

**Representative (not Conclusive)  
Call Center Technologies  
Vendor URL List  
North America**

This list is intended to provide you with a starting point for research and exploration of vendor alternatives for call center technology. It is not conclusive, but representative of the vendors that play in each area and tend to be more visible.

Keep in mind that the call center technology industry is one of immense and rapid change– new vendors are emerging, vendors are defying categorization, technology boundaries are blurring, and mergers and acquisitions are occurring. So use this, use the resource list, go the web, talk to people, and keep up to date!

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**Network**

AT&T	<a href="http://www.att.com/">http://www.att.com/</a>
Bell Canada	<a href="http://www.bell.ca/">http://www.bell.ca/</a>
Bell South	<a href="http://www.bellsouth.com/">http://www.bellsouth.com/</a>
MCI Worldcom	<a href="http://www.mci.com/">http://www.mci.com/</a>
SBC Communications	<a href="http://www.sbc.com/">http://www.sbc.com/</a>
Qwest	<a href="http://www.qwest.com/">http://www.qwest.com/</a>
Sprint	<a href="http://www.sprint.com/">http://www.sprint.com/</a>
Verizon	<a href="http://www.verizon.com">http://www.verizon.com</a>

**TDM-based PBX/ACD Vendors**

Alcatel	<a href="http://www.alcatel.com/">http://www.alcatel.com/</a>
Aspect	<a href="http://www.aspect.com/">http://www.aspect.com/</a>
Avaya	<a href="http://www.avaya.com/">http://www.avaya.com/</a>
Comdial	<a href="http://www.comdial.com/">http://www.comdial.com/</a>
Ericsson	<a href="http://www.ericsson.com/">http://www.ericsson.com/</a>
Fujitsu	<a href="http://www.fujitsu.com/">http://www.fujitsu.com/</a>
Mitel	<a href="http://www.mitel.com/">http://www.mitel.com/</a>
NEC	<a href="http://www.nec.com/">http://www.nec.com/</a>
Nortel	<a href="http://www.nortelnetworks.com/">http://www.nortelnetworks.com/</a>
Rockwell FirstPoint Contact	<a href="http://www.rockwellfirstpoint.com/">http://www.rockwellfirstpoint.com/</a>
Siemens	<a href="http://www.siemens.com">http://www.siemens.com</a>
Toshiba	<a href="http://www.toshiba.com/">http://www.toshiba.com/</a>

**VoIP-Based Switches**

Alcatel	<a href="http://www.alcatel.com/">http://www.alcatel.com/</a>
Altigen	<a href="http://www.altigen.com/">http://www.altigen.com/</a>
Aspect	<a href="http://www.aspect.com/">http://www.aspect.com/</a>
Avaya	<a href="http://www.avaya.com">http://www.avaya.com</a>
Cisco	<a href="http://www.cisco.com/">http://www.cisco.com/</a>
Cosmocom	<a href="http://www.cosmocom.com/">http://www.cosmocom.com/</a>
Interactive Intelligence	<a href="http://www.inin.com/">http://www.inin.com/</a>
Nortel	<a href="http://www.nortelnetworks.com/">http://www.nortelnetworks.com/</a>
Rockwell FirstPoint Contact	<a href="http://www.rockwellfirstpoint.com/">http://www.rockwellfirstpoint.com/</a>
Shoreline	<a href="http://www.goshoreline.com/">http://www.goshoreline.com/</a>
Siemens	<a href="http://www.siemens.com/">http://www.siemens.com/</a>
Telephony@Work	<a href="http://telephonyatwork.com/">http://telephonyatwork.com/</a>
Vertical Networks	<a href="http://verticalnetworks.com/">http://verticalnetworks.com/</a>
3Com	<a href="http://www.3com.com">http://www.3com.com</a>

