

call center commerce TRACKER™

May 2018

Amadeus on why call-based support is still an omnichannel essential for airline customers

– Page 6 (Feature Story)

Twilio debuts Flex cloud-based contact center platform

– Page 9 (News and Trends)

Find the top providers in the Tracker Scorecard

– Page 14 (Provider Directory)

table of contents



03 what's inside

A look at the quickly evolving call center commerce industry, including how and why contact centers are moving their operations to cloud-based systems

06 feature story

Why Call Centers Still Matter For A First-Class Flying Experience

Jean-Christophe Lacour, head of products and offers for travel solutions company Amadeus, explains why the airline industry needs strong call centers amid its omnichannel customer support offerings.

9 news and trends

The latest updates from around the call center commerce industry

13 ecosystem framework

How call center industry players fit into the bigger picture

14 provider directory

The top companies in the space, based on the services they provide

35 about

Information about PYMNTS.com



what's INSIDE



Contact centers are increasingly turning to cloud-based systems to improve their productivity, security, scalability and customer satisfaction.

The market for these solutions is expected to grow at a rate of more than 25 percent over the next half-decade, according to a recent [report](#), reaching \$30.98 billion in value by 2023. What's more, one [survey](#) found that 60.5 percent of existing contact centers plan to convert their operations to cloud-based technology in the near future.

As such, several providers from around the space have recently rolled out new software and applications designed to capture a piece of the growing cloud-based call center solution market.

Recent, notable news from the world of Call Center Commerce:

Communications solutions provider Twilio is turning to the cloud to give contact centers — and the companies that use them — more control over their customer service interactions. It recently [debuted](#) its Twilio Flex, a cloud-based platform enabling contact centers to quickly deploy

customized, omnichannel solutions that fit a business' needs.

Similarly, contact center software firm Bright Pattern has [unveiled](#) an update to its cloud-based platform. The all-new architecture improves upon the existing solution's capabilities, now offering customer recognition and context retention services, artificial intelligence (AI)-powered suggestion capabilities, enterprise process automation and security solutions, among other features.

ePayment services provider Govolution is also transitioning its operations to the cloud. It [tapped](#) contact center solutions firm NICE inContact to offer cloud-based call center services through the latter's CXone™ interactive voice response (IVR) solution. Govolution partnered with NICE inContact to provide its clients with faster, more secure credit card payment acceptance systems, according to president Gregory Gentile.

Not everyone is embracing the cloud, however, and contact center solutions provider IntraNext Systems wants to help call centers keep their feet — and their operations — firmly on the ground. In a recent [interview](#) with PYMNTS' Karen Webster, IntraNext CEO Patrick Brown explained that many talk about moving their operations to the cloud

for better scalability and security, but the move isn't right for everyone. That includes companies that have already invested in building their own contact center systems, and he recommends software-based solutions over call center re-architecture.

For more on these stories and others, check out the Tracker's News and Trends section (p. 9).

Why Call Centers Still Matter For A First-Class Flying Experience

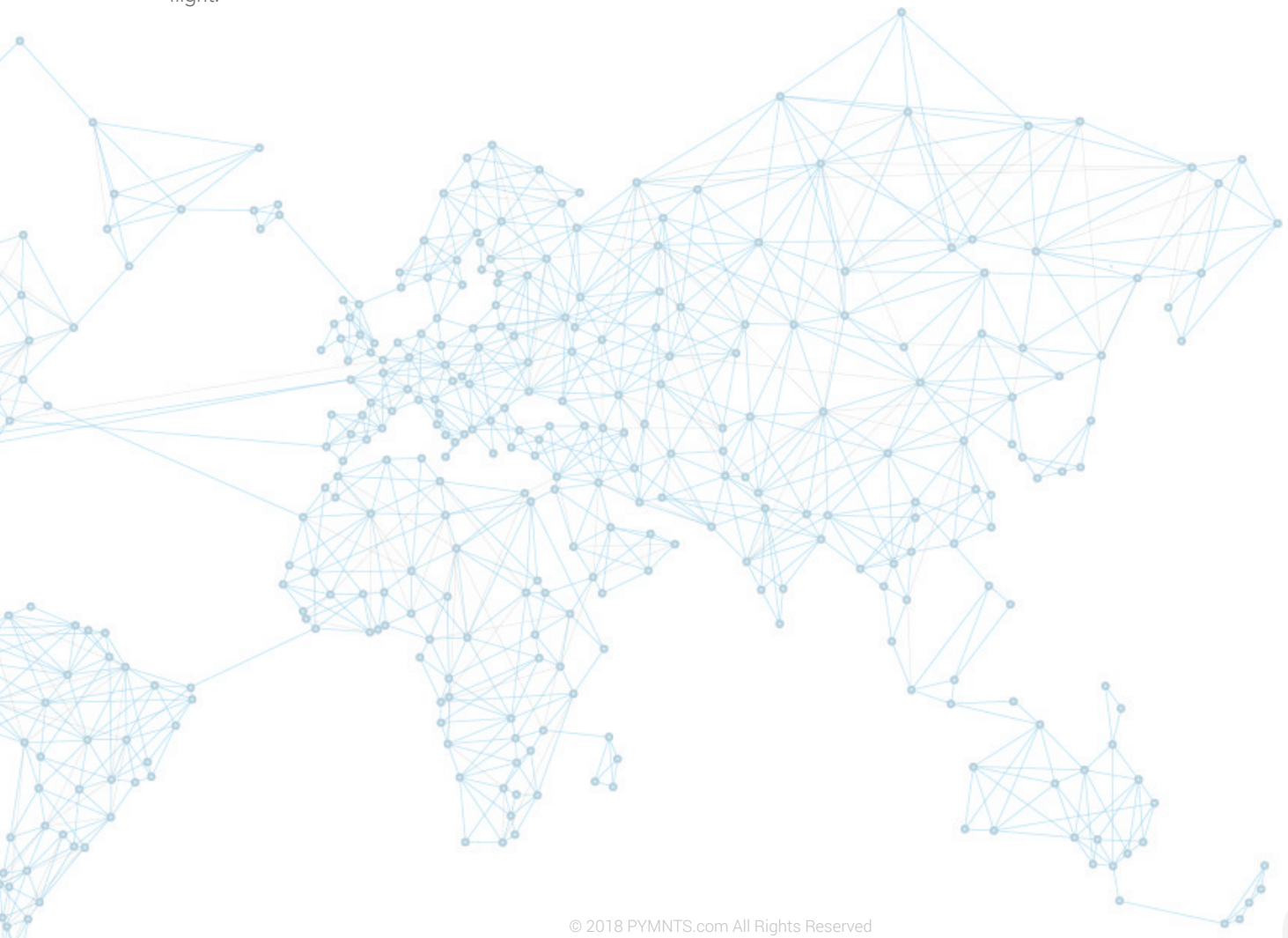
Things may be changing, but nothing beats the classics. Airlines are embracing mobile and digital channels as they seek to keep pace with modern consumers, but some customers still want access to a time-honored standby: phone calls. Many crave faster, easier ways to pay and access information, but others still prefer to pick up the phone and explain their needs to a live agent — particularly when booking complex travel or rescheduling a cancelled flight.

