



REMOTE & HYBRID
WORKING CONTACT
CENTRE SOLUTIONS

SUPPLIER DIRECTORY



Generative AI for CX: Accelerate Your Contact Center Capabilities with a Secure End-to-End AI-Powered CCaaS Solution from Google

UJET is the cloud contact centre platform for businesses who put trust at the heart of their customer experience.

Our one-of-a-kind architecture and award-winning CX Intercloud deliver the most dependable foundation for security, reliability, and scale across cloud contact centre operations.

With UJET, organizations gain a full voice and digital engagement suite that's equipped with smart device capabilities, powerful AI, and advanced analytics – all intuitively designed to make life easier for everyone involved.

From customers and agents to supervisors and executives, UJET delivers meaningful operational efficiency, higher interaction quality, and mission critical stability. Innovative brands like Instacart, Turo, Wag!, and Atom Tickets all trust UJET to enable exceptional customer experiences. So can you

Learn more at www.ujet.cx.

Contact:

a: UJET INC. 535 Mission Street, 14th Floor, San Francisco, CA 94105

[Contact UJET](#)

e: CcaaS3.0@ujet.co

w: ujet.cx

social: [LinkedIn](#) | [Twitter / X](#)

contactworks

We are a Texas-based company, with capabilities all over the world. We are a virtual operation, which allows us to be competitive in the USA as well as internationally.

We provide services in a wide range of industries. We utilize cloud-based systems that provide ticketing and omni-channel capability for calls, chats, text, and emails.

ContactWorks mission has been to serve emerging companies or established companies with emerging products or services. As a result, we have built a culture of creativity, responsiveness and close collaboration with our Clients.

We become part of your team in a strong partnership based on performance and trust.

Our services include:

- Customer service
- Technical support / Help Desk
- Order management / logistics / RMA
- Sales generation
- Social Media monitoring
- Quality monitoring

Our Strengths

- Long-term partnerships
- Process development
- Flexibility
- Responsiveness
- High value / High touch approach

We Succeed When you Succeed!

Contact:

t: 512.220.4400

e: sales@contactworks.us

w: www.contactworks.us



The workplace has evolved dramatically, transitioning from traditional office spaces to dynamic remote and hybrid models. This shift prompts a change of how businesses monitor, support, and enhance agent performance.

Contexta360, a conversational intelligence company based in Amsterdam, is reshaping the landscape of remote and hybrid working in contact centres with its cutting-edge solutions.

Contexta360 provides tools that facilitate seamless operations for customer service teams, regardless of their physical locations.

Being able to maintain and improve agent performance is paramount in ensuring quality customer interactions. Contexta360 offers solutions that not only monitor agent interactions but also provide actionable insights to boost efficiency and effectiveness.

The ability to monitor, analyse, and predict customer service dynamics in remote and hybrid settings not only enhances the efficiency of operations but also ensures a high-quality customer experience.

With Context360, agents can receive immediate guidance and feedback during customer interactions, enabling improvement and coaching, while detailed reports identify patterns and areas for improvement, fostering a culture of continuous improvement. Add sophisticated closed-loop workforce management that blends historical data with predictive analytics to create accurate forecasts, and you ensure optimal agent scheduling while enhancing overall operational efficiency.

Contact:

w: www.contexta360.com/

Contact us at: <https://contexta360.com/contact/>

LinkedIn: <https://www.linkedin.com/company/17902448/>

Twitter: <https://twitter.com/contexta360>

LONDON: 18 Soho Square, London, W1D 3QL United Kingdom

AMSTERDAM: TNW Singel 542, 1017 AZ Amsterdam, The Netherlands

CRESTA

Cresta is the end-to-end AI platform trusted by the world's leading contact centres.

Cresta analyses every conversation, uncovers customer insights and behavioural best practices that lead to better business outcomes, and drives powerful results with a single unified platform for AI-native quality assurance automation, coaching, and real-time agent assistance.

Powering customer experiences for companies like CarMax, Vivint, Intuit, and Porsche, Cresta is real-time AI for the real world.

Follow our [blog](#) and connect with us on [LinkedIn](#) and [X](#).

Contact:

w: www.cresta.ai



Eckoh's market-leading customer engagement data security solutions protect your contact centre and hybrid agents from the risk of a data breach and fraud.

Eckoh is the global leader in securing sensitive data in contact centres. Our services protect customer data against theft and descope contact centres from PCI DSS audit. Stay ahead of changing compliance and cyber threats with market-leading technology.