**Communication Servers**

<b>All-in-One</b>	
Altigen	<a href="http://www.altigen.com/">http://www.altigen.com/</a>
Artisoft	<a href="http://www.artisoft.com/">http://www.artisoft.com/</a>
Aspect (IPCS)	<a href="http://www.aspect.com/">http://www.aspect.com/</a>
CosmoCom	<a href="http://www.cosmocom.com/">http://www.cosmocom.com/</a>
CELLIT	<a href="http://www.cellit.com/">http://www.cellit.com/</a>
EOn	<a href="http://www.eoncc.com/">http://www.eoncc.com/</a>
Interactive Intelligence	<a href="http://www.inin.com/">http://www.inin.com/</a>
Rockwell First Point Contact	<a href="http://www.rockwellfirstpoint.com/">http://www.rockwellfirstpoint.com/</a>
Telephony@Work (CallCenter@nywhere)	<a href="http://www.telephonyatwork.com/">http://www.telephonyatwork.com/</a>
<b>Add-on (CTI-like) – see also ACD/PBX vendors</b>	
Apropos	<a href="http://www.apropos.com/">http://www.apropos.com/</a>
Cisco (ICM)	<a href="http://www.cisco.com/">http://www.cisco.com/</a>
Genesys	<a href="http://www.genesyslabs.com/">http://www.genesyslabs.com/</a>

**Voice Response Units**

APEX Voice Communications	<a href="http://www.apexvoice.com/">http://www.apexvoice.com/</a>
Aspect (CSS)	<a href="http://www.aspect.com/">http://www.aspect.com/</a>
Avaya	<a href="http://www.avaya.com/">http://www.avaya.com/</a>
Brooktrout	<a href="http://www.brooktrout.com/">http://www.brooktrout.com/</a>
Edify	<a href="http://www.edify.com/">http://www.edify.com/</a>
IBM	<a href="http://www.ibm.com/">http://www.ibm.com/</a>
Genesys (Alcatel)	<a href="http://www.genesyslabs.com/">http://www.genesyslabs.com/</a>
Interactive Intelligence	<a href="http://www.inin.com/">http://www.inin.com/</a>
Intervoice	<a href="http://www.intervoice.com/">http://www.intervoice.com/</a>
Nortel	<a href="http://www.nortelnetworks.com/">http://www.nortelnetworks.com/</a>
Nuance	<a href="http://www.nuance.com/">http://www.nuance.com/</a>
Syntellect	<a href="http://www.syntellect.com/">http://www.syntellect.com/</a>
<b>Voice Response Boards</b>	
Brooktrout	<a href="http://www.brooktrout.com/">http://www.brooktrout.com/</a>
Intel (Dialogic)	<a href="http://www.intel.com/">http://www.intel.com/</a>
NMS Communications (Natural Microsystems)	<a href="http://www.nmscommunications.com/">http://www.nmscommunications.com/</a>
<b>Speech Recognition/Text to Speech</b>	
Nuance	<a href="http://www.nuance.com/">http://www.nuance.com/</a>
Philips	<a href="http://www.speech.be.philips.com/">http://www.speech.be.philips.com/</a>
ScanSoft	<a href="http://www.scansoft.com/">http://www.scansoft.com/</a>
<b>VRU Development tools</b>	
ArtiSoft	<a href="http://www.artisoft.com/">http://www.artisoft.com/</a>

Intel (Parity)	<a href="http://www.intel.com/">http://www.intel.com/</a>
Pronexus	<a href="http://www.pronexus.com/">http://www.pronexus.com/</a>
<b>Voice Platforms (VoiceXML and SALT)</b>	
Microsoft	<a href="http://www.microsoft.com/speech/">http://www.microsoft.com/speech/</a>
Vocalocity	<a href="http://www.vocalocity.net/">http://www.vocalocity.net/</a>
Voice Genie	<a href="http://www.voicegenie.com/">http://www.voicegenie.com/</a>

## **Electronic Display Boards**

Call Center Technologies	<a href="http://www.callctrtech.com/">http://www.callctrtech.com/</a>
Centergistic Solutions (AAC)	<a href="http://www.aacorp.com/">http://www.aacorp.com/</a>
Chadbourn Mar cath (Call Center Solutions)	<a href="http://www.chadbourn.com/">http://www.chadbourn.com/</a>
Daktronics	<a href="http://www.daktronics.com/">http://www.daktronics.com/</a>
Info-Vision	<a href="http://www.info-vision.com/">http://www.info-vision.com/</a>
Inova	<a href="http://www.inovacorp.com/">http://www.inovacorp.com/</a>
Spectrum	<a href="http://www.specorp.com/">http://www.specorp.com/</a>
Symon Communications	<a href="http://www.symon.com/">http://www.symon.com/</a>
TargetVision	<a href="http://www.targetvision.com/">http://www.targetvision.com/</a>
Telegenix	<a href="http://www.telegenix.com/">http://www.telegenix.com/</a>
Telecorp Products	<a href="http://www.telecorpproducts.com/">http://www.telecorpproducts.com/</a>
Texas Digital Systems	<a href="http://www.txdigital.com/">http://www.txdigital.com/</a>
Visual Electronics	<a href="http://www.digital-fax.com/">http://www.digital-fax.com/</a>