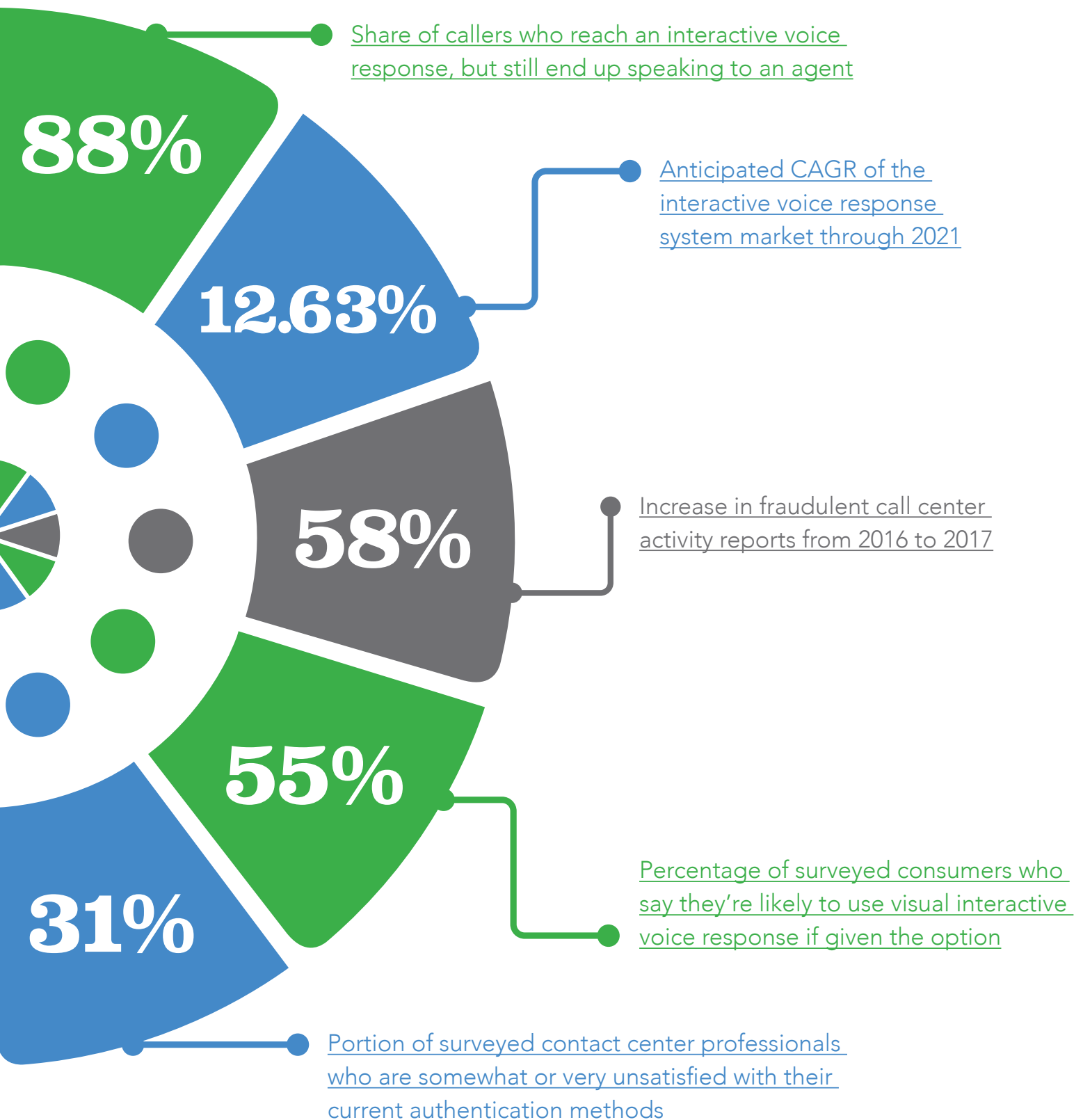
In the May Tracker's feature story (p. 6), Jean-Christophe Lacour, head of products and offers for travel solutions company [Amadeus](#), explains why 50 percent of airline bookings are made through call centers, and how the industry can better serve customers' desires for both digital payments and human interaction.

"[Our client] Finnair wants to be digital-first, mobile-first," Lacour said. "Even though they have these views, they still consider call centers a very important channel to service their customers."

May Tracker Updates

This edition of the Call Center Commerce Tracker™ highlights 40 notable, global providers in its Tracker Scorecard. We've added 10 companies to our expanding provider directory this month, too, including: ACI Worldwide, Agile, Billing Tree, Callpay, Datatel, First Data, Liquid Voice, Merchant Warrior, Plum Voice and Stenocall.





FEATURE STORY



WHY CALL CENTERS

STILL MATTER

FOR A FIRST-CLASS FLYING EXPERIENCE

From booking a ticket months in advance to paying for baggage fees at the airport and purchasing Wi-Fi while inflight, paying for travel services can be as complicated as planning the overall journey. Customers want to use a variety of channels when navigating the experience, and may need to switch between mobile, online and other methods at various stages of the process.

As such, airlines must cater to customers' increased need for omnichannel access, according to Jean-Christophe Lacour, head of products and offers for travel solutions company [Amadeus](#). One of the channels that shows no sign of losing consumer favor is the good, old-fashioned phone call — something in which digital-focused airlines see value.

"[Our client] Finnair wants to be digital-first, mobile-first," Lacour said. "Even though they have these views, they still consider call centers a very important channel to service their customers."

The staying power of human contact

While many customers today may go online to pre-order their inflight Wi-Fi or start their ticketing search, the phone remains many airline customers' channel of choice when purchasing tickets or altering already-purchased ones.

Call centers are responsible for approximately 50 percent of all airline bookings, according to Lacour, equating to about 250 million tickets per year. Sales made at call centers also

tend to be of higher value than those made online, likely because customers turn to a help line for more complex purchases.

These contact centers are also often the go-to for complicated issues like last-minute bookings or adjustments. After all, if a flight is cancelled and a customer needs to be rerouted in time to make a connecting flight, it's often easier to explain his or her specific needs to a live agent.

"Anybody who needs to make a last-minute change [is likely to use a call center]," Lacour said. "You've made your booking, there is a change somehow — your flight is cancelled or delayed — and you need to rebook something. Either you're able to speak to someone in the airport at the point where the problem is happening, or you're going to try to talk to someone at a call center, because you need to get that human voice to explain your particular circumstances and make that change."

Call centers also carry particular appeal for less tech-comfortable customers, and for VIPs who are more used to dealing with people than self-service systems, he added.

Digital convenience and security

While some customers might not be quite ready to kick the phone call habit, these and other customers often welcome more modern payment methods. Mobile devices' proliferation has created a strong desire for digital

“

In the future, airlines have to be cognizant of those customer expectations, service that as seamlessly as possible [and do so] through multiple channels.

”

ways to pay, and customers are becoming more sensitive about the potential security issues involved in recounting their credit card details to an agent over the phone.

Airlines are looking to resolve this tension between customers' desires for both digital payment convenience and human assistance. In the case of Amadeus' Finland-based airline client Finnair, bringing more of its payments into the digital realm reduced human error from manually keying in card details. Amadeus' service introduced a new approach, allowing call center agents to help customers select their tickets and digitally complete their purchases using URLs sent via text or email. The URL then links to a platform where customers can pay online.

Some airlines are also looking into accepting more payment methods, Lacour noted. Customers still value the ability to call in, but an increasing number are taking advantage of opportunities to reach call centers through digital channels such as social media or chatbot. Overall, passengers want to interact with airlines in a variety of ways for both support and purchasing.

“A lot of customers now are simply going to expect, if not demand, that travel providers can service them in the way that they want to be served,” Lacour said. “In the future, airlines have to be cognizant of those customer expectations, service that as seamlessly as possible [and do so] through multiple channels.”

As digital services take flight, they seem to be augmenting — not replacing — call center offerings. For now, at least, airline passengers continue to find contact centers an important piece in making their experiences first class.



UNDER the hood

Jean-Christophe Lacour

head of product and offers for Amadeus

When it comes to making payments, how are consumers' expectations evolving?

“Credit cards are still the predominant method. Then there are alternative methods of payments like digital wallets. In the airline world, people want to pay with miles. More and more, airlines are trying to offer miles and cash, for example, or miles and cards, etc. These typically tend to be the three main ways of paying that airlines offer to their customers.”

They don't necessarily offer all those payment methods in all channels. Moving forward, the trend will be to create a seamless experiences for their customers so [they] can pay in whatever way they want. We are working with our customers to ensure that we understand the customer needs in terms of payment methods, and that we are able to support those methods so that all [clients] can offer them to their own customers, in their own channels and in the right geographies.

For example, in [Asia], there are payment methods like Alipay or WeChat Pay which are becoming very popular, and [that's happening] certainly in a lot of retail sectors, but also, more and more, those customers are asking to pay with these methods in airline environments, and we are working with our customers to support those payment methods in those channels as well.”

news and TRENDS

Industry insights

One-quarter of customer service interactions use chatbots

Call centers are getting assistance from the bots. According to a new [survey](#) from market research firm Gartner, 25 percent of contact center customer service operations will include support from a virtual customer assistant or chatbot within the next two years. This is a substantial improvement from the fewer than 2 percent of interactions that used chatbots in 2017, indicating the AI technology is becoming increasingly popular in the contact center industry.

