric architecture. As a true next generation cloud based software solution, hosted on Amazon Web Services, it offers seamless integration with CRM solutions. Finally, in addition to traditional contact center features (e.g., IVR, ACD, and predictive dialer), 3CLogic provides a powerful market-leading reporting framework with business analytics and a real-time scripting engine.



8x8, Inc.
www.8x8.com

8x8, Inc. is the trusted provider of secure and reliable cloud-based unified communications and virtual contact center solutions to more than 40,000 businesses operating in over 40 countries across six continents. 8x8's out-of-the-box cloud solutions replace traditional on-premises PBX hardware and software-based systems with a flexible and scalable Software as a Service (SaaS) alternative, encompassing cloud business phone service, contact center solutions, and web conferencing. 8x8 software integrates with leading ERP, CRM, HCM and other third-party application suites, such as Salesforce, NetSuite and Zendesk, to provide organizations with a completely integrated business communications and collaboration experience. Visit www.8x8.com.



ac2 Solutions
www.ac2solutions.com

Honored by Frost & Sullivan with the WFM Product Differentiation Excellence Award in 2012, ac2 Solutions is the leader in delivering Next-Gen WFM technologies. Our Next-Gen solutions eliminate the inefficiencies of other WFM tools by incorporating advanced time series forecasting, concurrent optimal scheduling, multi-skill/multimedia/multisite, integrated strategic planning, advanced performance optimization, skills & routing planning, RTA/Dashboards/Scorecards, and agent workstation.

ac2 AWO Portal is a 100% web-based, Mobile WFM system accessible by Wi-Fi devices such as smart phones, tablets and laptops, and available hosted, on-premises or BPO. The AWO Portal offers modules as Add-Ons to supercharge your existing WFM software or a complete WFM package.



Acquire BPO
www.acquirebpo.com

Acquire BPO is an award-winning, global business outsourcer that offers contact center, BPO, marketing, animation, IT and professional services. Acquire was founded in 2005 by two entrepreneurs responding

to the lack of offshoring providers that could provide solutions that met their rigorous standards. As such, the entire organization's infrastructure and processes have been purpose-built to deliver superior results for the unique demands and complexities of our clients. Acquire prides itself in managing client needs through our unique approach of People, Process and Performance. We offer a diverse range of services including back office support, customer acquisition, customer service, technical support, lead generation and software development. Our global leadership team, local client services teams, strict compliance to regulatory processes & standards, best-in-class IT practices and advanced network infrastructure enable us to provide organizations across the globe with solutions that give them a competitive advantage. With a workforce of 7,000, Acquire services private and publicly listed clients in Australia, the UK, the US and Asia Pacific from 12 locations across the globe. We have facilities in Manila, Philippines; Melbourne, Australia; Dallas, Texas and the Dominican Republic, with bilingual capabilities to cater to the English- and Spanish-speaking markets. We service a wide range of industries including telecommunications, banking and financial services, insurance, media, education and retail. Visit www.acquirebpo.com for more information.



ADDASOUND
Website: www.addasound.com

Originated from Denmark, a country that leads the world's sound technology, ADDASOUND is a top global manufacturer and provider of intelligent voice and unified communication devices. The founders are a reputable team with strong expertise in electro-acoustics, whose members built an international reputation through developing and designing many award winning products. Our high quality noise cancellation headsets are designed for three major markets: Call Centers, Office Workers and Mobile Workers. In Denmark, ADDASOUND is equipped with the world's most advanced electro-acoustic devices, providing powerful support for products' design, development and testing.



AireContact
www.airecontact.com

Headquartered in Los Angeles, award-winning AireContact is a cloud based software solution that delivers call center interaction and management tools for small and midsize businesses and distributed enterprises. With AireContact, businesses enjoy an end-to-end platform that manages all of their channels of communication with their customers, including inbound and outbound voice calls, customer emails and faxes, online web interactions such as chats and web callbacks, and the ability to handle inbound social media feeds as they are posted. These multimedia interactions are handled using unified flows to create the same customer experience across all communication channels.



Allied Global
www.accbpo.com

Founded almost 10 years ago, Allied Global is a contact center and BPO company that serves the Americas. Allied Global has grown from 50 agent stations in 2005 to over 3,000 stations and over 4,000 agents in Guatemala, Honduras, US and Canada. We offer customer care, technical support and BPO services in English, Spanish, French, Cantonese, Mandarin, Hindi and Punjabi. Operating on a single platform, Allied Global can use its diverse geographical locations to provide the most cost efficient intelligent solutions to meet your needs. Visit us at Booth 702 in Las Vegas.



Alorica
www.alorica.com

Alorica is a leading Business Process Outsourcing Provider of customer management solutions spanning the entire customer lifecycle. From customer acquisition and sales, customer care and support, supply chain and fulfillment, to social CRM and mobile, Alorica offers a seamless customer experience across all service channels. Alorica's award-winning Business Process Outsourcing services span both the Business-to-Consumer (B2C) and Business-to-Business (B2B) sectors across all industries for Fortune 1000 companies. Headquartered in Irvine, California with over 20,000 employees in over 40 domestic, near-shore, and offshore customer management centers, Alorica believes in creating opportunities for its clients, people, and in its communities. For more information, please visit www.alorica.com.



American Customer Care
www.americancustomer.com

American Customer Care specializes in providing individualized contact with your customers. As the customer-facing voice of your brand, we see ourselves as an extension of your company, and we take that responsibility seriously. We offer a comprehensive suite of customer contact center solutions designed to help solidify and enhance your relationship with existing customers, as well as acquire new ones. Our agents are experts on your products, customers, policies, and procedures. In addition, our clients also utilize our back office support, CRM consulting, executive level project oversight, and sophisticated reporting capabilities. Whatever service we're providing for your company, our commitment to your brand comes through every interaction we have with your customers, whether it be on the phone, over email, or even via social media.



Ansafone Contact Center
www.ansafone.com

Ansafone Contact Centers is an award winning, US based outsourced contact center agency celebrating 45 years of contact center excellence. We

work with clients in many different industries including ecommerce/retail, healthcare and insurance, education, consumer products, and financial services. Ansafone offers you a nationwide presence with fully redundant contact centers on both coasts open 24x7x365, access to a large labor pool of highly trained English and Spanish speaking agents, and a better customer experience through our people, culture, and innovative technology. Ansafone specializes in customer care, sales, and technical support interactions. We are an omni-channel agency providing inbound and outbound contact management, IVR solutions, e-mail and web chat servicing, and social media monitoring. We utilize the latest Interactive Intelligence ACD, predictive dialing and multimedia contact technology, enabling your customers to reach you through their preferred contact method.



Aspect's unified contact center platform is the only fully-integrated interaction management, workforce optimization and back-office solution that can seamlessly orchestrate people, processes and touchpoints. As the global leader, we power 65% of global Fortune 100 brands in aviation, financial services, healthcare, manufacturing, telecommunications and retail and service over 1.4 million agents worldwide and 100 million transactions daily. For more information, please visit www.aspect.com



ATL Communications is an independent RespOrg founded in 1993 by Aelea Christofferson, and the first independent, carrier neutral RespOrg in the United States. Ms. Christofferson served on the national committee that defined & developed Toll Free Number Portability, and she continues to be an integral part of the committees that decide the future of Toll Free services and Number Administration.



Our patented Avatar software erases foreign accents, allowing us to hire inexpensive offshore employees, while completely mitigating the problems caused by Mother Tongue Influence on the sales and qualification process. This enables our 3,000+ agents to deliver your pitch like a Wall Street pro, for a fraction of the price.



Avtex provides professional services and customer experience consulting encompassing a full 360° suite of solutions including user experience design, application development, unified communications, contact

centers, portals, business intelligence, and customer relationship management. Driven by technology know-how and passionate about customer experience, Avtex is uniquely qualified to help clients deliver exceptional experiences to their customers using technology. Backed by strategic partnerships with Microsoft, Sitecore and Interactive Intelligence, Avtex is truly a breadth and depth provider of customer experience technology solutions. Find out more about Avtex online at <http://www.avtex.com/> or follow Avtex on Twitter at @avtex.



Axonify is the world's first Employee Knowledge Platform. It combines an award-winning approach to microlearning, with innovative knowledge-on-demand capabilities and the entire experience is gamified, driving high levels of participation. Combined with individual and team reporting and behaviour tracking and measurement, Axonify is designed to meet the modern learning needs of employees and businesses alike - and has been used by top customer experience organizations like Sitel to fuel their agents with the knowledge they need to be successful on the job.



BenchmarkPortal is a leader in Call Center Benchmarking, Call Center Certification, Call Center Training (through the College of Call Center Excellence), Call Center Consulting and Research and Call Center Industry Reports. Since its beginnings in 1995 under Dr. Jon Anton of Purdue University, BenchmarkPortal has grown with the contact center industry and hosts the world's largest call center metrics database. Now led by Bruce Belfiore, the BenchmarkPortal team has gained international recognition for its call center expertise. Our mission is to help customer contact managers in all sectors to optimize their centers in terms of efficiency and effectiveness. Visit our website at www.benchmarkportal.com.



Bluefin Payment Systems is the leading provider of secure payment technology for retailers, enterprises and small to medium-sized businesses worldwide. Bluefin specializes in PCI-validated Point-to-Point Encryption (P2PE) integrated and stand-alone solutions for retail, mobile, call center and kiosk/unattended environments, and secure Ecommerce technologies including transparent redirect and tokenization. Bluefin is a Participating Organization (PO) of the PCI Security Standards Council (SSC) and is headquartered in Atlanta, with offices in New York, Chicago, Tulsa and Waterford, Ireland. For more information, please visit



Background screening and drug testing new employees can slow the hiring process down to a crawl. Blueline Services specializes in helping call centers on-board the right employees, faster. Our ATS and HRIS integrations result in decreased turnaround times for background and drug screening results. Check us out at Call Center Week to see how we can optimize your employment screening program!