## **Workforce Management Systems**

<b>Complete WFMS (Forecasting, Scheduling, Tracking)</b>	
Aspect	<a href="http://www.aspect.com/">http://www.aspect.com/</a>
Blue Pumpkin	<a href="http://www.blue-pumpkin.com/">http://www.blue-pumpkin.com/</a>
Calabrio	<a href="http://www.calabrio.com/">http://www.calabrio.com/</a>
CenterForce Technologies	<a href="http://www.cforcetech.com/">http://www.cforcetech.com/</a>
Genesys (Alcatel)	<a href="http://www.genesyslabs.com/">http://www.genesyslabs.com/</a>
GMT (Global Management Technologies)	<a href="http://www.gmtcorp.com">http://www.gmtcorp.com</a>
IEX (Tekelec)	<a href="http://www.iex.com/">http://www.iex.com/</a>
ISC (Irene)	<a href="http://www.isc.com/">http://www.isc.com/</a>
Pipkins	<a href="http://www.pipkins.com/">http://www.pipkins.com/</a>
Portage Communications Inc	<a href="http://www.portagecommunications.com/">http://www.portagecommunications.com/</a>
PRM (Professional Resource Mgmt)	<a href="http://www.prminc.com/">http://www.prminc.com/</a>

## **Modeling and Simulation**

<b>Modeling, Forecasting</b>	
Hills Telemanagement	<a href="http://www.htlt.com/">http://www.htlt.com/</a>
Portage Communications Inc	<a href="http://www.portagecommunications.com/">http://www.portagecommunications.com/</a>
PRM (Professional Resource Mgmt)	<a href="http://www.prminc.com/">http://www.prminc.com/</a>
<b>Simulation</b>	
Bard	<a href="http://www.bardtech.com/">http://www.bardtech.com/</a>
Primary Matters	<a href="http://www.primarymatters.com">http://www.primarymatters.com</a>
Simul8	<a href="http://www.simul8.com/">http://www.simul8.com/</a>

## **Voice Loggers/Quality Monitoring**

Calabrio	<a href="http://calabrio.com/">http://calabrio.com/</a>
CenterForce Technologies	<a href="http://cforcetech.com/">http://cforcetech.com/</a>
Dictaphone	<a href="http://www.dictaphone.com/">http://www.dictaphone.com/</a>
Envision Telephony (Click2Coach)	<a href="http://www.click2coach.com/">http://www.click2coach.com/</a>
e-talk	<a href="http://www.e-talkcorp.com/">http://www.e-talkcorp.com/</a>
Mercom	<a href="http://www.mercom.com/">http://www.mercom.com/</a>
Nice Systems	<a href="http://www.nice.com/">http://www.nice.com/</a>
Witness Systems	<a href="http://www.witness.com/">http://www.witness.com/</a>
Wygant Scientific	<a href="http://www.wygant.com/">http://www.wygant.com/</a>
Verint	<a href="http://www.verint.com/">http://www.verint.com/</a>
VoiceLogger*	<a href="http://www.voicelogger.com">http://www.voicelogger.com</a>

## **CTI Platforms/Applications**

*(See also PBX/ACD, communications server, VRU)*

Aspect	<a href="http://www.aspect.com/">http://www.aspect.com/</a>
Avaya	<a href="http://www.avaya.com">http://www.avaya.com</a>
Cisco	<a href="http://www.cisco.com/">http://www.cisco.com/</a>
Genesys (Alcatel)	<a href="http://www.genesyslabs.com/">http://www.genesyslabs.com/</a>
IEX	<a href="http://www.iex.com/">http://www.iex.com/</a>
Intel (formerly Dialogic)	<a href="http://www.intel.com/">http://www.intel.com/</a>
<b>Outbound Dialing/CTI</b>	
Concerto Software	<a href="http://www.concerto.com/">http://www.concerto.com/</a>
Divine	<a href="http://www.divine.com">http://www.divine.com</a>
SER Solutions	<a href="http://www.sersolutions.com/">http://www.sersolutions.com/</a>
Stratasoft	<a href="http://www.stratasoft.com/">http://www.stratasoft.com/</a>