Organizations have reported a 70 percent decrease in follow-up inquiries after implementing the technology, according to Gartner's research, along with a 33 percent increase in savings per voice engagement. The survey also found a small bump in consumer satisfaction at contact centers that have implemented chatbots or virtual assistants.

Callers still prefer speaking to live agents

Chatbots aren't the only automated technology impacting the call center sector, however. Companies are also increasingly turning to IVR systems to collect and process payments, and do so without the need for customers to speak with human agents. The vast majority of customers who use IVR systems still end up speaking with a live agent at some point during their call, though, according to a new [report](#) from Claes Fornell International (CFI) Group. Its research also found that consumers generally prefer speaking with human agents. Those who get connected to an IVR system first give call centers a satisfaction score of 65 out of 100, compared to the 76 out of 100 awarded by those who connect directly to a live agent.



Digital debuts

IntraNext's solution minimizes migration

While plenty of call centers are embracing cloud-based capabilities, not everyone is hopping on the bandwagon — including call center solutions provider IntraNext and its CEO, Scott Brown. He recently [told](#) PYMNTS' Karen Webster that many businesses move their contact center operations to the cloud for improved scalability and security, but the decision isn't right for everyone — including those that have invested in building their own contact center systems. Rather than forcing them to rearchitect their entire call centers with a cloud move, Brown recommends these long-established businesses turn to software solutions.

In that vein, IntraNext has been awarded a U.S. patent for sensitive data protection software. The PII Data Protection Appliance solution is designed to secure call center data at the point of entry; safely extract data from telephone interactions between telephony systems, customers and call center agents; and enable contact center agents and workstations to be free of personally identifiable information (PII) data exchanges. It also enables call centers to descope premise-based IVRs for Payment Card Industry Data Security Standard (PCI DSS) compliance initiatives.

Twilio debuts Flex

Communications solution provider Twilio is getting flexible with a new platform of its own, recently [announcing](#) the debut of its Twilio Flex cloud-based contact center platform. It enables businesses to better control their customer interaction offerings, helping contact centers deploy an omnichannel, customizable platform that can be tailored to a business' needs, according to a press release. This gives users complete control over the experience they provide to their callers.

Flex also includes AI-powered features and a range of integrations with third-party applications. Currently in preview, but available to the general public by the end of the year, it is so far in use at call centers for Liberty Mutual Commercial Insurance, omnichannel call center software provider Serenova and financial services firm ING.

Talkdesk unveils Enterprise Platform

Not to be outdone, cloud-based contact center software provider Talkdesk has also [unveiled](#) a cloud-constructed suite. The Enterprise Contact Center Platform is designed to offer a reliable and scalable microservices architecture for contact centers with more than 500 agents. It meets several advanced security certifications, according to a press release, and provides routing, visual flow, omnichannel agent state and third-party integration features.

The Enterprise Contact Center Platform has already been successfully deployed at several large companies as part of a pilot testing program. This list includes global marketing data and services provider Axicom, testing and security solutions provider Ixia Solutions Group and specialty retail chain Zumiez.

Protecting call center payments

How merchants should approach PCI DSS-compliance

For call centers, keeping in line with the Payment Card Industry Security Standards Council's (PCI SSC) Data Security Standards (DSS) is a crucial, yet challenging task. IntraNext CEO Patrick Brown says there are two ways merchants can ensure they are compliant: Smaller merchants may be able to use self-questionnaires, while larger merchants might require a data security firm to provide an on-site assessment. For companies in both groups, though, a common misconception is that the PCI SSC both sets and enforces the standards — and that is simply not the case.

"People look at PCI as being some enforcement arm," Brown told PYMNTS' Karen Webster in a recent [interview](#). "It's the actual card providers that are truly the enforcers within that PCI consortium."

So, how can merchants keep up with both PCI SSC and the card providers? Brown pointed to new technologies, such as tokenization, noting that tokens can be used in place of a credit card number, then be exchanged for the original card number once a purchase is made.



Changing call center authentication

The tools used to protect call centers and their customers' personal and payment data are changing. Pre-answer caller authentication solutions provider TRUSTID recently released a [report](#) finding more than 92 percent of surveyed call centers still employ knowledge-based authentication (KBA) methods like passwords or security questions — but many don't trust these solutions. In fact, just 10 percent said they feel "very confident" in KBA's ability to accurately verify callers' identities.

Which technologies will replace KBA, then? More than 50 percent of TRUSTID's surveyed call centers said they are "somewhat or very familiar" with offerings like voice biometrics or pre-answer phone call analysis. The one that is more likely to catch on with call centers will be the one that catches on best with customers, and "quick and easy customer enrollment" is respondents' most important quality for new authentication solutions.



Semafone identifies call center fraudster types

While TRUSTID is focusing on solutions to stop fraudsters, data security solutions provider Semafone is focused on the fraudsters themselves. It recently [identified](#) the five most common types of fraud attacks committed by former call center employees: namely the Tempted Temp, Credulous Clicker, Vengeful Victim, Hidden Hacker and the Contract Cleaner.

Temps, or agents hired only for seasonal call surges, can use their access to target consumers, Clicker employees accidentally reveal information to fraudsters or unleash viruses on their internal systems, and Victims use a personal grudge against management or other employees as motivation to engage in cybercrime. A Hacker can start as someone who works on agent computers — such as IT or other tech support — and illicitly access sensitive data stored on the network. Finally, Cleaners, with facility access outside of business hours — such as a cleaning or maintenance staff — can access data via keylogging, Wi-Fi transmitters or other means.

Partnering providers

Avaya, Post-Quantum partner for new platform

A pair of providers are coming together for a joint solution to make call center payments more secure. Digital communications solutions provider Avaya and IT security solutions provider Post-Quantum recently [announced](#) they would partner on an identity-as-a-service (IDaaS) platform that would operate via biometric authentication on mobile devices.

The solution will record contact center interactions via the blockchain, and use tokenization and encryption to further secure stored data. A release date has yet to be announced, but this is far from the only partnership Avaya has recently looked to forge. The company collaborated with several

other technology providers to create new services and solutions, including a combined AI platform with software technology corporation Nuance Communications that debuted last year.

Govolution taps NICE inContact for customer service overhaul

Contact center solution provider NICE inContact is entering the ePayment solution space, recently [announcing](#) it would provide call center services to ePayment solution provider Govolution. NICE will bring its cloud-based CXone™ IVR system to more than 50 Govolution clients as part of the new partnership.

With the new solution in place, Govolution clients in the healthcare, government and insurance industries can now accept credit card payments via self-service and agent-assisted interactions, as well as access features like omnichannel call routing, workforce optimization, analytics and AI capabilities. Company president Gregory Gentile said Govolution partnered with NICE inContact to provide its clients with faster, more secure credit card payment acceptance systems.



call center commerce ecosystem

The PYMNTS.com Call Center Commerce Tracker™ is designed to give a breakdown of the different players and cover the news and trends in the call center commerce ecosystem. Each month, new companies will be added to the provider directory based on movements in the space. Companies included in the directory have been sorted based on the following framework:



If you would like your company to be considered for inclusion in the Tracker's provider directory, or wish to have an existing listing reconsidered for an update, please head over to our [profile submission/update page](#).

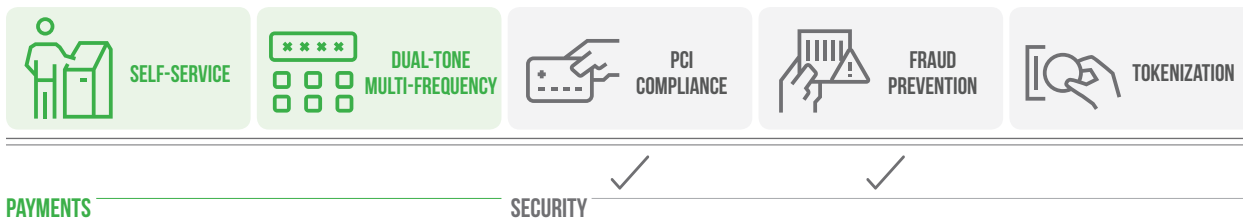
point solution providers

New!



