



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 center 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 center 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.

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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!

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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 centers 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, analyze, 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.

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CRESTA

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

Cresta analyses every conversation, uncovers customer insights and behavioral 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:

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

Eckoh is the global leader in securing sensitive data in contact centers. Our services protect customer data against theft and descope contact centers 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 center 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.

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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 center 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 center 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 Center 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 center through an open platform and powerful product suite.

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

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Genesys empowers more than 7,500 organizations 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 organizations of all sizes so they can provide empathetic, personalized experience at scale.

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

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IPI enables brands to meet their digital transformation goals with creative and innovative Contact Center, 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 programs, DevOps and integration, as well as a range of proprietary solutions and managed services, spanning the Contact Center, 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 Center. [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.

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Smarter outcomes, better experiences

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

Customers expect fast, frictionless, personalized experiences with immediate resolution at any time of day, without employee assistance. Contact center 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 center 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 optimizing 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 centers 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.

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Where People and AI Come Together to Transform Customer Service

Parloa's AI-powered, voice-first Contact Center Platform is revolutionizing 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 centers to optimize 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 center 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 center 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.

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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 centers 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 center 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.

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

VCC:Live

Contact Center Software

VCC Live is a cloud-based contact center 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 dialers: 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](#).

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