With our expertise, you'll be ready to embrace new contact channels, digital payment methods and compliance requirements. You can drive customer engagement, trust and loyalty while meeting regulations and ensuring a high level of security across your cloud communication channels.

Our deep sector expertise and innovative technology will give you a competitive advantage. Always thinking one step ahead, we deliver solutions that work with virtually any system and quickly transform contact centre environments. You can satisfy rising customer expectations, protect sensitive data and improve the productivity of your agents, wherever they are located.

We have a proven track record; delivering large-scale implementations and creating long-term partnerships with world-class brands. That's why global enterprises trust us with their customer data, revenues and reputations.

Contact:

w: www.eckoh.com

e: hello@eckoh.com

t: 0330 404 7330



Encoded is an independent UK payment service provider (PSP) with a flexible payment orchestration platform and gateway. Encoded understands that customers like to pay in different ways, whether online, via self-service options or speaking to a real person.

Encoded's payment solutions help organisations to remain PCI DSS compliant and protect customer data while offering excellent customer experience (CX). Customers include –Mercedes-Benz, BMW, Mini, Toyota, The Wine Society, LUSH and a host of utility companies including Jersey Telecom, Sigma Connected and Severn Trent Water.

[Take a closer look at Encoded's secure automated payment solutions](#)

Encoded's card payment solutions are designed to meet your specific requirements while reducing operational costs and improving CX. Whether you choose a fully automated Interactive Voice Response (IVR) solution, an agent assisted process, mobile or online platform Encoded's solutions have been designed to give your customers choice and the confidence that their payments are secure.

Solutions include:

- [Payment Gateway Services](#)
- [Payment Orchestration](#)
- [E-Commerce Payments](#)
- [IVR Payments](#)
- [Agent Assisted Payments with](#)
- [Fraud Prevention Platform](#)
- [PayByLink](#)

Contact:

Robert Crutchington

t: + 44 (0)1293 229 700

e: sales@encoded.co.uk

w: <https://encoded.co.uk>

a: Encoded Ltd, Spectrum House, Beehive Ring Road, London Gatwick Airport, West Sussex, RH6 0LG, UK



Five9, The Intelligent CX Platform: *Bring Joy to CX*

The Five9 Intelligent CX Platform provides a comprehensive suite of solutions to engage with customers across their channel of choice, empower managers with insights and intelligence into contact centre performance, and elevate your business to deliver better business outcomes and Bring Joy to CX.

Five9 innovates on their platform with partners and continues to lead the contact centre industry, bringing together the power of people and technology to enable businesses to drive CX success.

With Five9 you can:

- Move fast with a trusted cloud provider
- Empower agents to deliver results anywhere and anytime
- Scale with AI and a digital workforce
- Streamline with AI and automation

Five9's cloud-native, scalable, and secure platform includes everything you need to deliver excellent customer experiences: A reliable Contact Centre solution; omnichannel engagement; Workforce Engagement Management; extensibility through more than 1,400 partners; and innovative, practical AI, automation, and journey analytics that are embedded as part of the platform.

Rethink your customer experience capabilities with the cloud. Five9 elevates both the customer and agent experiences by enabling your workforce with AI and evolving the contact centre through an open platform and powerful product suite.

[View a demo](#) or contact us today to learn more about the Five9 Intelligent CX Platform.

Contact:

e: Five9EMEA@five9.com

a: 29 Throgmorton Street, London EC2N 2AT, United Kingdom

t: +44-330-808-5300

Twitter/X Handle: [@Five9_EMEA](#) | [LinkedIn](#) | Facebook: [Five9_Inc](#)

w: www.five9.com/en-uk



Genesys empowers more than 7,500 organisations in over 100 countries to improve loyalty and business outcomes by creating the best experiences for customers and employees.

Through Genesys Cloud, the #1 AI-powered experience orchestration platform, Genesys delivers the future of CX to organisations of all sizes so they can provide empathetic, personalised experience at scale.

As the trusted, all-in-one platform born in the cloud, Genesys Cloud accelerates growth for organisations by enabling them to differentiate with the right customer experience at the right time, while driving stronger workforce engagement, efficiency and operational improvements.

Contact:

t: +44 1276 457000

w: www.genesys.com/uk

social: [Twitter/X](#) | [LinkedIn](#) | [Facebook](#) | [Instagram](#) | [YouTube](#) | [Blog](#)



IPI enables brands to meet their digital transformation goals with creative and innovative Contact Centre, Cloud and Connectivity services and solutions, which are proven to drive exceptional customer and employee experiences, as well as better business outcomes and increased revenues.