Founded: 1975

ACI Worldwide provides call center payments processing solutions. Its offerings include card and merchant management; online banking; mobile, branch and voice banking; fraud detection; trade finance and electronic bill presentment and payment, among others.

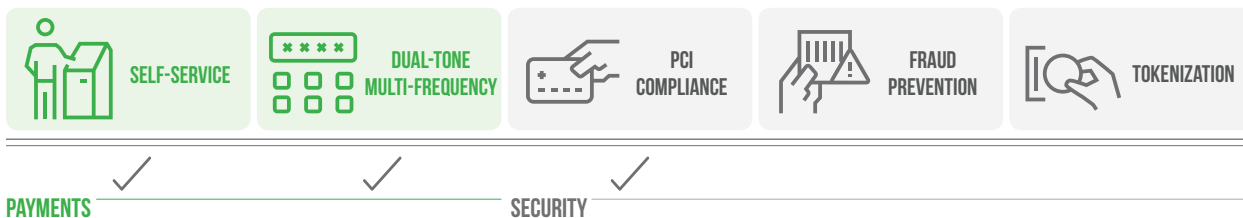


New!



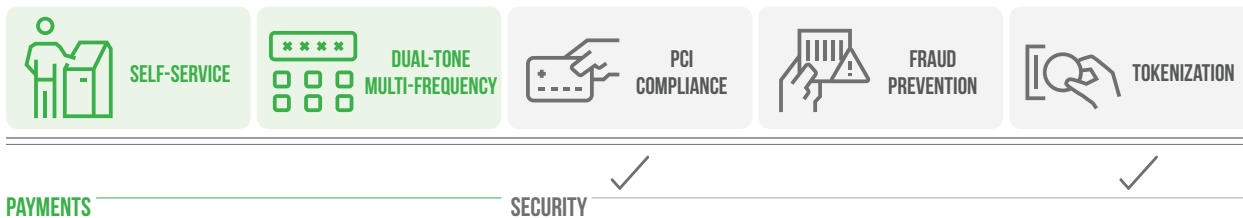
Founded: 1999

Agile Payments provides integrated payment solutions. The company's offerings are designed for software developers, featuring payment gateway integrations for software-as-a-service (SaaS) and platform-as-a-service (PaaS) applications.



Founded: 1987

Auric Systems International is a call center service solutions provider. It offers payment card industry (PCI)-compliant payments processing software and services, including tokenization, custom solutions, tokenized payments, payment applications and cryptographic key management.



New!



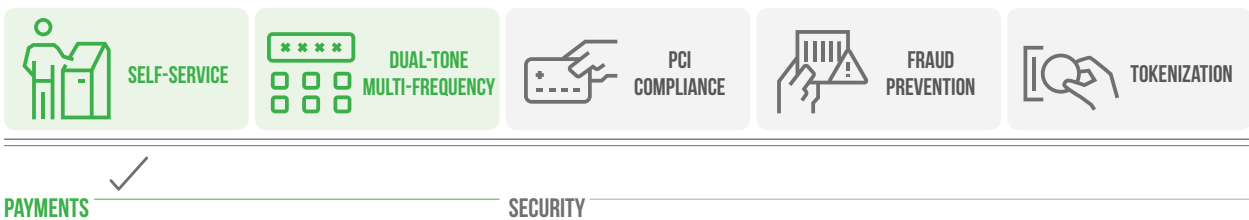
Founded: 2003

Billing Tree offers electronic payment processing services for a range of payment methods, including ACH, cash, credit and debit cards, mobile payments and paper check conversion, among others.



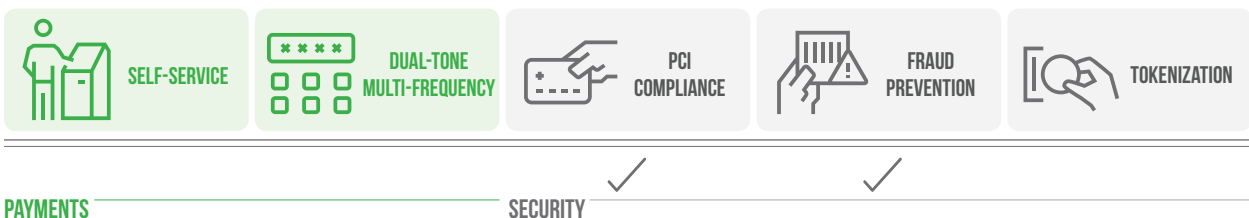
Founded: 2004

CallFire provides voice and text connectivity products to contact centers. The company's systems offering, include user interfaces, developer support, and customer care.



Founded: 2001

Coalfire is an information technology (IT) governance, risk management and compliance (GRC) advisory firms. The company serves as an advisor and IT GRC tools provider to various companies. It works to help clients recognize and control IT-related risks, as well as maintain compliance with all major industry and government standards.



New!

First Data®

Founded: 1971

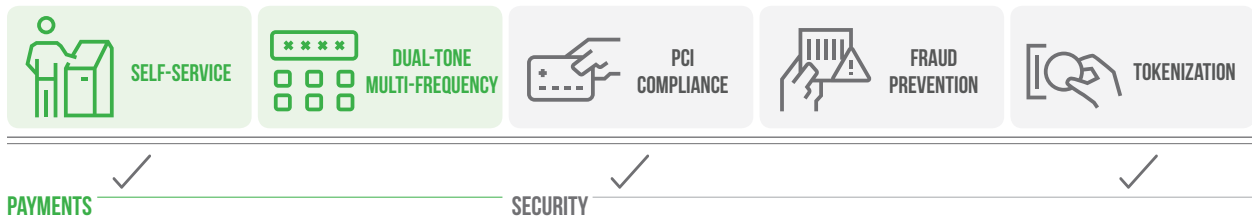
First Data provides a range of call center payment services. It offers merchant transaction processing; credit, debit, private-label, gift, payroll and other prepaid card issuing and processing; fraud protection; authentication solutions; electronic check acceptance and integrated voice response (IVR) services.



hostedPCI

Founded: 2001

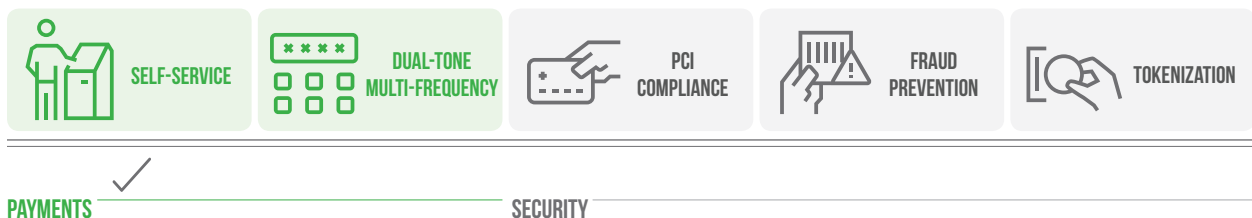
HostedPCI offers a PCI solution. The company's offering includes payment vault and tokenization services.



inConcert

Founded: 1999

inConcert is a world class omnichannel contact center solution provider. The company's offerings include IVR, social media, predictive dialing, artificial intelligence, analytics and workforce management services.

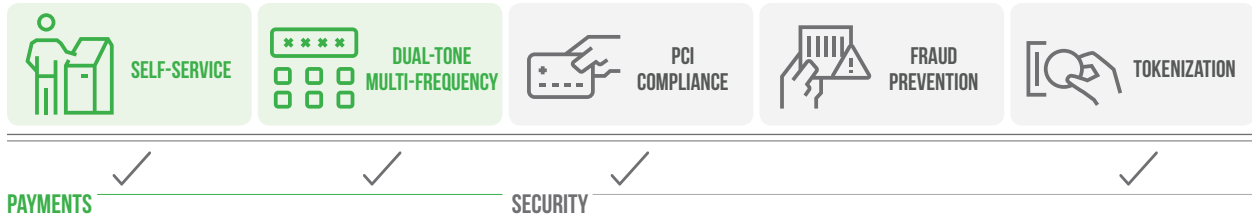


New!