Say goodbye to overly complex and costly contact center infrastructure. Bright Pattern offers the next generation of cloud-based contact center and customer experience management solutions. With flip-the-switch activation, you can deploy in days and make changes in minutes. As a multichannel, unified, fully featured solution, our ServicePattern™ platform helps you manage the complete life cycle of customer experience. Architected from the ground up as a cloud-based service, Bright Pattern offers the right blend of enterprise-grade functionality, reliability, and scalability not otherwise available in the industry.



Founded in 1996, Broadband Dynamics has a 20 year track record of proven success, and has posted 18 consecutive years of profitability! Broadband Dynamics provides traditional (TDM) and SIP long distance, data/IP networks, and Hosted Dialing software to high volume long distance users worldwide. Broadband Dynamics counts some of the largest call centers, collection agencies, market research firms, telemarketing companies, political polling firms, and BPO providers in North America as Clients. By using only national carriers, Broadband Dynamics ensures its clients have the highest levels of network quality and reliability available in the industry today!



CaféX makes it easier for companies to enhance live engagement within web and mobile applications. CaféX's award-winning software embeds real-time collaboration within the context of business workflows to increase customer satisfaction and employee productivity. Trusted by many Global 2000 companies, CaféX software brings together WebRTC and enterprise communications technologies to create omnichannel experiences that unify the customer journey and protect existing IT investments. For more information about CaféX, please visit www.cafex.com or follow @CafeXComms.

CALABRIO **Calabrio**

www.calabrio.com

Calabrio develops Calabrio ONE®,

a comprehensive and powerful suite of contact center workforce optimization and analytics software including call recording, quality management, workforce management, and analytics. Calabrio ONE is intuitive and flexible - providing innovative products with an easily personalized architecture that allows contact centers the freedom to tightly integrate applications and scale these solutions to fit their needs. Calabrio strives to put the power of harnessed data to work, kicking complexity to the curb while bringing the most important data quickly to the helm where it becomes simply actionable.



CallMiner, Inc.

www.callminer.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 voice of the customer analytics solution automatically analyzes contacts across all communication channels: audio, 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 10 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 speech analytics solutions.



Caras Training

www.carastraining.com

Caras Training provides highly customized learning and implementation programs that go far beyond what pre-packaged or canned

training content can achieve. They specialize in customer service, sales, retail and coach programs that create observable, measurable improvement. Clients include some of the most well-respected brands in the world and many start-ups.

Consider collaboration with Caras Training when your firm is aiming higher to make the most of every interaction with customers and prospects. If you need to ensure your procedures, policies, and products are understood masterfully by new hires using less time, consider Caras as a partner. If your quality and coaching program can benefit from fresh approaches, take a look at Caras methodologies.



CarrierSales

www.carriersales.com

CarrierSales is the leading broker for

helping customer's source contact center solutions for their business. We have partnered with inContact, Five 9's,

Liveops, Corvisa, SmartAction, EPIC Connections and many more to become a customer's one stop shop for all of their contact center needs. For our efforts in 2014 and 2015, we were recognized as inContact's top broker across the nation. Our team of contact center experts have years of experience in consulting and implementing contact center solutions at no additional cost to our partners and customers. Please visit www.carriersales.com to learn more about our award-winning contact center consulting services.



Castel Communications, LLC

www.castel.com

Castel Communications, LLC is a market leader, delivering cutting-edge call center solutions for

leading call center organizations across the globe. Castel Detect Voice and Speech Analysis solution provides LIVE and post-call emotion, word and phrase monitoring and detection for call centers of all sizes. Stop by Castel's booth for a brief overview of the solution and learn how Castel helps companies increase customer service levels and generate revenue! For more information about Castel's predictive dialer, digital voice recording, and voice and speech analysis solutions, call 800-657-8215 or visit www.castel.com.



CDW

www.cdw.com

CDW is a leading provider of technology solutions to business, government, education and healthcare.

A Fortune 500 company, CDW features dedicated account managers who help customers choose the right technology products and services to meet their needs. The company's solution architects offer expertise in designing customized solutions, while its advanced technology engineers assist customers with the implementation and long-term management of those solutions. Areas of focus include software, network communications, notebooks/mobile devices, data storage, video monitors, desktops, printers and solutions such as virtualization, collaboration, security, mobility, data center optimization and cloud computing.



Centricity

www.centricitycx.com

The Centricity Customer Experience platform is a market leading cloud-based Voice of the Customer platform that delivers a suite of feedback channels and reporting. Centricity helps executives get closer to their customers, access customer feedback in real-time and make improvements and changes to their experience immediately. With Centricity you have complete control over how you use our platform. It means you get multi-channel surveys and reporting up and running instantly, with immediate insight into your customers. No fuss, no install fees and no lock-in contracts.



Mediu

www.mediu.com

Mediu is a consulting services firm headquartered in Columbus, Ohio. We are a leading customer experience thought leader that delivers strategic vision to our clients. We have provided immeasurable value to businesses since 2003.

Our consultants have logged over 500,000 consulting hours in over 150 call centers in North America. As a result, we have designed and improved our client's customer experiences and have delivered direct bottom line impact that equates to millions of dollars.



Certified Languages International

www.certifiedlanguages.com

Certified Languages International (CLI) is a full-service language company specializing

in over-the-phone interpreter and document translation services. With a growing list of over 200 languages, CLI is among the largest providers of its kind in the world, servicing North America and abroad. Our professional, U.S.-based interpreters are skilled in industry-specific terminology and available 24/7/365. CLI is committed to helping businesses increase revenues and maximize the value of their non-English speaking customer relationships, which we achieve by investing in innovative technology to deliver language services with unmatched efficiency and accuracy.



Clarabridge

www.clarabridge.com

Clarabridge helps hundreds of the world's leading brands understand and improve their customer experience. Using advanced text analytics, Clarabridge transforms survey, social, voice and all other forms of customer feedback into intelligence used to empower confident, decisive action across the business. The result: happier customers. For more information, visit www.clarabridge.com.



Clear Harbor, LLC

Website: www.clearharbor.biz

Clear Harbor is a strategic near-shoring firm based in Atlanta, GA (www.clearharbor.biz) with operations in the Caribbean.

Founded by call center industry veterans who had, "Seen it done wrong more than done right," they dreamed of creating a strategic "co-sourcing" company that focused on distinct core competencies and delivered world-class customer experiences as a result. With this collaborative approach, clients achieve remarkable improvements in customer satisfaction and revenue enhancement, while at the same time reducing their operational costs. Contact: Errol Greene, Solutions Development Manager for Clear Harbor, LLC at 678-566-3212, ext. 70304 or email egreene@clearharbor.biz



Connect First

www.connectfirst.com

Connect First is an award-winning SaaS telecommunications and cloud contact center software provider that focuses on customer satisfaction and elegant hosted solutions. Connect First offers a robust platform, designed and supported by a team of... Read More highly experienced engineers, designers and business analysts, and backed with personalized in-house customer care. Solutions include Cloud Routing, Inbound ACD, Outbound

Dialing, Call Tracking, Interactive Voice Response (IVR), Voice Broadcast, Disaster Recovery, Predictive Dialer, Real-Time Telemetry, CDR Reporting, Live Agent Chat and more. Through a consultative approach with each customer interaction, Connect First builds customized solutions to meet the needs of a discerning customer base. Visit www.connectfirst.com for more information.



Contact Center 411
www.contactcenter411.com

Contact Center 411 is a full service professional services organization focusing exclusively on Contact Centers and the Customer Experience. We provide expertise in all key areas that drive the success of a customer contact operation including performance and productivity improvement, technology innovation and platform integration., outsourcing strategies, and business continuity planning. Furthermore, we can support your contact center operations teams in the full design, development, deployment and measurement of success associated with any strategic initiative.



Contact Center Compliance
www.dnc.com

Contact Center Compliance is an experienced cloud based compliance provider that reduces the complexity of TCPA Wireless and Federal and State Do Not Call (DNC) regulations. DNC.com provides several unique compliance solutions including: DNC and TCPA Wireless scrubbing, known Litigator database and VoIP Scrubbing, Compliance Guidance, Compliance Training, as well as data appending. Learn why leading companies trust DNC.com to manage their liability.

conversocial

Social Media Customer Service Sponsor- Conversocial
www.conversocial.com

Conversocial is a cloud solution that enables businesses to manage social media as a large-scale customer service channel. Conversocial's software and expertise has helped more than 150 of the biggest global companies implement their social customer service operations, including American Greetings, Barclaycard, Coach, GoDaddy, Hertz, JackThreads, Publisher's Clearing House, Tesco and Winn-Dixie.



COPC Inc.
www.copc.com

Since 1996, COPC Inc. has provided consulting services and training to help companies improve revenue, reduce costs, and increase customer satisfaction in operations that support the customer experience. COPC Inc.'s main offering is performance improvement services for customer contact centers, including in-house and outsourced, as well as vendor management organizations. The foundation of all COPC Inc. work is the COPC® Family of Standards, a collection of the most prestigious and rigorous performance management systems for the

customer contact industry. COPC Inc. is privately held with headquarters in Winter Park, Florida, U.S., and with operations in Europe, Middle East, Africa, Asia Pacific, Latin America, India and Japan. For more information, please visit www.copc.com



CoWorx Human Capital Management
www.coworxstaffing.com

As an industry leader in human capital management, CoWorx Human Capital Management offers a full suite of solutions to help our partners lower staff costs, improve retention, mitigate legal risks, and improve hiring metrics. Focus your efforts on what you do best and let CoWorx take on the burden of talent management. From Program Management to Onboarding talent, we provide onsite services and consulting solutions that can improve your efficiencies & ROI.