Our team of experts add value at every part of the transformation journey, by providing bespoke consultancy services, training and enablement programmes, DevOps and integration, as well as a range of proprietary solutions and managed services, spanning the Contact Centre, automation and AI, workforce engagement, security and compliance, speech and text analytics, voice services, cloud, and outsourced IT.

[IPI Cloud PCI](#) is a two-tiered solution designed to protect payments and deliver a PCI-compliant Contact Centre. [Pauseable](#) - IPI's own-developed solution - automatically 'pauses' recordings whilst card information is entered and then 'resumes' recording when the payment is complete. IPI also offers a more comprehensive cloud-based DTMF suppression solution that masks the audio signals from a phone keypad when making payments. This solution supports omnichannel payments, speech recognition, web chat and SMS-based interactions.

IPI's clients include some of the biggest brands in the finance, insurance, retail, travel and leisure, utilities, higher education, and public sectors.

For more information, please visit www.ipintegration.com

Contact:

e: enquiries@ipintegration.com

t: 0118 918 4600



Smarter outcomes, better experiences

Netcall enables you to achieve your business goals faster in a rapidly changing world.

Customers expect fast, frictionless, personalised experiences with immediate resolution at any time of day, without employee assistance. Contact centre teams want the right information and the right tools to do their jobs faster and better, in any location.

Our leading Liberty Converse cloud contact centre solution redefines how businesses engage with their customers and teams through AI-powered self-service engagement and process automation, as well as connected workflows and CRMs.

Enhanced customer service, effortless journeys

Liberty Converse is quick to deploy, flexible to integrate and enhances the customer and employee experience through the wider business, such as back office and helpdesk functions. It incorporates process automation and provides access to rapid application development capabilities, connecting disparate CRM systems, unlocking data silos and optimising customer service processes.

These capabilities streamline internal workflows, improve data management, enhance scalability and deliver a better customer and employee experience. By leveraging these advanced capabilities, contact centres can stay competitive, adapt to changing market dynamics and drive innovation in customer service delivery.

Team up with Netcall and we'll help you create innovative and scalable ways to improve your team efficiency and effectiveness.

Contact:

w: <https://www.netcall.com/platform/contact-centre>

e: hello@netcall.com

t: 0330 333 6100



Where People and AI Come Together to Transform Customer Service

Parloa's AI-powered, voice-first Contact Center Platform is revolutionising customer service for enterprise companies on every customer channel. By leveraging the latest AI technology, including Generative AI, we bring together people and AI agents to create automated conversations that are authentic and effective, with superior human-like voice quality.

Our AI-powered platform enables contact centres to optimise customer service by elevating caller experience, boosting agent productivity by eliminating routine tasks and improving operations by reducing handling time and costs.

Parloa uniquely solves the challenges of voice automation that every contact centre faces with our differentiated approach to the orchestration of the latest AI technologies by Microsoft and OpenAI:

- A combination of conversational and generative AI models to give enterprises full dialogue flexibility
- Industry-leading speech recognition to accurately understand what callers say
- Superior text-to-speech capabilities to facilitate natural-sounding conversations

Our AI-powered platform is designed to automate key contact centre use cases to create business value and an enhanced customer experience:

- Intent Recognition - route customers to the right resource, the first time
- Automate Responses Generation - immediate, accurate answers to common inquiries
- Authentication - quickly confirm caller identity
- Caller Self-Service - automate complete processes for prompt resolution

View our [demo](#) or contact us today to learn more about the Parloa experience.

Contact:

w: www.parloa.com

t: (+49) 1762 1177364

e: sven.grube@parloa.com

<https://www.linkedin.com/company/parloa/>



Enabling your agents to take secure PCI compliant payments anywhere, anytime

Sycurio makes it quick and easy for ALL your agents to take secure, PCI compliant payments – no matter where they are working and via any customer channel including voice, IVR, speech recognition, chat, chatbot, email, social media, SMS and more! No card data enters their home environment, all payment security risks are removed – allowing your teams to focus what’s important - your customers.

Putting payment CX and security at the heart of everything. Our innovative payment solutions help contact centres improve operational efficiency, transform customer experiences, and simplify PCI compliance and payment security.

Our patented data capture methods ensure sensitive information, including payment card, banking, and personally identifiable information (PII), is securely processed mitigating fraud risks and ensuring compliance with industry regulations like PCI DSS.