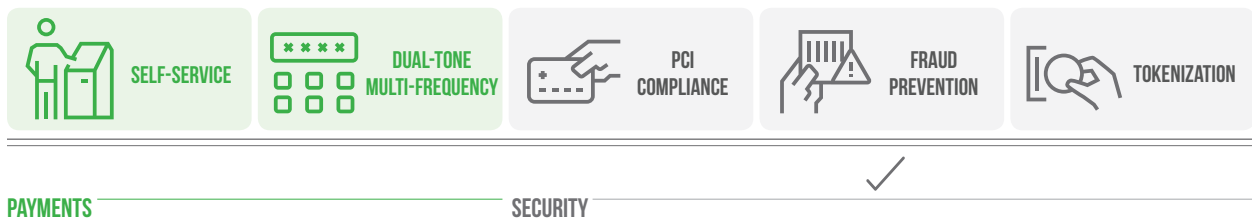
Founded: 2008

Merchant Warrior is a payments processor. Its offerings include a range of online payment solutions for worldwide merchants, including direct application program interface (API), token and phone payment processing.



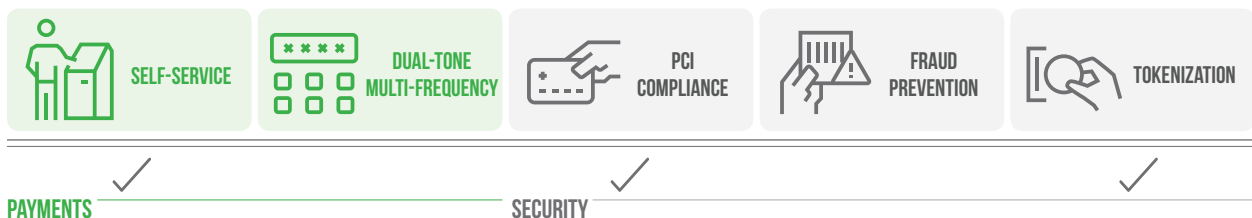
Founded: 2008

Payfone is a mobile and digital identity authentication solutions provider. It works to provide businesses with the ability to confirm their customers are who they say they are to create easy, secure and frictionless experiences across PCs, mobile phones and tablets.



Founded: 1988

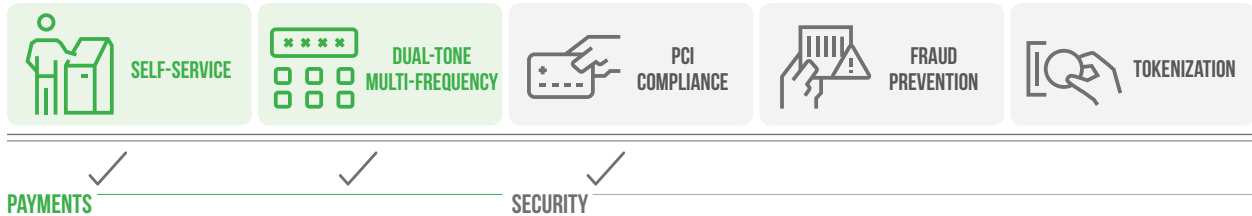
PaymentVision offers integrated payment solutions for merchants, including credit card processing, ACH processing and interactive voice response (IVR) bill pay. The company's electronic payment system solutions are biller-direct and payment card industry (PCI)-certified. It also provides automated IVR phone payments and credit and payment risk management solutions.





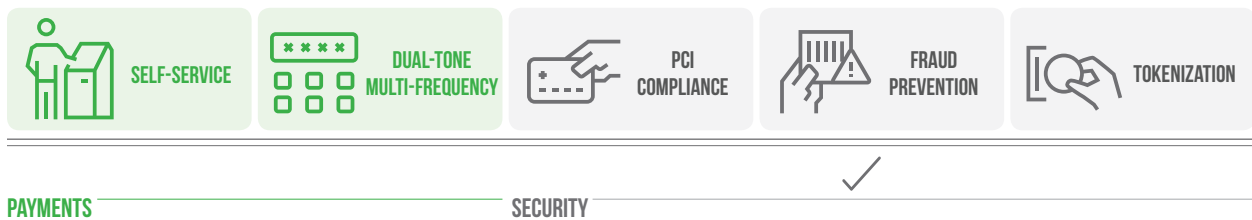
Founded: 1999

PCI Pal offers a pair of call center solutions known as Ansaback and CallScripter. Ansaback consists of both IP3 Telecom and PCI Pal software, while CallScripter is a customer interaction software suite developed for contact centers and telemarketing operations. The suite's solutions include call recording, short messaging services (SMS) and web services.



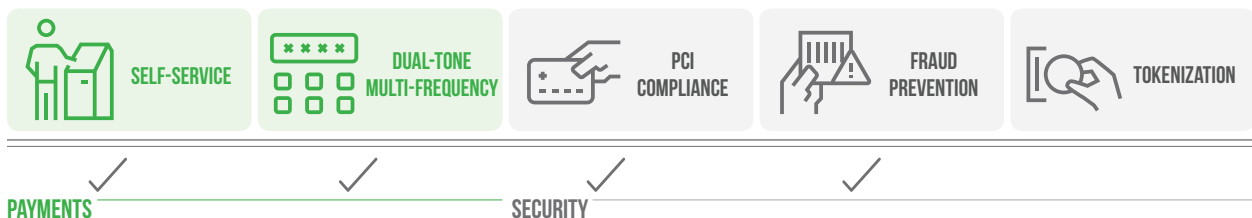
Founded: 2011

Pindrop Security provides enterprise solutions to help prevent phone-based fraud. Its acoustical fingerprinting technology works to detect fraudulent calls and authenticate legitimate callers, helping customers eliminate financial losses and reduce operational costs. The company's technology can fingerprint individual phone calls to provide verification of caller provenance.



Founded: 2017

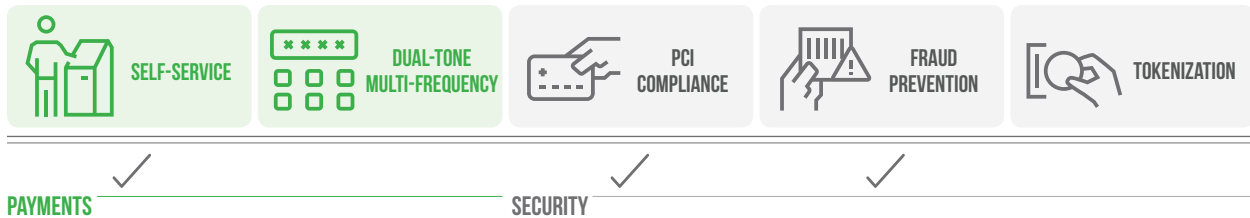
Regal Technologies is a payment processing provider. The company's solutions include VirtualPay, a call center payment portal designed to enable merchant reps to take advantage of real-time ACH, credit card or check verification. The solution also includes full integration of a fraud detection suite (FDS) to prevent potentially fraudulent transactions.





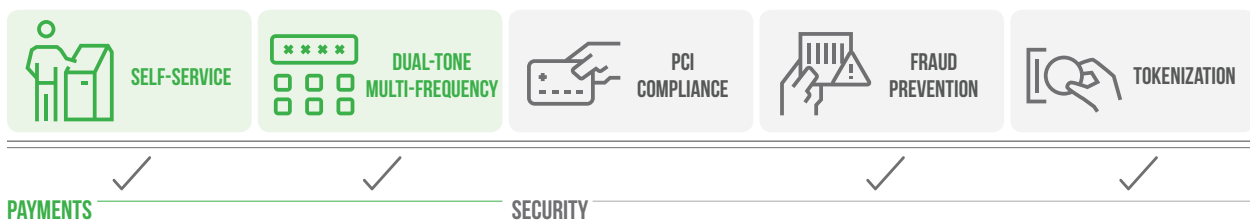
Founded: 2009

SemaFone provides software to contact centers. The company's solutions are designed to allow for secure payment processing and also offer IVR payment solutions and work to prevent personal data from entering the contact center and ensure compliance with industry regulations such as PCI DSS.