DATAMARK
www.datamark.com

DATAMARK is U.S.-based and has over 25 years of experience providing outsourced business services to Fortune 500 clients and other large organizations. DATAMARK's outsourced contact center services are an extension of your company. We deliver lasting customer relationships and brand loyalty through world-class multichannel customer service and support. We serve clients across all industries and government agencies with a complete array of contact center services. Our services include, but are not limited to, 24-hour customer care, inbound and outbound sales, collections, and technical support. Using our cloud-based multichannel contact center platform, our agents engage with your customers and promote your brand through multiple channels, including voice, email, Web chat and social media. We offer a choice of domestic, nearshore and farshore locations to reduce your operating costs while delivering unsurpassed customer care.



DialConnection
www.dialconnection.com

DialConnection has been providing the award winning All-Inclusive DialIntelligence Contact Center Solution for collections, financial services, government, healthcare, investments, telemarketing and utilities since 1987. DialIntelligence our All-Inclusive Contact Center Solution includes an integrated IVR/ACD with text to speech, Inbound/Outbound Predictive, Power or Broadcast dialing, Call Blending, and many more included features. www.dialconnection.com



Dialog Tech
www.dialogtech.com

DialogTech provides the only platform for end-to-end call attribution and conversion essential for today's data-driven marketers. It is the only solution that integrates seamlessly with existing call center solutions to

give businesses complete, real-time control over the entire customer journey. From the first marketing touchpoint all the way through to the sale, DialogTech empowers marketers with the data needed to confidently invest in campaigns that drive calls, as well as the conversion technology necessary to control and personalize each caller's experience.



Digital DataVoice
www.ddvc.com

Digital DataVoice is a full service contact center solutions provider. With over 30 years of design, development and implementation experience, the DDV team of seasoned professionals understands the challenges faced in today's highly complex contact centers. Leaders in our firm come directly from successful backgrounds in contact center strategic planning, design, engineering, analytics and quality assurance. We also offer a national sales team dedicated to helping our clients identify the next level of contact center effectiveness.



Early Warning
www.earlywarning.com

Early Warning, a leader in innovative risk management solutions, has direct connectivity to Mobile Network Operators. This connectivity enables organizations to verify, in real-time, if the mobile number on file has changed ownership. Organizations gain the insight to know if the mobile number on file is a match/no-match based on if there have been changes to the account since the last contact with that consumer as well as the network status of the number (suspended or deactivated). The ability to verify the accuracy of consumer mobile phone numbers and monitor mobile changes as they occur has become essential in order to mitigate the risks of violating TCPA rules and regulations.



EducationFolder
www.educationfolder.com

EducationFolder is an innovative suite of Contact Center performance management tools which is revolutionizing the way coaching and training effectiveness is measured. High performance is achieved by combining tools and processes with willing people who are held accountable to the defined processes. Our tool ensures this accountability in a simple to use and engaging environment. Our ambition is to simplify the support processes and provide real actionable information to help improve performance. Our product suite contains modules for Training, Knowledge Management, Quality Assurance, Agent Communication, Coaching and Performance Management all using gamification techniques to engage the agents.



Enghouse Interactive
www.engageinteractive.com

Enghouse Interactive is a global leader in providing on-premise, cloud-based and hybrid solutions that maximize the value of every customer interaction. Our solutions engender an omni-channel environment, enabling your team to better serve customers via their preferred communication channel.

We have integrated top contact center products from Syntellect, Cosmocom, Apropos, TelRex, Zeacom, IAT SmartDial and more into Enghouse Interactive's contact center suite. These best-in-class technologies combine to offer a one-stop solution for:

- Complete contact center management—on-premise or in the cloud
- Recording, evaluation and coaching with QMS
- Automated outbound with predictive dialing
- Quality assurance with speech analytics
- Self-service and scripted knowledge-base management



Epic Connections
www.epicconnections.com

EPIC Connections is a leading provider of contact center consulting and outsourcing services. Our highly qualified Consulting Services, Outsourcing Services and Managed Services teams deliver operational and technical strategies for cost savings and revenue growth. The most recognized brands in the world use EPIC to improve the customer experience and deliver a positive return on investment.



Etech Global Services
www.etechgsg.com

Etech Global Services is a leading provider of customer engagement solutions for many of the world's most trusted brands. They trust us with their most precious assets - their customers. Why? Because Etech's commitment to continuous improvement, next generation technology, and growing and empowering our people results in a solution that works. Voice, chat, email, social media, Etech is here to communicate with your customers when and how they choose.

Etech believes in making a remarkable difference for you and your customers. The proven methodologies, systems and processes, and diversified experience allows us to provide you with innovative technology solutions, industry-leading service, stellar CSAT scores, and high performing sales solutions enabling you to build stronger brands, strengthen customer relationships, and gain market share.



Evolve IP
www.evolveip.net

Evolve IP's cloud based Call Center provides incredible control and benefits to your business that can't be achieved with cumbersome on-site equipment

and systems. With our solution, agents and front-line supervisors have all the features that make their jobs easier and make them more efficient including lower TCO, predictable monthly costs, no upgrades or maintenance fees, immediate access to new features, scalability and more. Managers also experience unparalleled control and visibility into their virtual call center eco system through Evolve IP's reporting, call recording and exclusive Dashboard and OSSmosis administrator portal tools. To learn more about Evolve IP please visit www.evolveip.net.



First Source
www.firstsource.com

Firstsource is a trusted partner in Business Process Management. Supported by a 25,000+ global workforce, we have been providing innovative, customer-centric solutions to the world's leading organizations. From multiple delivery centers and in various languages, we serve more than 100 clients in the Healthcare, Telecommunications & Media, Banking & Financial services, Insurance, and Publishing industries. We've been doing this for over a decade; along the way, we've developed in-depth business domain knowledge and insight. We leverage this insight to make complex business processes easy, efficient, and effective. And that's our brand promise - Business Process. Simplified.



Fonolo
www.fonolo.com

Fonolo provides call-back software for the call center. Your customers will never wait on hold again, regardless of where the conversation begins - web, mobile or inbound call. Our cloud-based technology allows for easy integration with minimal impact to your call center and existing processes. An optional on-premise appliance can also be added to comply with strict security requirements. Fonolo's In-Call Rescue solution gives customers the option to "press 1 to get a call-back from the next agent", while our web and mobile solutions allow them to request a call-back without having to call you first.



FurstPerson
www.furstperson.com

Since 1997, FurstPerson has helped global companies with the challenge of identifying reliable, high performing candidates for their customer-facing contact center jobs. FurstPerson focuses on the design and development of web-based assessment tools for frontline service, support, and sales roles. FurstPerson has developed a solution for replacing traditional applicant screening practices with continuous data-fed processes built around sophisticated assessments, like interactive simulations, that accurately predict a candidate's likelihood of success in terms of producing better customer satisfaction, increased sales, and higher customer retention.



Gatestone & Inc.

Since Gatestone & Co. International Inc.'s inception in 1978, we have been successfully providing Business Process Outsourcing (BPO) and Contact Center solutions to a variety of markets. We offer four fully-integrated facilities located the United States, Mexico and Canada and employ 1,000 customer facing agents. Our operational excellence comes from our experience of partnering with multiple global clients, and our industry experience is based on our focus in select vertical industries. We have made tremendous investment in our technologies and process innovations to ensure all the right business outcomes.



Globo
www.helloglobo.com

GLOBO combines cutting-edge technology with best-in-class linguists to deliver a comprehensive suite of on-demand, human translation services in over 250 languages including: on-demand telephone interpreting, video remote interpreting and email & chat translation, as well as on-site interpreting, document translation, transcription and localization. GLOBO's simple, yet robust, language management platform, GLOBO HQTm, makes it easy to manage, order and track multichannel language support all in one place:

- On-demand voice & text translation: Break down language barriers and make your customer service reps multilingual instantly with scalable, multichannel language support.
- Language insights: Our advanced API delivers up to the minute business intelligence and analytics so you can operate at your best with data that helps you cut waste and tap growth.
- Real-Time Dashboards: Gain full visibility into the utilization and performance of language services with real-time call data and service level dashboards, creating more accountability than ever before.



GM Voices
www.gmvoices.com

GM Voices is the global leader in professionally-recorded voice prompts, language localization, persona development and Voice Branding solutions for automated contact center technologies. Recording professional voice actors from a state-of-the-art production facility, GM Voices helps care-focused organizations establish a natural-sounding Voice Brand that improves the customer experience, accelerates the ROI of your speech technology investment, and increases caller containment. GM Voices records over 100 languages and dialects with in-country translators and region-specific voice talent to ensure an authentic sound for any market. A business model built on weekly recording sessions ensures the best value; clients email a script the day before their voice talent records, receiving ready-to-load audio the

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day after the session. Voice actors are also available on demand for your convenience. GM Voices comprehensive translation services are also offered for any print, Web or audio-visual media at economical prices.