## **Business Applications (CRM, CIS, CMS, CIM)**

Amdocs	<a href="http://www.amdocs.com/">http://www.amdocs.com/</a>
Applix	<a href="http://www.applix.com/">http://www.applix.com/</a>
Aspect	<a href="http://www.aspect.com/">http://www.aspect.com/</a>
Avaya	<a href="http://www.avaya.com">http://www.avaya.com</a>

## Call Center Technologies Vendor URL List

Baan	<a href="http://www.baan.com/">http://www.baan.com/</a>
Chordiant	<a href="http://www.chordiant.com/">http://www.chordiant.com/</a>
Epicor	<a href="http://www.epicor.com/">http://www.epicor.com/</a>
E.piphany	<a href="http://www.epiphany.com/">http://www.epiphany.com/</a>
Firepond	<a href="http://www.firepond.com/">http://www.firepond.com/</a>
Firstwave	<a href="http://www.firstwave.net/">http://www.firstwave.net/</a>
FrontRange Solutions	<a href="http://www.frontrange.com/">http://www.frontrange.com/</a>
IBM	<a href="http://www.ibm.com/">http://www.ibm.com/</a>
Interact Commerce Corp.	<a href="http://www.interactcommerce.com/">http://www.interactcommerce.com/</a>
Kana	<a href="http://www.kana.com/">http://www.kana.com/</a>
Onyx	<a href="http://www.onyx.com/">http://www.onyx.com/</a>
Oracle	<a href="http://www.oracle.com/">http://www.oracle.com/</a>
Pegasystems	<a href="http://www.pegasystems.com/">http://www.pegasystems.com/</a>
PeopleSoft	<a href="http://www.peoplesoft.com/">http://www.peoplesoft.com/</a>
Pivotal	<a href="http://www.pivotal.com/">http://www.pivotal.com/</a>
POINT Information System	<a href="http://www.pointinfo.com/">http://www.pointinfo.com/</a>
Primus	<a href="http://www.primus.com/">http://www.primus.com/</a>
Remedy	<a href="http://www.remedy.com/">http://www.remedy.com/</a>
SAP	<a href="http://www.sap.com/">http://www.sap.com/</a>
Siebel	<a href="http://www.siebel.com/">http://www.siebel.com/</a>

### **Email Response / Text Chat/Web Integration Systems**

*(See also ACD, Communications Server, and CTI vendors)*

Divine (acquired by eAssist)	<a href="http://www.divine.com">http://www.divine.com</a>
Echo Mail (General Interactive)	<a href="http://www.echomail.com/">http://www.echomail.com/</a>
eGain	<a href="http://www.egain.com/">http://www.egain.com/</a>
Firepond	<a href="http://www.firepond.com">http://www.firepond.com</a>
Island Data	<a href="http://www.islanddata.com/">http://www.islanddata.com/</a>
Jabber	<a href="http://www.jabber.com/">http://www.jabber.com/</a>
Kana	<a href="http://www.kana.com/">http://www.kana.com/</a>
Talisma Corp	<a href="http://www.talisma.com/">http://www.talisma.com/</a>
WebDialogs	<a href="http://www.webdialogs.com/">http://www.webdialogs.com/</a>

### **Application Service Providers/Hosted Solutions**

<b>General Services</b>	
APAC Customer Services	<a href="http://www.apaccustomerservices.com/">http://www.apaccustomerservices.com/</a>
Corio	<a href="http://www.corio.com/">http://www.corio.com/</a>
eAssist	<a href="http://www.eassist.com/">http://www.eassist.com/</a>
FutureLink	<a href="http://www.futurelink.net/">http://www.futurelink.net/</a>
Interliant	<a href="http://www.interliant.com/">http://www.interliant.com/</a>
Jamcracker	<a href="http://www.jamcracker.com/">http://www.jamcracker.com/</a>
USInternetworking	<a href="http://www.usi.com/">http://www.usi.com/</a>