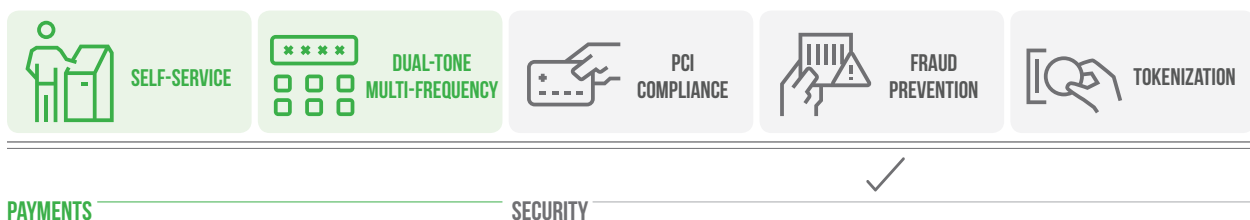
Founded: 2010

TokenEx provides tokenization solutions for one-time, recurring and archival transaction data. The company's solutions include an enterprise data security platform providing solutions for coupling tokenization, encryption and key management to ensure data security.



Founded: 2007








TRUSTID, Inc. is a call center technology platform provider. The company's solutions authenticate caller identity and provide security for remote banking and other remote, telephone-based commerce interactions.





Founded: 2001








Voicent offers contact center solutions. The company's offerings include automated appointment reminder software, phone, email and text-message broadcasting software, customer-relationship management software, computer-contained PBX systems, and design software for creating customized IVR systems.

 SELF-SERVICE	 DUAL-TONE MULTI-FREQUENCY	 PCI COMPLIANCE	 FRAUD PREVENTION	 TOKENIZATION
				



Founded: 2011

VoicePIN provides biometric voice authentication services. This technology enables consumers to securely log onto a system without having to remember passwords or personal identification numbers (PINs).

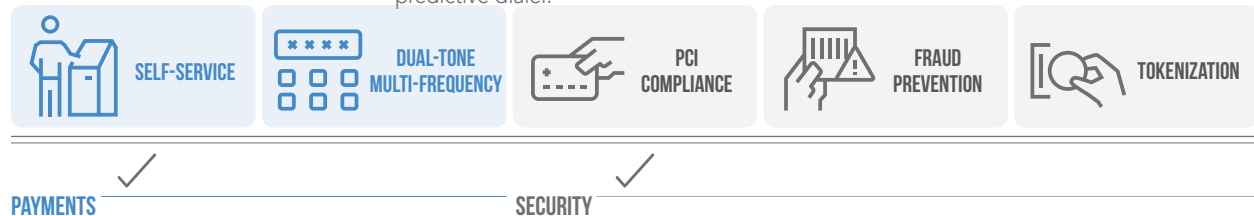
 SELF-SERVICE	 DUAL-TONE MULTI-FREQUENCY	 PCI COMPLIANCE	 FRAUD PREVENTION	 TOKENIZATION
				

platform providers



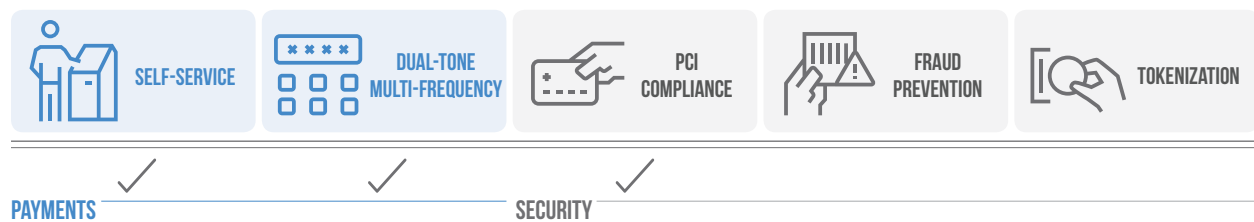
Founded: 2005

3C Logic offers a suite of inbound, outbound and blended cloud-based contact center solutions. The company's products are based on a distributed approach that eliminates the need for legacy server-centric architecture. Hosted on Amazon Web Services (AWS), it offers integration with other cloud-based solutions and features including multichannel communication, interactive voice response (IVR), automatic call distribution (ACD) and predictive dialer.



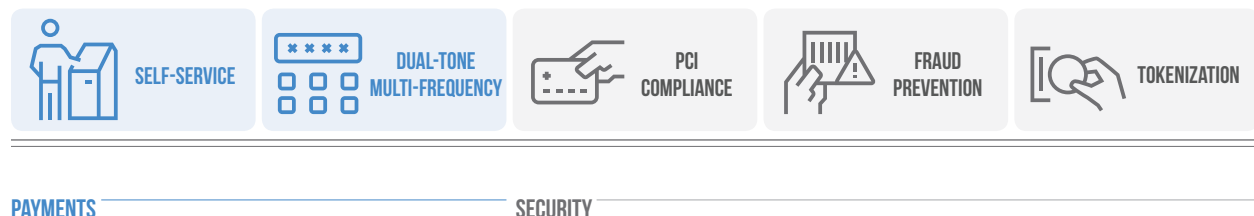
Founded: 2002

Aeriandi is a developer of voice security solutions. The company's payment card industry (PCI)-compliant payment services enable clients to take payments through dual-tone multi-frequency (DTMF) signaling and interactive voice response (IVR) channels. The company also provides other PCI-compliant solutions, including speech analytics, call recording and call archive software.



Founded: 2014

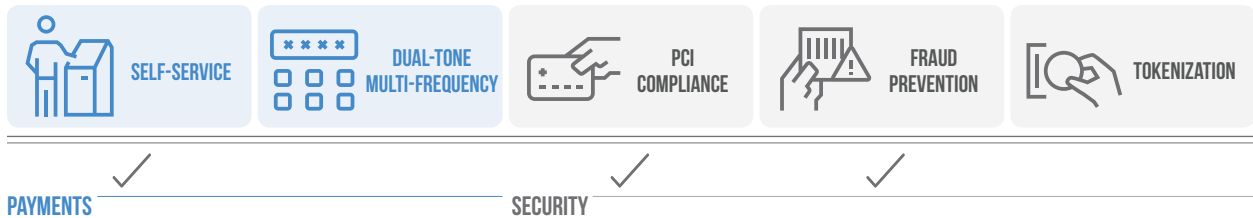
Aircall provides phone support software for startups and small and medium businesses. The company's solutions include Aircall, a software as a service (SaaS) application allowing companies to set up and manage phone support online.





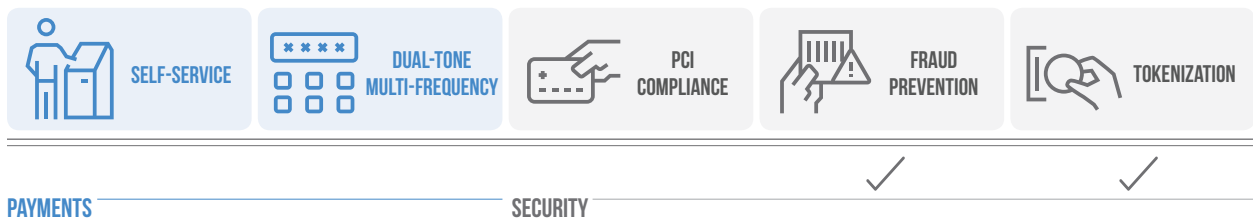
Founded: 1999

Alorica provides contact center software solutions, including those designed for acquisitions, sales and customer support. It offers customer relationship management, digital services, interactive voice response (IVR) and security features.



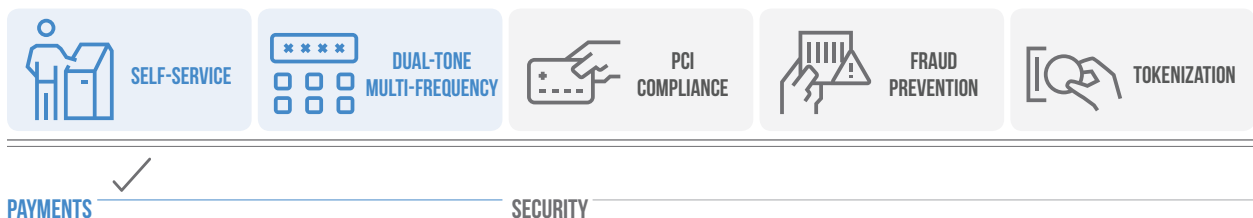
Founded: 1973

Aspect provides communications and contact center software solutions. The company's solutions offer features including protocol-based voice-over, automatic call distribution, predictive dialing, voice portal, internet contact, workflow management and multi-channel recording solutions.