Great Virtual Works
www.greatvirtualworks.com

Great VirtualWorks is a virtual contact center company who has a full-scale virtual platform and created the presence in marketplace for the call center workforce, with a network of agents all over the nation to support our clients. Our network of agents can work out of their homes or business offices and provide call center services via calls, chats and e-mail channels. At Great VirtualWorks we expand the level of opportunity to work without constraints
Our Nationwide Workforce

- Our agents invest in their own business and choose the programs they want to work on - leading to better retention, engagement, proficiency, and morale
- Our agents are looking to work 24/7 and they are educated, entrepreneurial, experienced, and goal-oriented
- We have access to talent nationwide without geographic constraints from all 50 states
- We have a exclusive nimble scheduling system, which allocate resources in 30-minute intervals - preventing service level erosion or brick-and-mortar challenges where they have under/overstaffed time slots
- Our world class virtual certification approach delivers better performance with a cost reduction and increased ramp to proficiency



HigherGround

HigherGround Inc.
www.higherground.com

HigherGround Inc. is a premier software developer of call recording, data integration and reporting tools. These solutions are designed to deliver timely, accurate information for analytics and decision support to improve operations, performance and ultimately increase profitability. HigherGround applications are used by call centers as well as by organizations in public safety, financial services, healthcare, government and many other industries. HigherGround's Calibre for contact centers is a complete family of proven, innovative solutions that can be combined to meet the specific needs and requirements of any business. This solution provides the intelligence necessary for sound decision making and bottom-line control for compliance monitoring, risk management, and performance improvement.



inContact
www.incontact.com

inContact's cloud solutions enable call centers to operate more efficiently, create differentiated and profitable customer interactions and build a technology infrastructure that supports future growth. Our hosted call center software solutions are built on a flexible platform—opening the door to endless call center improvement opportunities. From hosted automatic call

distributors (ACD), computer telephony integration (CTI) and interactive voice response (IVR), to cutting-edge workforce management resources, our call center software platform can not only improve your customer satisfaction response but significantly reduce your call center's operational costs.

INFERENCE. Inference Solutions
VOICE AUTOMATION MADE SIMPLE www.inferencesolutions.com

Inference is a global leader in cloud-based voice automation and IVR technology. Our products empower service providers and their clients to improve customer engagement, reduce costs and maximize productivity. Our flagship platform, Inference Studio, allows service providers to take advantage of the huge demand for rapid deployment IVR and speech recognition solutions, without investment in expensive infrastructure or software development capability. Inference Studio is an easy to use, browser-driven interface, used to deploy solutions from simple inbound IVR to complex pre-routing and outbound services using speech recognition and text-to-speech.

Traditional IVR systems are expensive and complex to implement. Inference delivers a range of simple voice automation products that can be used standalone or in combination to provide an end to end solution. Inference is the global IVR partner for BroadSoft, the number one carrier soft-switch platform used by over 600 carriers worldwide. Inference has offices in Melbourne, Australia and New Jersey, USA.



InfiniteKM
www.infinitekm.com

InfiniteKM is a cloud-based sales and service enablement platform supporting channel sales and contact centers. Our platform helps clients sell more and service better by increasing colleague and customer engagement while significantly improving operational efficiencies. InfiniteKM transforms the way your brand interacts with your customers. Our integrated desktop knowledge base provides multi-channel consistency of messaging and brand. Policies, procedures, training content, communications, and critical business information can all be stored, distributed, and accessed by the contact center through a single, customizable and collaborative tool set. CSAT and FCRR go up, AHT and the volume of escalations go down. Organizations gain insight into their operations, enabling teams to adapt and succeed in today's fast-paced markets. Our mission is to help organizations deliver critical information to their employees and clients to improve their customers' experience, increase sales, and provide leadership with valuable insights for continuous improvement.



Injixo
www.injixo.com

injixo is a comprehensive WFM solution available in the cloud for an unbeatable \$9 per user per month. The injixo solution provides Forecasting, Scheduling, Adherence Monitoring & Reporting, WFM Education Programs, a vital WFM User Community, and an Employee

Portal that is accessible through any browser on any device. Since 2001 and with over 18,000 graduates, The Call Center School offers the worlds most comprehensive e-Learning Curriculum for Call Centers. We believe in keeping our educational programs affordable, accessible, engaging and in line with current call center topics. Our annual plans include unlimited access to more than 170 training modules.



Instaply, Inc.
www.instaply.com

Instaply reimagines the way consumers and businesses connect; transforming the way they interact and communicate. Paramount to your businesses success in today's highly competitive environment is the ability to be efficient and to provide the superior experiences that your consumers desire. Instaply's easy to implement, white label, TaaS (text-as-a-service) solution allows for total, direct and convenient consumer and business communication anywhere, anytime and on any device.



IntelPeer
www.intelepeer.com

IntelPeer is a leading provider of on-demand, cloud-based business communication solutions. Delivering high-quality HD voice, messaging and contact center solutions for enterprises and contact centers, IntelPeer's CoreCloud™ SIP services and Atmosphere® platform delivers an unprecedented level of simplicity, analytics, savings and control. Designed to keep pace with rapidly evolving business needs, CoreCloud™ SIP combines the highest quality, reliability and security in easily deployed solutions. The Atmosphere® platform delivers cost effective, competitive-edge services including IVR, Virtual Automated Call Distribution (VACD), Virtual Predictive Dialer (VPD), Cloud Routing, and SMS/Email applications. For more information visit: www.intelepeer.com and follow on Twitter.



Interactions
www.interactions.net

Interactions Corporation develops and markets award-winning natural language understanding technology used by Fortune 500 companies worldwide. Built on its patented Adaptive-Understanding™ technology that seamlessly integrates both human and machine intelligence, Interactions provides highly conversation virtual assistant solutions. Companies such as Hyatt, Best Western, Humana, TXU Energy, Asurion and AllConnect deploy Interactions' solutions.



Interior Concepts
www.interiorconcepts.com

Interior Concepts is an industry leader in designing, manufacturing, and installing furniture for call center and office environments. Drawing from decades of experience in designing and manufacturing high quality, made in the USA commercial business furniture, Interior

Concepts is your #1 choice for call center and office furniture. Contact us to start a free, no obligation quote at 800-678-5550 or visit our website www.interiorconcepts.com.



Invest Grand Bahamas
www.investgrandbahama.com/portal/#!/home-page

The Grand Bahama Port Authority, Limited manages the city of Freeport, the Free Trade Zone of the Bahamas. Freeport offers first world technological infrastructure coupled with major tax benefits in a 230-square mile special economic zone just 68 miles from the U.S. East Coast. Long-term tax concessions, an unmatched geographical location, and connectivity to virtually any market in the world makes Freeport the ideal location for near-shore operations. The local population has a cultural affinity to North America and the literacy rate is almost 100%. With the island's pristine natural beauty, luxury living in modern well-planned and serviced communities, international accessibility by sea and air, excellent telecommunications and a vibrant business and commercial sector, it is easy to see why Freeport, Grand Bahama is the strategic choice for discerning investors and international companies wishing to locate in the region



IO Solutions
www.ioscenter.com

IO Solutions, founded in 2007, is a privately held family company, headquartered in PEI. We specialize in dedicated contact center solutions to offer our partners a fully compliant turnkey solution. We have acquired a diversified portfolio of clients in the banking, telecom, media, energy, software, retail, e-commerce, food and beverage and financial services fields. We have a bilingual, multitask delivery capability, a strong know-how in back office tasks. Our infrastructure is robust, reliable and highly scalable.

Our goal is to optimize the customer experience and help our clients become more competitive, by providing customized contact solutions tailored to our client's philosophy, needs and business processes.

Our vision is to BUILD on long-term partnership and create value in our client's business through innovative solutions.

- We are committed to increasing ROI
- We are committed to organizational changes
- We are multi-task oriented



IQventures
www.iqventures.com

iQventures innovates, creates, and operates intelligent communications solutions. The company offers five primary products: ContactiQ - an easy-to-use, web-based contact center that reliably powers millions of calls each month; SpeechiQ - a revolutionary, cost-effective speech analytics platform; SalesleaderiQ - a click-to-call CRM extension; OfficephoneiQ - an intelligent business phone Solution; and PresenteriQ - an advanced, browser-based presentation and screen sharing tool. Our

ultimate goal is to create a seamless, intuitive ecosystem for business communications that helps you better communicate, and better operate.



ITyX Solutions
www.ityxsolutions.com

ITyX specializes in providing industry leading customer service solutions. We utilize the latest artificial intelligence and machine learning methods to classify, understand, enrich and process all customer service interactions such as voice, email, faxes, social media and web interactions. The ITyX solution portfolio provides a seamless Omnichannel experience with 360 degree customer management. Our solutions have helped more than 200 organizations in 22 countries improve customer service and save money while enhancing the experience for their customers. We will be showcasing our view on Customer Service of the Future on the ITyX C2B platform.



Jabra
www.jabra.com

Recent research from Jabra has identified that 73% of decision makers in call-centric environments state that customer interactions are becoming more and more complex. Providing agents and representatives with supportive voice communication technology is critical to maximizing productivity, enabling better conversations and supporting customer service and loyalty. The success of a contact center relies on agents being heard. You need headsets that can survive thousands of phone calls and countless hours of use. Quite simply: Jabra delivers the best headsets for people who talk for a living. Our corded and wireless headsets are specially designed for contact and service center use and work flawlessly with all major contact center platforms, and we partner closely with the biggest players in the market like Avaya, Cisco and Mitel.



Jacada
www.jacada.com

Jacada provides solutions that simplify and improve the effectiveness of customer interactions. Jacada's mobile, customer, agent desktop and process optimization solutions help companies reduce the cost of their operations, drive customer satisfaction, and provide a complete return on investment within the first year 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.