As a global leader in payment security and PCI DSS compliance, Sycurio offers powerful payment APIs that seamlessly integrate with cloud contact centre solutions, CRM systems, unified communications, carrier-level telephony, payment gateways, and more. Our certifications including PCI DSS Level 1 Service Provider, Visa Level 1 Merchant Agent, Mastercard Site Data Protection (SDP) Compliant Registered Service Provider, ISO 27001:2013, and UK Cyber Essentials certification.

UK Contact:

a: Sycurio, Pannell House, Park Street, Guildford, Surrey GU1 4HN (UK)

w: www.sycurio.com

e: emeasales@sycurio.com

t: [+44 \(0\)845 543 0822](tel:+44(0)8455430822)

LinkedIn: <https://www.linkedin.com/company/sycurio/>

X: <https://twitter.com/sycurio> or @Sycurio

YouTube: <https://www.youtube.com/@sycurio1589/featured>



Creating Customer **Experience**

Customers want choice. So do agents. Is your business setup to deliver for both?

Currently 94% of UK contact centres report some form of remote/hybrid working, but many businesses are still playing catch-up on how to strategically implement or achieve perfect balance.

The biggest inhibitors to remote or hybrid working are just as much about isolation, detachment, and absence of group mentality as they are about system, environmental or technical challenges. Well-considered and integrated cloud-based solutions can now replicate the office CC environment and when combined with collaboration and communication can mirror remotely the personal interaction needs of an agent.

Making sure support professionals stay adequately motivated, supported, and developed while working remotely can contribute heavily to their performance, and in turn, the customer's experience. The software interface used by agents and leaders has become ever more key to delivering success.

Cloud-based contact management software caters for remote working with no disruption by giving agents the best user interface needed to work well from anywhere. The accompanying management tools underpin maintenance of data and enhanced performance.

To learn how CCaaS can help you balance performance, morale, cost and quality, visit [TelXL.com](https://www.telxl.com), follow us on [LinkedIn](#) or [email us](#) to start a conversation.

Contact:

Kevin Ellis, Channel Sales Manager

e: kevin.ellis@telxl.com

t: 0330 022 5290

VCC:Live

Contact Center Software

VCC Live is a cloud-based contact centre solution for managing the full scope of inbound and outbound activities.

- Omnichannel solution with 360-degree customer view
- No-code/low-code integration possibilities
- ISO 27001/22301, PCI DSS, GDPR, and SOC II-compliant security
- Quick onboarding and highly rated customer service

Channels for a great CX:

- Voice: Calls using digital lines for crystal-clear quality
- Email: Built-in email with mass sends and workflows
- SMS: Automatic notifications with a personalized touch
- Live chat: Real-time support to boost resolutions and sales
- Chat apps: Connect popular messaging platforms
- Social: Increase responsiveness via company social pages

Capabilities to enhance your operation:

- ACD: Connect customers with the right agents to boost resolutions
- Automated diallers: Achieve extraordinary agent talk time and success rate
- IVR: Easily build menus for call navigation and data capture
- Outbound IVR: Automate large-scale campaigns without agents
- AI: Use bots on any channel to increase efficiency
- Real-time dashboards: Customize and organize KPIs to your needs
- VCC Live Pay: Conduct swift and secure over-the-phone payments
- Voicemail detection: Diminish encounters to keep agents active
- Integrations: Sync with your trusted business tools such as CRMs

Experience our product [here](#).

Contact:

t: +44 (0)208 638 0169

e: info@vcc.live



At Worldline Contact, we believe our mission is to elevate customer satisfaction by granting them full autonomy in accessing key information. Across Europe we have been supporting contact centre clients with the use of the latest technology to develop innovative solutions to execute their customer engagement and digital transformation strategies for over 20 years.

A natively web-based solution, it has been designed to manage complex contact centres, handling large flows while addressing different working modes such as remote and hybrid working or management of external service providers.

Natively unifying new contact media to support the response to customers and users on both traditional and digital channels, this solution meets the challenges of delivering a customer experience strategy that is not only omnichannel but also cross-channel.

With a team of in-house developers dedicated to the ongoing evolution of our omnichannel solutions, we can assist you to create and deliver a customer engagement strategy that increases customer satisfaction, whilst reducing the number of interactions that require agent assistance.

As Europe's #1 Payment Processor we can also provide integrated secure payment solutions including by voice and pay by link and strong customer authentication, 2023 Worldline revenue was 4.6 billion Euros.

Contact:

w: www.worldline.com

Vic Thomson, Head of Business Development, UK&I

e: vic.thomson@worldline.com

Mobile: 07929 098792