Founded: 2001

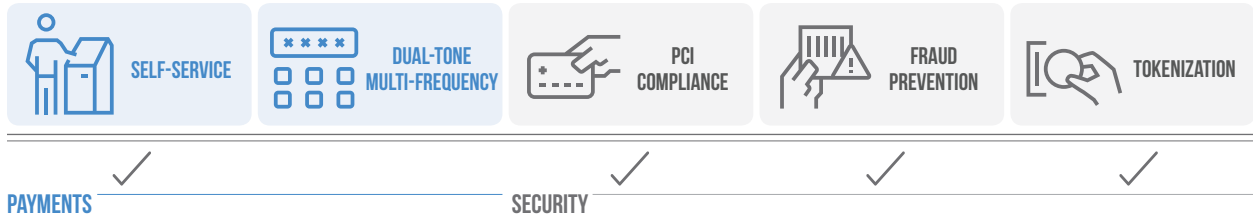
AVOXI is a cloud communications provider. The company offers telecommunications and enhanced VoIP solutions, including toll free services, call recording, call termination, Cloud PBXs, call center solutions, toll free numbers worldwide, local numbers worldwide, SIP trunks, DID/DDI numbers, VPN solutions, business telephone systems, VoIP phone systems, and conference calling.





Founded: 1987

BluePay is a technology-enabled credit card payments processing services provider for enterprises, including small and medium-sized businesses (SMBs). It offers call center payments processing solutions, security features like tokenization and point-to-point encryption.

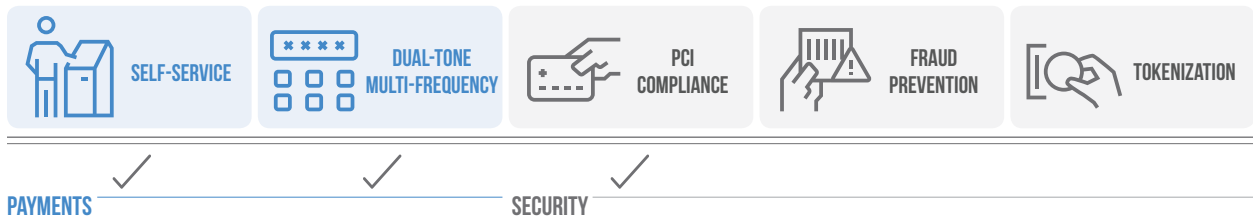


New!



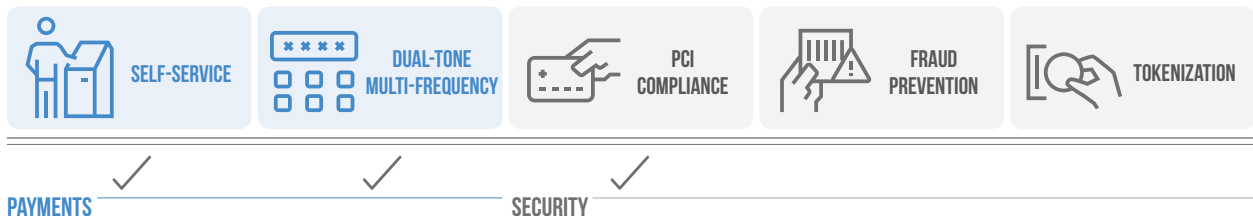
Founded: 2014

Callpay provides payment solutions for the payment industry and its strategic partners. Its solutions include the cloud-based Callpay Assist, Monitor and Request call center telephony payments platform, as well as products designed for call center, telephone and mobile payments.



Founded: 2010

Bright Pattern is a multichannel cloud-based contact center software provider. It provides both cloud and virtual contact center software, offering payment card industry data security standard (PCI DSS)-compliant interactive voice response (IVR) and dual-tone multi-frequency (DTMF) payments solution.





Founded: 1996

ChaseData provides cloud-based call center technology. The company develops solutions for blended and inbound contact centers as well as outbound call management. Its services cover multichannel solutions, reporting and analytics.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
---------------------	--------------------------------------	---------------------------	-----------------------------	---------------------

PAYMENTS

SECURITY



Communications Pioneers

Founded: 2006

Ciptex offers cloud communications solutions for contact centers and businesses. Its solutions offer integrated telephone and contact center applications.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
---------------------	--------------------------------------	---------------------------	-----------------------------	---------------------

PAYMENTS

SECURITY



Founded: 2005

Clearant is a payment processor. The company's solutions use its proprietary payments platform in an effort to simplify business for customers and increase profits.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
---------------------	--------------------------------------	---------------------------	-----------------------------	---------------------

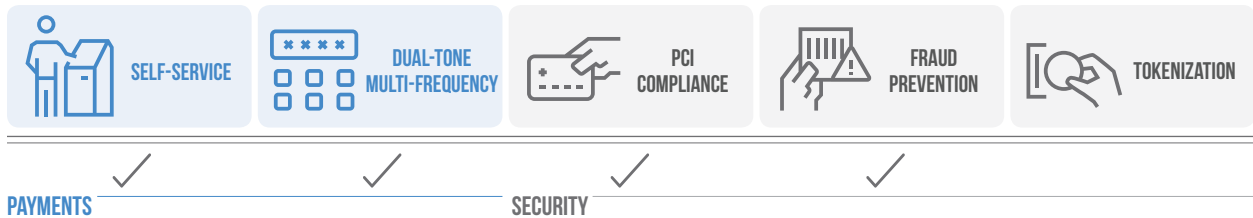
PAYMENTS

SECURITY



Founded: 2004

Connect First is a software-as-a-service (SaaS) telecommunications and cloud contact center software provider. Its offerings focus on customer satisfaction and hosted solutions, including cloud routing, inbound automatic call distribution (ACD), outbound dialing, call tracking, interactive voice response (IVR), voice broadcast, disaster recovery, predictive dialer, real-time telemetry, call data record (CDR) reporting and live agent chat, among other features.

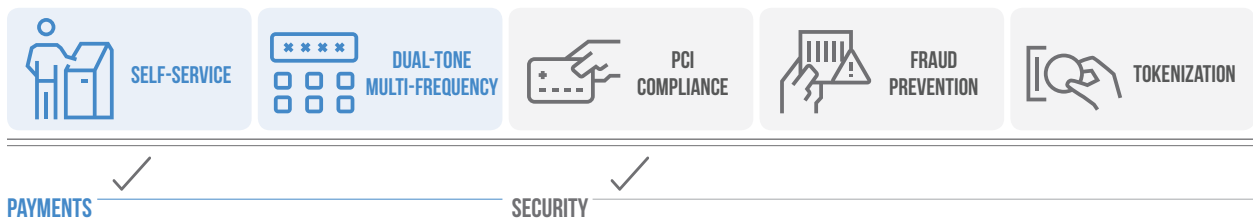


New!



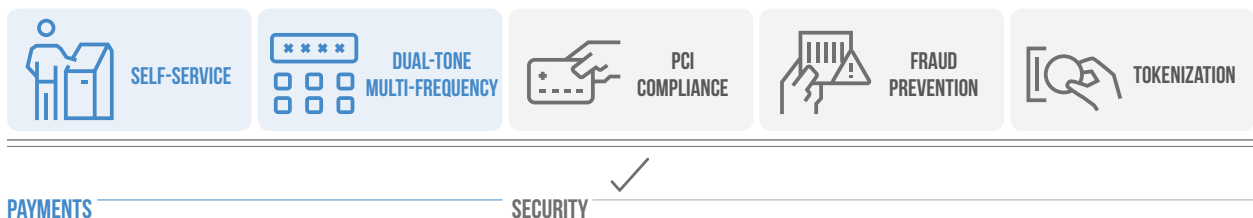
Founded: 1996

Datatel Communication Technologies provides interactive voice response (IVR) payment solutions. Its Payment Card Industry (PCI)-compliant, cloud-based solutions are designed for merchants, healthcare providers, governments and nonprofits.