Kelly Services Inc.
www.kellyconnect.com

KellyConnect(r), is a comprehensive contact center staffing and complete "Business Processing Outsourcing" service offering of Kelly Services, Inc. They

provide unique solutions that are tailored to meet the specific needs of their clients which include traditional staffing as well as complete turn-key fully-managed outsourced contact center programs. They specialize in service delivery and execution through a variety of models including onsite at the client's facility, within KellyConnect's Brick & Motor facilities, or using Home Based Agents through either a traditional hub-and-spoke design, or as a 100% virtual solution. As an outsourcing provider, KellyConnect benefits from the extensive recruiting strength of Kelly Services, bringing credibility, unparalleled employee engagement, and industry leading effectiveness and efficiency to the Home Based Agent model. Since 1946, Kelly Services has been providing Total Supply Chain Management solutions to businesses around the world in a broad range of industries. As a provider to 97 of the Fortune 100(r) companies, Kelly Services offers a variety of flexible employment opportunities to drive value for our clients.



Kipany
www.kipany.com

ScreenPlay is Kipany's cloud based dynamic customer engagement solution. ScreenPlay measurably increases sales and conversion regardless of a sales agent's performance history. ScreenPlay delivers an equally powerful impact with customer satisfaction in inbound and outbound settings. ScreenPlay captures nearly every aspect of the customer interaction allowing both marketing teams and agents to effectively utilize it for sales conversion and customer satisfaction - in real time.

ScreenPlay is 100% cloud based, highly flexible, and can be deployed within select teams or across the entire contact center and multiple geographies. We integrate fully with virtually all premise and cloud-based dialers and CRM solutions including Salesforce.



Knoah Solutions
www.knoah.com

Knoah Solutions is an award-winning, global outsourcing services company with onshore and offshore delivery centers in the United States and India. Since 2001, Knoah Solutions has helped large enterprises and small companies address the challenges of contact center outsourcing by providing a unique blend of management experience, operational processes and best practices, state of the art technology and a core philosophy of flexibility and openness. For more information, visit www.knoah.com.



KnoahSoft
www.knoahsoft.com

KnoahSoft offers workforce optimization solutions that give contact centers enterprise-level interaction recording; quality, performance and workforce management; and analytics functionality at an affordable price. The

Harmony suite is a secure web-based platform that is seamlessly integrated from end to end to give users the ultimate in flexibility, scalability, and ease of use. With the invaluable insight into multi-channel interactions gleaned from Harmony, users can increase productivity, enhance customer satisfaction, improve workflow, and ensure compliance. Learn more at www.knoahsoft.com.



Kronos
www.kronos.com

Kronos is the global leader in delivering workforce management solutions in the cloud. Tens of thousands of organizations in more than 100 countries - including more than half of the Fortune 1000® - use Kronos to control labor costs, minimize compliance risk, and improve workforce productivity. Learn more about Kronos industry-specific time and attendance, scheduling, absence management, HR and payroll, hiring, and labor analytics applications at www.kronos.com. Kronos: Workforce Innovation That Works™.



Language Services Associates
www.lsaweb.com

Established in 1991, Language Services Associates (LSA) helps people and companies survive and thrive in a global environment. Companies across the globe serving a diverse population depend on LSA's full suite of language solutions to foster communication, build trust and meet goals, while receiving the best customer service experience possible. LSA offers the following language services to more than 2,000 clients worldwide, in over 200 languages, across virtually every industry segment: Interpreting by Telephone, Translation and Localization, Video Remote Interpreting, Face-to-Face Interpreting, American Sign Language, Language Assessments and Intercultural Consulting. For more information on LSA, please call 800.305.9673 or visit www.lsaweb.com.



Language Line Solutions
www.languageline.com

LanguageLine Solutions removes language as a barrier to doing business. For over 30 years, our solutions have assisted clients to improve operational efficiency, expand business and enhance their brand in multilingual markets-- at home and around the globe. We help you enable communications and enhance relationships with your clients, through over-the-phone interpreting in over 200 languages, translation and localization, and testing and training of your bilingual staff. Conduct business efficiently in any language. www.languageline.com



Lionbridge
www.lionbridge.com/solutions/geofluent/

One of the biggest differentiators for contact centers, BPOs and their brands is language: Engaging with customers in their preferred language and channels directly impacts CX. Until now, language solutions for customer care have failed to meet company and consumer expectations. Over-the-

phone interpretation (OPI) only addresses voice, ignoring increasingly important self-service channels, and machine translation-based products don't deliver quality high-enough for digital channels.

In 2016, Lionbridge is delivering real-time translation that works for contact centers. At Call Center Week Winter, see how you can now provide multi-lingual capabilities across the entire omni-channel. Deliver outstanding omni-lingual customer service using your existing communications platforms to increase your revenue and decrease your cost/risk.



LivePerson
www.liveperson.com

LivePerson's leading platform, LiveEngage, enables thousands of brands around the world to connect with consumers through online and mobile messaging. LiveEngage offers unparalleled security and scalability, enabling brands to proactively connect and stay connected with the customers, driving greater sales and loyalty.



Loxysoft
www.loxysoft.com

Loxysoft is the provider of the workforce management system ProScheduler. ProScheduler is used by hundreds of call centers in North America to improve customer experience, by optimizing schedules based on incoming traffic, and for project planning of outbound activities. ProScheduler is affordable and has a truly intuitive and graphic user interface, which makes it quick to implement and learn. ROI is generally made already within 6-8 months. The powerful optimizing engine creates optimized schedules within a few minutes, which makes it easy to try different settings to analyze effects and measure costs before publishing the schedules to your workforce.



Mattersight
www.mattersight.com

Mattersight is a leader in enterprise analytics focused on customer and employee interactions and behaviors. Mattersight® Behavioral Analytics captures and analyzes customer and employee interactions, employee desktop data and other contextual information to optimally route customers to the best available employee, improve operational performance, and predict future customer and employee outcomes. Mattersight's analytics are based on millions of proprietary algorithms and the application of unique behavioral models. The company's SaaS+ delivery model combines analytics in the cloud with deep customer partnerships to drive significant business value. Mattersight's solutions are used by leading companies in Healthcare, Insurance, Financial Services, Telecommunications, Cable, Utilities, Education, Hospitality and Government. See What Matters™ by visiting www.Mattersight.com.



Midco Connections
www.midcoconnections.com

Midco Connections has been in the call center business for over 32 years. During that time we've built an unsurpassed team of high-quality customer service associates, all rigorously trained to bring you results 24/7/365. We're PCI-DSS Level 1 certified, which means we offer the highest level of data protection in our two Midwestern facilities. Good customer service is about creating better relationships, and with a slate of services that include inbound, outbound, chat and email support, we have the people and technology to support your business. - Call us at 800.843.8800 or learn more at midcoconnections.com



Mitel
www.mitel.com

Powering more than 2 billion connections every day, Mitel(Nasdaq:MITL) (TSX:MNW) helps businesses connect, collaborate and take care of their customers. That includes more than 33 million cloud connections daily, making Mitel the world's fastest growing provider of cloud communications. Our business communications experts serve more than 60 million users with over 2500 channel partners in more than 100 countries. We have #1 market share in EMEA and have been identified by top industry analyst firms as a business communications leader. For more information, go to www.mitel.com and follow us on Twitter @Mitel



Monet Software
www.monetsoftware.com

Monet Software is a global provider of cloud-based workforce optimization for contact centers. Monet's unified solution suite, Monet WFO Live, is an affordable and easy to use call center optimization software which includes workforce management, quality monitoring, analytics and performance management. Call centers will start improving service levels and reducing center costs without the upfront expenses and IT requirements of traditional workforce software. For more information about Monet Software, please call 310-207-6800 or go to www.monetsoftware.com



NobelBiz
www.nobelbiz.com

NobelBiz is a seasoned team of experienced professionals who are focused on developing and implementing technology solutions that facilitate the compliant engagement of customers. Our flagship product, LocalTouch®, is a patented, award-winning caller ID management solution that is tested and proven to increase performance and enhance productivity for any contact center campaign. It is a part of our NobelBiz Shield of Products that delivers trusted compliance and trusted customer engagement in a variety of contact center applications. NobelBiz product lines include performance

routing tools, hosted cloud based solutions and state of the art reporting tools that are revolutionizing contact center business reporting. Together with our extraordinary attention to service, NobelBiz has earned a solid reputation with hundreds of clients based in the US and internationally.

nrg Operations
made Better **Northridge Group**
www.northridgegroup.com

The Northridge Group is a leading management consulting firm, specializing in customer experience solutions, quality monitoring services and business transformation initiatives with an emphasis on data analytics and business process redesign. Founded in 1999, the 100% woman-owned firm provides services for the Fortune 200 in the healthcare, telecom, financial services, travel and transportation industries, as well as key government agencies at the federal, state and local level. Founded on the core values of service, integrity and collaboration, Northridge's team of professionals has the hands-on industry experience to deliver practical solutions and clear, actionable plans that improve productivity and profitability.

Nuxiba **Nuxiba Technologies**
www.nuxiba.com

Nuxiba Technologies was created over 10 years ago with the clear mission to provide solutions, tools and services to facilitate customer interaction between your company and your customers; whether this interaction takes place over the telephone, or otherwise helping them to improve their service levels and operating efficiency. Nuxiba excels in the development, implementation and sales of open or nonproprietary contact centers. We are highly experienced in integrating diverse communication channels for your customers using your company's current infrastructure.