<b>CRM and eCRM Services</b>	
eAssist	<a href="http://www.eassist.com/">http://www.eassist.com/</a>
E.piphany	<a href="http://www.epiphany.com/">http://www.epiphany.com/</a>
Kana	<a href="http://www.kana.com/">http://www.kana.com/</a>
Oracle	<a href="http://www.oracle.com/">http://www.oracle.com/</a>
SalesForce	<a href="http://www.salesforce.com/">http://www.salesforce.com/</a>
Salesnet	<a href="http://www.salesnet.com/">http://www.salesnet.com/</a>
Seurat	<a href="http://www.seurat.com/">http://www.seurat.com/</a>
Siebel	<a href="http://www.siebel.com/">http://www.siebel.com/</a>
Upshot.com	<a href="http://www.upshot.com/">http://www.upshot.com/</a>
White Pajama	<a href="http://www.whitepajama.com">http://www.whitepajama.com</a>
<b>Web Integration Services (including email)</b>	
Edify	<a href="http://www.edify.com">http://www.edify.com</a>
eGain	<a href="http://www.egain.com/">http://www.egain.com/</a>
FaceTime	<a href="http://www.facetime.com/">http://www.facetime.com/</a>
Kana	<a href="http://www.kana.com/">http://www.kana.com/</a>
LivePerson	<a href="http://www.liveperson.com/">http://www.liveperson.com/</a>
PeopleSupport	<a href="http://www.peoplesupport.com/">http://www.peoplesupport.com/</a>
Talisma	<a href="http://www.talisma.com/">http://www.talisma.com/</a>

**Analytics, Content Management, Personalization**

Akamai	<a href="http://www.akamai.com/">http://www.akamai.com/</a>
Amdocs	<a href="http://www.amdocs.com/">http://www.amdocs.com/</a>
Blue Martini	<a href="http://www.bluemartini.com/">http://www.bluemartini.com/</a>
BroadVision	<a href="http://www.broadvision.com/">http://www.broadvision.com/</a>
Cognos	<a href="http://www.cognos.com/">http://www.cognos.com/</a>
E.piphany	<a href="http://www.epiphany.com/">http://www.epiphany.com/</a>
Firepond	<a href="http://www.firepond.com/">http://www.firepond.com/</a>
Kana	<a href="http://www.kana.com">http://www.kana.com</a>
Mindwave Software	<a href="http://www.mindwave.com/">http://www.mindwave.com/</a>
NetPerceptions	<a href="http://www.netperceptions.com/">http://www.netperceptions.com/</a>
PeopleSoft	<a href="http://www.peoplesoft.com/">http://www.peoplesoft.com/</a>
Pivotal	<a href="http://www.pivotal.com/">http://www.pivotal.com/</a>
Primus	<a href="http://www.primus.com/">http://www.primus.com/</a>
SPSS Inc	<a href="http://www.spss.com/">http://www.spss.com/</a>
ThinkAnalytics	<a href="http://www.thinkanalytics.com/">http://www.thinkanalytics.com/</a>
Vignette	<a href="http://www.vignette.com/">http://www.vignette.com/</a>
WebTrends	<a href="http://www.netiq.com/webtrends/default.asp">http://www.netiq.com/webtrends/default.asp</a>

**Performance Management/Reporting**

Aspect	<a href="http://www.aspect.com/">http://www.aspect.com/</a>
Avaya	<a href="http://www.avaya.com">http://www.avaya.com</a>
Blue Pumpkin	<a href="http://www.bluepumpkin.com/">http://www.bluepumpkin.com/</a>

## Call Center Technologies Vendor URL List

Brio Software	<a href="http://www.brio.com/">http://www.brio.com/</a>
Cognos Business Intelligence	<a href="http://www.cognos.com/">http://www.cognos.com/</a>
Genesys (Alcatel)	<a href="http://www.genesyslabs.com/">http://www.genesyslabs.com/</a>
Hyperion	<a href="http://www.hyperion.com/">http://www.hyperion.com/</a>
Informatica	<a href="http://www.informatica.com/">http://www.informatica.com/</a>
Performix Technologies	<a href="http://www.performixtechnologies.com/">http://www.performixtechnologies.com/</a>
Siebel Systems	<a href="http://www.siebel.com/">http://www.siebel.com/</a>
Witness Systems	<a href="http://www.witsys.com/">http://www.witsys.com/</a>