OnBrand24 **OnBrand24**
www.onbrand24.com

A premier outsourced domestic call center services provider for 30 years, OnBrand24 offers comprehensive inbound and outbound expertise across B2B and B2C markets. Awarded the Gold Medal by TopTenREVIEWS in 2014 (Silver Medal in 2013) and named to the Inc. 5000 list of the fastest growing private companies in the U.S., we specialize in customer service, order processing, tier 1 help desk; lead generation, appointment setting, customer win-back and customer research / list scrubbing. OnBrand24 has 3 locations: Beverly, MA, Portsmouth, NH and Savannah, GA. All representatives work on-site (no virtual staff working from home), for better quality assurance, knowledge sharing, work performance monitoring and productivity. We are multi-media: phone, email response, live chat.

Our mission: become an extension of your sales and marketing team. Our highly capable staff of customer service "brand ambassadors" provide skills, professionalism and sales experience that far exceed industry norms.

OrecX **Orecx**
Open Source Recording www.orecx.com

OrecX offers the most affordable and easy to install, maintain and use call recording software for contact centers, and it incurs no installation costs, provides same-day ROI and is offered in both open-source and open-architecture formats. OrecX is also the highest ranked call recording company on the Inc. 5000 list of Fastest Growing Companies. OrecX provides free open-source recording software and the industry's most affordable, full-featured call recording and quality monitoring solution, available at about 1/2 the price of competitive offerings.

PTP **Performance Technology Partners**
www.performtechnology.com

PTP collaborates with leading businesses to develop and implement customer experience solutions that transform how they engage their customers. By pairing decades of industry experience with a technology agnostic approach, PTP stays connected to an organization's business drivers while enabling a 360° view of the customer to increase loyalty and satisfaction across marketing, sales and service. Our rich ecosystem of innovative clients, Gartner Magic Quadrant leading technology providers and strategic thinkers allow us to consider all factors of a solution. Because we are technology agnostic, we have a breadth and depth of experience implementing personalized premise and hosted solutions to bring efficiencies in contact center infrastructure and operations and marketing, sales and customer service CRM. PTP understands how to optimize technology and business processes to be a competitive advantage and breakdown silos to build customer connections through seamless, end-to-end, omni-channel communication. To learn more, please visit us at www.performtechnology.com

PERSONIV **Personiv**
People Powered Business Solutions www.personiv.com

Imagine what your business could accomplish with more people power. Gain competitive advantage by cutting costs and increasing capacity while maintaining a high standard of customer care. Complete back-office and manual tasks faster and systematically with our readily available workforce, allowing your team to focus on the value-added, revenue-generating projects that move your business forward. Boost your efficiency with people-powered business solutions from Personiv.

PIPKINS **Pipkins**
www.Pipkins.com

Pipkins Inc., founded in 1983, is a leading supplier of workforce management software and services to the call center industry, providing sophisticated forecasting and scheduling technology. For the past twenty-eight years, Pipkins has consistently created and delivered superior workforce management products for call centers of all

sizes. Pipkins maintains its reputation as an industry leader with thirteen industry-first applications. Vantage Point, Pipkins' premier product, is the most accurate forecasting and scheduling tool on the market. Pipkins' systems forecast and schedule more than 300,000 agents in over 500 locations across all industries worldwide. For more information, visit www.Pipkins.com

PLASTICITY **Plasticity Labs**
www.plasticitylabs.com

Plasticity Labs is a technology startup that combines neuroplasticity and psychological sciences to increase individual emotional intelligence and happiness. Plasticity is the first and only platform to then take the aggregate employee data and map it to key performance indicators, proving out the benefits of increased happiness for higher-performing organizations. Plasticity Labs works with a team of highly respected scientist advisors at Harvard, Stanford and Laurier University who analyze the data and deliver reports to senior executives at global, enterprise companies. Plasticity offers better data for more targeted strategic investments in culture and engagement. The Plasticity offering doesn't end just there. The platform also scales and deploys happiness training to individuals across the organization through the app. This added feature creates a top down and bottom up approach to building happier people and cultures.

PLATFORM28 **Platform28**
www.platform28.com

Platform28 offers an easily customizable Communications-as-a-Service (CaaS) solution to contact centers that need a comprehensive, highly scalable communications platform. Platform28 delivers a carrier-grade solution that includes multichannel Contact Center, PBX, IVR, Unified Messaging and network call routing. Our customers include mid-to-large enterprises, Tier1 carriers and government agencies, with 150,000 active users and 600,000,000 interactions monthly. The platform is completely customizable using open standards and web services, enabling tight integration with virtually any application. Platform28's flexible delivery enables customers to meet the strictest security standards using distributed database and extraction layers. The interface has been re-engineered to deliver an intuitive user experience and complete business intelligence throughout the platform.

plivo **Plivo**
www.plivo.com

Plivo is a leading cloud API platform and global carrier services provider for voice calls and SMS. Plivo's mission is to simplify global telecom and enable access to high quality cloud communications at a low price. Currently, Plivo has one of the largest Tier-1 coverage areas in the industry. Plivo customers have the ability to make calls and send SMS text messages to any country in

the world, as well as buy voice DID's in 55 countries and SMS phone numbers in 19 countries. Plivo's enterprise-grade communication APIs are already used by 1000's of customers and trusted by large corporations including Mozilla, Netflix, Pagerduty, and MedAssets.

POWER 2 MOTIVATE **Power 2 Motivate**
www.power2motivate.com

Power2Motivate (P2M®) is the world's leading solution for global employee engagement, recognition, incentives, and rewards. P2M's cloud-based platform makes it easy for companies to quickly launch cost-effective programs that achieve meaningful results. We develop and manage some of the world's biggest and best customer loyalty and employee recognition programs. We have offices covering all four corners of the globe! Our programs are available across 150 countries and in 17 languages, with over 750 clients, in excess of 2.5 million users and we're still growing.

 **Quality Contact Solutions**
www.qualitycontactsolutions.com

Quality Contact Solutions (QCS) is your business-to-business (B2B) outsourced telemarketing sales partner. QCS has been the premier telemarketing resource for businesses of all sizes in a variety of industries nationwide for nearly 10 years. We drive growth by acting as an extension of your sales and marketing team. QCS is an industry leader in B2B inbound and outbound call center solutions and results-driven telesales strategies. We offer a comprehensive, robust suite of services that are proven to achieve sales results, including:

- Telesales
- Inside sales
- Lead generation
- Sales lead qualification
- Appointment setting

The expert team of experienced B2B sales professionals at QCS makes your business our business. We are dedicated to achieving your success through a telesales strategy customized to hit your outbound telemarketing sales goals. Let our reputation and experience go to work for you. For a no-obligation price quote, give us a call today, 866.963.2889.

 **Quality Voice Data**
www.qualityvoicedata.com

As the largest provider of local caller ID, Quality Voice & Data (QVD) can help you increase your answer and conversion rates up to 30%. QVD can also help your campaign gain trust by presenting your brand in caller ID displays. Deepen list penetration, increase the number of contacts made per hour, and boost your sales with our nationally recognized technical solutions experts. All of our products comply with FTC & FCC and Truth in Caller ID Act to ensure quality customer engagement.

Learn more at www.localcallerid.com, or contact us at 888.656.5111 to find out how we can help you make the most of your telemarketing campaigns.

 **Starkey Headset Group**
www.rcmheadsets.com

For the last 27 years, The Starkey Headset Group has been manufacturing the industry's most reliable telephone headsets. With a reliability rate of over 96.67%, these headsets will save your call center money, period. We have accomplished this with expert engineering and by using only the finest quality components in the manufacturing process. Starkey Headsets provide proven cost savings, are comfortable, reliable and provide outstanding performance. Combine that with the full support and service of an industry leader, makes Starkey Headsets your choice for all of your call center and commercial headset needs.

 **SafeSoft Solutions**
www.safesoftsolutions.com

SafeSoft Solutions is dedicated to making sales and service interactions more productive and enjoyable for clients and employees. We do this by enhancing the best efforts of people with the best work of complete and easy-to-use communication software. Omni Contact Center, a cloud-based communication system provides the unification for more business contact functions than ever before. All you need is a browser to set your entire company up and start communicating. Simply put, we connect you to your goals. Find out more at www.safesoftsolutions.com

 **Sennheiser**
www.sennheiser.com


Sennheiser develops cutting-edge headsets that feature incredible sound quality and unparalleled ergonomic designs. Its complete product portfolio which includes headsets for mobile phones, contact centers, offices, unified communications, gaming, and VoIP preserve users' hearing, maximize comfort and are adaptable to environments and ever-changing technology.

 **Servion Global Solutions**
www.servion.com

Servion Global Solutions helps businesses provide superior customer experience with every interaction. Servion will demo in Booth 122 three new solutions drawn from its contact optimization experience, business acumen and broad technology knowledge. ServCloud, ServIntuit and ServInsights enable agents and call center managers to perform their jobs better and delight customers. Servion services, products and solutions support over 600 customers in over 60 countries and handle more than 7 billion interactions annually.

 **Sestek**
www.sestek.com

SESTEK is a speech and communication technology company operating since 2000 as the market leader in Turkey with its unique patented technologies, pioneer role in university-industry collaboration and strong references from the leading companies of Turkey. SESTEK produces high-tech speech technology solutions which increase the productivity of organizations while reducing their operational costs. By transforming basic speech technologies to effective solutions which address the needs of customer-centric businesses SESTEK helps to improve business performance, enhance customer experience and optimize contact center operation. SESTEK's state-of-the-art product range includes Voice Biometrics Solutions, Voice of the Customer Solutions, Customer Services Automation Solutions and Productivity & Edutainment Solutions.

 **ShoreTel**
www.shoretel.com

ShoreTel, Inc. is a leading provider of brilliantly simple IP phone systems and unified communications solutions powering today's always-on workforce. Its flexible communications solutions for on-premises, cloud and hybrid environments eliminate complexity, reduce costs and improve productivity. Recognized for its industry-leading customer experience and support, ShoreTel's innovative business phones, application integration, collaboration tools, mobility, and contact center applications enable users to communicate and collaborate no matter the time, place or device, with minimal demand on IT resources. ShoreTel is headquartered in Sunnyvale, Calif., and has regional offices and partners worldwide. www.shoretel.com

 **Skuid**
www.skuidify.com

The user interface of most cloud enterprise software leaves much to be desired. Until now, very few code-free customization options have existed to make apps that truly match your brand and processes. You've been left with two choices: either accept the limitations of basic code-free customizations or leap into the code chasm – a bottomless time and money pit of custom code. Until Skuid. With Skuid, you can quickly assemble a made-to-order app or fully branded portal with clicks instead of code. With drag-and-drop ease, you can assemble user interface components and create just about any user experience you can imagine. Plus, Skuid works with data from leading platforms like Salesforce®, Oracle®, SAP® and Microsoft®. No matter where your data rests, with Skuid, you can make it work for your customers, partners, and employees, delivering the right data in the right format to the right device at the right time.



SmartAction
www.smartaction.com

SmartAction is a leader in artificial intelligence for call automation, providing cloud-hosted speech IVR services for medium to Fortune 500-sized companies. Our state-of-the-art solution is grounded in purpose-driven artificial intelligence that utilizes natural language speech capabilities to create conversational interactions as a means to accomplishing self-service activity. Commonly used for providing customer service, our Intelligent Voice Automation technology allows companies to handle complex customer interactions with an intuitive, resourceful, and cognizant AI agent.



SpeechStorm
www.speechstorm.com

SpeechStorm's Personalization Platform provides voice & visual IVR, self-service, secure payments and survey solutions that use information about the customer, call context and contact centre capacity to deliver a tailored experience on every call. Presenting relevant options not only improves customer experience, it also increases self-service rates, improves accuracy or routing leading to dramatic savings for your contact centre. With cloud and on-premise options, SpeechStorm lets the business take control of call handling, making instant changes to messages, menus and prompts and reducing both cost and time delivering the best possible service for both you and your customers.



Snowfly
www.snowfly.com

An innovative approach to employee motivation and recognition in today's workplace Snowfly is based out of Laramie, Wyoming and specializes in staff motivation and company incentives for employees. Snowfly offers and supports a complete workforce incentives system consisting of online programs, engaging incentive rewards and consultative services provided by our team of experts. Our Incentive System will enable your organization to create, implement, and manage effective incentive, recognition and reward programs that will engage and drive your workers to substantial and sustainable improvements for performance, morale and retention.



Solix
www.solix.com

Solix provides its customers with an array of specialized business process offerings utilizing our robust contact center capabilities to create superior operational efficiencies. Based on a consultative approach focused on eligibility determination, claims processing, benefits administration and payment reimbursement, Solix's experts deliver smart, cost-effective, fully compliant program outcomes. Our customers benefit from a highly efficient and accurate applicant qualification process, increased program performance and improved customer communications that effectively connect people with programs.



SPi Global
www.spi-global.com

SPi Global is the Philippines' most globally recognized full-service BPO provider with 30 offices and facilities around the world, including the US, Netherlands, Australia, Nicaragua, India, Vietnam, China, and the Philippines. For 35 years, our more than 20,000 employees have been delivering a wide range of solutions in Customer Relationship Management, Content, and Healthcare.



Spok
www.spok.com

Spok, Inc. is a leader in critical communications for healthcare, government, public safety and other industries. We deliver smart, reliable solutions to help protect the health, well-being, and safety of people around the globe. Our integrated contact center solutions enable operators to connect staff and external callers in a fast, reliable and professional manner. We help to increase operator efficiency by providing a console with easy-to-use screens. The web-based directory allows qualified users to make important updates to contact information, manage on-call schedules, send messages, and find others quickly. Our speech recognition technology enables organizations to process routine phone requests including directory assistance, transfers, and paging without live operators and with more ease-of-use than touchtone menus. Finally, our call recording solution supports quality management initiatives through focused training and improvements in customer service.

As the choice provider of contact center solutions, we offer Fortune 1,000 companies with a wide range of voice and non-voice solutions, and the broadest global delivery network covering 15 languages. Our emphasis on customer care, partnership, and performance optimization of the total customer experience has earned us the "2011 Best BPO Company of the Year" and the "2014 Best Employer of the Year" citations from the International ICT Awards, as well as a spot among the Global Outsourcing 100 List for nine consecutive years. For more information, visit www.spi-global.com



TalentKeepers
www.talentkeepers.com

Energize your employee engagement and agent retention efforts with TalentKeepers, the contact center industry leader in talent management strategies and solutions. Our proven, award-winning products span that the employee life cycle, igniting commitment, fueling engagement and enabling employees at all levels to excel in their role. We can help you with innovative onboarding processes, comprehensive employee surveys that drive accountability, development programs that can transform leaders, and more, all with a single focus on improving key performance and customer metrics. Demand more from you're your investment in talent management. Learn more from TalentKeepers.



Teledevelopment
www.teleddevelopment.com

TeleDevelopment Services, Inc. (TDS) is a Global Call Center and BPO Support Services provider offering end-to-end HR solutions to both captive and 3rd party service

providers. Service offerings include call center consulting, start-ups, audits and enhancement of current call center operations, agent and front line leadership training, executive recruiting, staffing, language assessment tests, HR outsourcing, Payroll Processing, and global Vendor selection and Management. TDS supports domestic, near-shore and offshore markets. To learn more visit www.teleddevelopment.com



Teleopti
www.teleopti.com

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 75 countries, numerous offices around the world - from Beijing to 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. Find out more: www.teleopti.com



TelcoAlert
www.telcoalert.com

TelcoAlert is a leading provider of hosted solutions to monitor, interact, and load test your telecom infrastructure. Monitoring options include automated, 24/7 enterprise-grade services for FAX, IVR, customer queues, or other connected telecom devices, featuring the ability to navigate menu trees and provide customized alert options for each number. Go beyond automated system monitoring with TelcoAlert's AgentQ service, a one-of-a-kind interactive call center agent monitoring service that can validate call flow, customer hold times, and that customers are reaching a live agent when you expect them to. TelcoAlert also provides a wide range of load/stress test services that can generate up to 10,000 simultaneous calls to your infrastructure, letting you know where your system bottlenecks are before they impact production.



Telus International
www.telusinternational.com

With locations throughout North America, Central America, Europe and Asia, TELUS International delivers integrated Contact Center Outsourcing, BPO and ITO solutions to some of the world's top brands. Backed by TELUS, our \$12.5 billion Canadian telecom parent, our team members are passionate about sustaining our thriving culture founded upon our value proposition to enable customer experience innovation through spirited teamwork, agile thinking, and a caring culture that puts customers first. telusinternational.com



T-Metrics
www.tmetrics.com

Whether deploying Premise or Cloud applications, T-Metrics delivers advanced multimedia contact center capabilities that meet today's technical and budgetary requirements. By combining presence, voice, video, chat, SMS, and social media into a universal queue, T-Metrics delivers a truly unified contact center complete with call and screen recording. Because T-Metrics also supports agent consolidation across multiple switching platforms, contact center migration occurs according to each organization's roadmap. Strategic migration from legacy platforms to SIP platforms, like Microsoft Lync, has never been easier. Our worldwide customer base includes public and private sector organizations that range from Fortune 500 companies to small establishments.



Touchpoint One
www.touchpoint.com

TouchPoint One is the leading provider of employee engagement and performance management solutions for contact centers. The Company's Acuity product is a full-featured contact center performance management solution that enables improved decision making, talent development, and process execution at every operational level. TouchPoint One employee engagement solutions, including A-GAME and Treasure Hunt deliver the rich benefits of workforce gamification through innovative design and complete, functional alignment with business processes and strategies.



TransPerfect
www.transperfectremoteinterpreting.com

TransPerfect Remote Interpreting (TRI) is the world's leading provider of remote interpreting solutions, including over-the-phone interpretation (OPI), video interpretation, chat, and e-mail translation. TRI gives you the ability to serve customers in more than 170 languages, and our qualified interpreters are rigorously tested to ensure the highest level of client satisfaction. TRI is a division of TransPerfect, the world's largest privately held provider of language services and technology-enabled translation solutions to support global business. Founded in 1992, TransPerfect has over 2000 employees and maintains offices in over 85 cities worldwide.



UNICOR
www.unicor.gov

UNICOR, also known as Federal Prison Industries, was established by executive order in 1934 with the goal of employing federal inmates in productive work, and training them in valuable job skills. As a self-sustaining, self-funded government corporation, UNICOR has supplied a wide range of quality goods and services to federal agencies for over 70 years. More recently, UNICOR has been authorized to partner with private sector firms currently sending work offshore or in lieu of sending work offshore.



USA 800 Inc
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Connect with USA800, the nation's largest 100% employee-owned call center service provider. Our mission is to make every contact count - recognizing that every customer interaction is an opportunity to impact the brand experience and grow our partners' business. Our customer advocates create more loyal, lasting relationships between our partners and their customers. Call us at 800-504-9000



USA Digital
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USA Digital is a leading provider of high volume voice and data telecom products, including Long Distance, Toll Free, DIA, Private Line and T.38/FoIP. USA also has a strong portfolio of ancillary services and features to complement these core products, such as SMS, MMS, off-site transfers, time of day/overflow routing and customer peering. USA Digital provides the scalability and responsiveness expected by contact centers, without expensive multi-vendor integration. And, we SAVE you MONEY! Learn more at www.usad.com, or give us a call at 888-872-3787.



VanillaSoft
www.vanillasoft.com

VanillaSoft is an industry-leading option for sales-focused call center software. With thousands of satisfied users in over 23 countries, VanillaSoft has served more than one billion leads to its users.

VanillaSoft's intuitive and easy-to-use inside sales software takes the best of CRM, Lead Management and Telemarketing applications to create the most productive phone sales environment available today. Whether you're a small business or a large enterprise, the hosted VanillaSoft solution offers all of the features your inside sales force needs to be productive and successful.

Inside sales teams and outbound call centers across a variety of industries use VanillaSoft to improve outbound call quantity and overall call quality. Whether you are a sales representative, appointment setter, or professional fundraiser, VanillaSoft has a robust set of features to help you increase your speed to lead, reduce list decay rate, improve management control, and increase productivity.



Vcare
www.vcaretec.com

Vcare is a full service contact center that provides outsourced phone, email and chat services to its clients. We serve clients in the retail, wireless, healthcare and travel industry. We provide exceptional experiences to customers of brands such as Hugo Boss, Ugg Australia, FILA, Teva etc. Did you know 85% of our clients customers return to purchase again after interacting with a Vcare specialist. To learn how we do it, visit us at www.vcaretec.com



Verint
www.verint.com

As a global leader in Actionable Intelligence® solutions and services, Verint® offers a portfolio of customer engagement optimization solutions designed for today's omnichannel service environment. Our customer analytics, engagement management, and workforce optimization solutions help organizations know, empower, and connect with customers and employees, so they can deliver better outcomes with less effort. With our solutions, organizations can make interactions more engaging, contextual, personalized, and secure while providing employees with information for delivering service more effectively. From interactions in contact centers, branch offices, and marketing and customer care to the underlying back-office processes for service delivery, Verint solutions provide visibility into performance, operations, and customer intelligence across the enterprise. Organizations rely on Verint to help them enhance customer loyalty, increase revenue, improve efficiency, and reduce risk. Learn more at www.verint.com.



Verascope
www.verascope.com

Voice and Text Enabled Customer Service Applications Verascope provides companies of all sizes in many different industries with a cloud-based, voice and text enabled suite of inbound and outbound self-service customer service applications that reduce costs and improve your customers' contact center experience. Our hosted platform seamlessly integrates with the same database(s) typically utilized by your website. Our solutions are implemented quickly with little impact on internal resources and no required capital expenditure. Some of the many benefits of working with Verascope include: on-demand 24x7x365, 100% reliability, pay-for-performance pricing, real-time reporting and cloud-based redundancy. We are also PCI and HIPPA compliant.



VHT
www.virtualhold.com

At VHT, we believe that delivering an exceptional customer experience doesn't have to be difficult. Every customer interaction, regardless of channel, should enrich the brand and deepen the customer relationship. For a long time, the customer journey has been broken. Twenty years ago, VHT pioneered a new approach to customer service that helps organizations eliminate customer wait times - creating a positive first impression of the brand and improving customer interactions, operational efficiencies and revenue opportunities.



Voice Nation
www.voicenation.com

VoiceNation is the award-winning authority in live answering, virtual receptionist services, and call center solutions trusted by more than 50,000 businesses worldwide. With an innovative approach to the telephony industry, VoiceNation's research and development with Open Source software has opened up new doors for growth and success

for contact centers and businesses of any size. OpenAnswer, recently awarded Top Customer Service Solution by ITEXPO, is our free, community-driven call center solution that frees businesses up from lengthy, expensive proprietary software contracts and seat licenses, to enable them to scale their call centers at a fraction of the cost.



VoiceBase in the news! VoiceBase provides advanced audio search for any call center application. The service is provided through a cloud based, on demand platform that allows simple API access at a price that is orders of magnitude more affordable compared to traditional solutions. Whether it is keyword spotting, script compliance, call tagging, PCI compliance, labeling, exporting the notes into a CRM application and more - VoiceBase can instantly add intelligence and automation to your business with no up front costs. VoiceBase already powers the automated search and discovery of millions of calls per month.



VSR2, established in 2007, specialises in wallboard and call recording software for the Cisco marketplace. Delivering and supporting throughout the world their products have proven to be simple to use, attractive in their presentation and effective in their execution with small, medium and large organisations, including governments, coming to rely on their capabilities to ensure they deliver the best quality of service to their end users. Cisco integrators see VSR2 and their products as integral in their service delivery and value highly their ongoing support and product development which maintains their software at the forefront of both technology and customer satisfaction.



VXI Corporation provides the best-performing headsets, telecommunications and speech recognition solutions for the benefit of contact centers around the world. Not only is our superior performance proven (by independent, third-party testing), the benefits of that performance—in customer satisfaction, agent engagement and increased revenue—are also well documented. You can see VXI's commitment to customer value in every product we sell. From the one-of-a-kind UC ProSet LUX™, the only headset with a built-in LED Visual Presence™ indicator, to the value-packed CC Pro™, the high-performance headset without the high price. VXI is The Sound Choice™. Learn more at <http://blog.vxicorp.com/blog/bid/343039/The-Many-Benefits-of-Better-Sound>.



WEBTEXT connects contact centers and business systems to customers' cell phones via SMS text and MMS picture messaging, transforming the customer

experience. By using messaging in support of voice, more customers can be handled in their preferred channel with their preferred device. Messages can be automated (Smart Notifications) or agent / customer initiated (Contact Center Messaging). WEBTEXT messaging is easy to deploy and allows customers to keep their existing voice provider. WEBTEXT customers include government agencies, Fortune 500, Ivy League, as well as large and small enterprise.



Windstream, a Fortune 500 company is one of the nation's most trusted business communications providers. From advanced data and voice to reliable network services and expert cloud solutions we work relentlessly to provide the smart solutions and personalized service our customers need to compete and win. We offer both Windstream Contact Center as a Service (CCaaS), a hosted solution, as well as premise based solutions built upon our expertise incorporating Avaya, Mitel, and ShoreTel solutions. CCaaS offers you a cost effective alternative to the large capital expense of a switch upgrade or replacement. CCaaS can also be expanded and contracted to accommodate seasonality and can be deployed quite effectively. And there's no finger pointing involved with our CCaaS solution because we provide all three elements of the solution, the dedicated MPLS connections, a hardened and protected switch environment and ongoing, on-premises day two support. Join the Winning Team!



World Connection is a state of the art call center located in Guatemala City, Guatemala. Our location Guatemala City, Guatemala has a significant advantage over other countries due to its privileged geographic location as a natural bridge between the Americas. We provide Bilingual English / Spanish customer care solutions to various industries and verticals. World Connection focuses on making sure that our agent's utilization is used correctly to be profitable for our clients. Quality assurance, enthusiasm, customer service and numbers makes us different over other call centers. We create opportunities from our client's need, focusing on our personalization culture to satisfy our clients based on their requirements. Visit www.wconnection.net for more information.



XO Communications provides the technology that helps business and wholesale customers compete in a hyper-connected economy. In the U.S., XO owns and operates one of the largest IP and Ethernet networks that customers rely on for private data networking, cloud connectivity, unified communications and voice, Internet access, and managed services



Yonyx provides a cloud based platform for your

subject matter experts to build decision tree driven interactive guides for customer service. A Yonyx guide is a way of organizing information for interactive delivery to users (Agents or end-customers) along their lines of interest. Each guide is created for a given topic (call driver) & looks like a multimedia flowchart. At each step in the guide, you give incremental information to the user, ask a follow on question & branch off in a given direction based on the user's response. Built on a proprietary graph data base & delivered as a cloud service that integrates with your CRM platform, Yonyx platform also captures powerful analytics that help you derive invaluable insights into your customer interactions. Call center agents benefit from Yonyx OneClick Transcript (a timestamped documentation of the path traversed through the guide) that substitutes for subjective call summary notes they painstakingly write today.



We're a software company providing powerful communications solutions for businesses of all sizes. All of our solutions are cloud-based, which means you will never have any hardware costs when doing business with us. Our core offerings are Cloud Contact Center, a multi-channel platform and message360°, which powers communication through phone, email, text message and direct mail. Ytel supports over 30 million outbound and inbound interactions daily, on a company owned network, increasing revenue and maximizing efficiency. Our primary focus is developing cost effective solutions that allow businesses to run more efficiently and save money.



Zendesk is a cloud-based customer service platform. It is designed to be easy to use, easy to customize, and easy to scale. Our goal is to help bring companies and their customers closer together. We know that communication is the key to happy relationships, so we build software that makes customer conversations easy, personal and productive. Today more than 40,000 companies use Zendesk to provide service to more than 300 million people worldwide.



From interaction recording to business intelligence, ZOOMInternational helps contact centers and back offices address compliance, service challenges, and create excellent customer experiences. Over 1,400 organizations around the world from multiple verticals like finance, healthcare, and telco trust ZOOM products for such daily tasks as voice, screen and video recording, quality management, e-learning, customer surveys, speech analytics, workforce management, and performance analytics. ZOOM is a privately owned company in operation since 1999 with eleven offices worldwide. ZOOM supports a diverse customer base in two centers of operations: Prague, Czech Republic and Franklin, Tennessee, USA. Learn more at <http://www.zoomint.com>