Founded: 1989

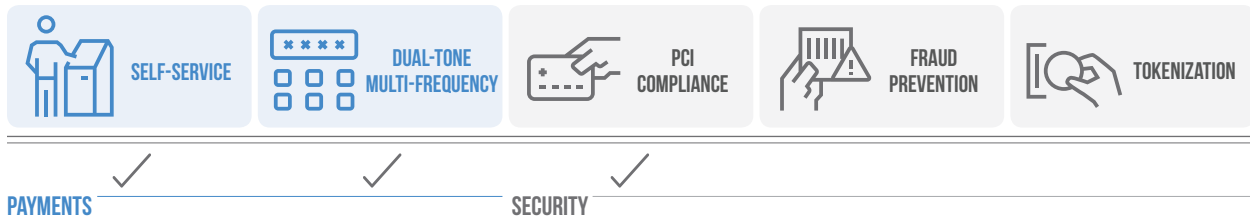
DATAMARK provides outsourced business services. The company offers on- and offsite digital mailroom services, invoice document processing, manual data entry, automated data capture, business continuity planning, disaster recovery, bilingual customer contact center services, storage and retrieval services and finance and accounting.





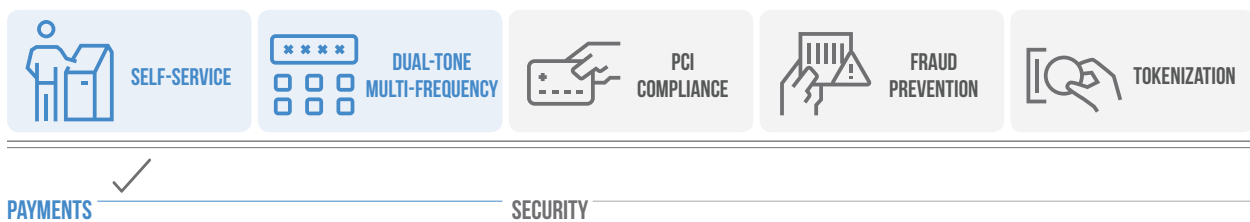
Founded: 1997

Eckoh is a provider of customer engagement, payment and operational solutions. The company's payment card industry (PCI)- and data security standard (DSS)-compliant solutions for contact centers include dual-tone multi-frequency (DTMF) masking and audio tokenization, and enable call centers to take self-service payments via interactive voice response (IVR) technology.



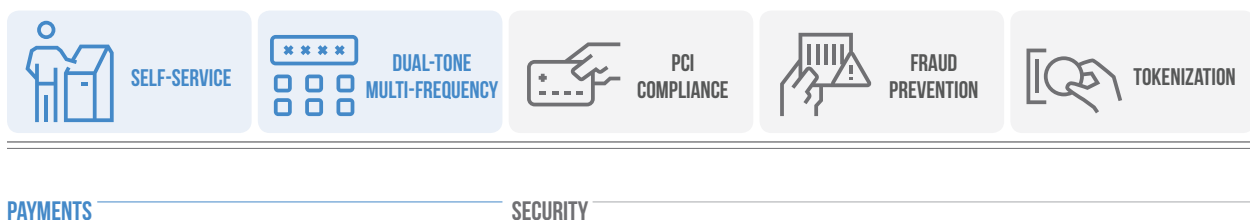
Founded: 1994

Enghouse Interactive provides customer contact solutions for organizations. It offers solutions for computer and telephone integration, self-service interactive voice response, knowledge management, operator consoles, call recording, quality monitoring, media voice services and outbound dialers.



Founded: 2001

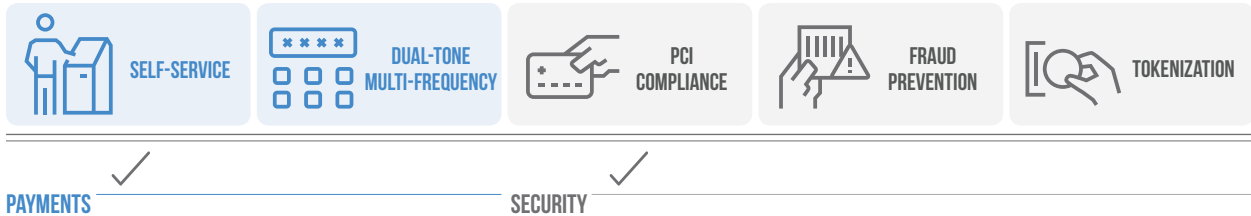
Five9 delivers cloud software for the enterprise contact center market. It works to develop solutions ranging from inbound and outbound to workforce optimization. These include products such as automatic call distribution (ACD), interactive voice response (IVR), Telephone Consumer Protection Act (TCPA) compliance tools and dialing solutions.





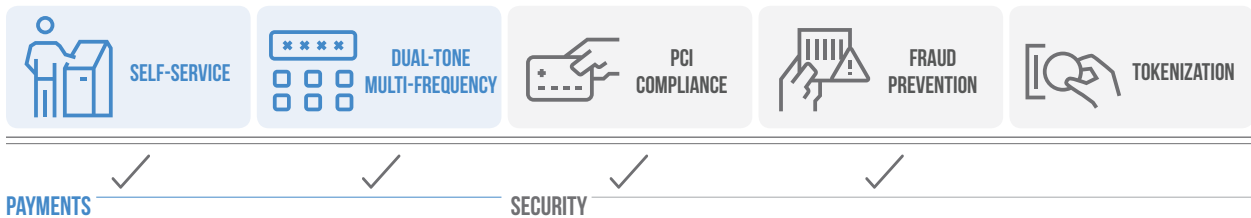
Founded: 1990

Genesys offers a set of contact center solutions covering customer engagement, employee engagement and business optimization. The company's customer engagement products include self-service, inbound, outbound and digital services, as well as a payment card industry (PCI)-compliant payment solution.



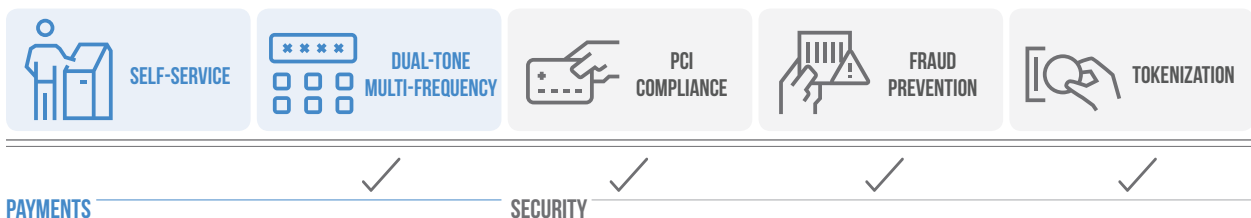
Founded: 2000

Govolution is an enterprise electronic payment solutions provider. The company's offers virtual terminal, gateway payments, web payments, bill presentment, reporting and shopping cart solutions. It also provides mobile, interactive voice response (IVR) and phone payments solutions, and its Velocity Payment System, which includes credit card, eCheck and debit card processing.



Founded: 1996

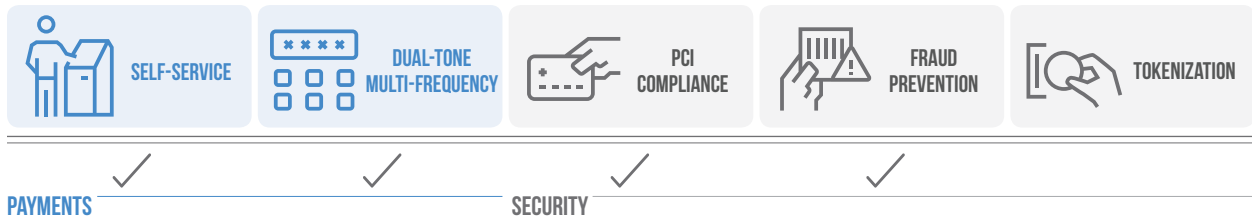
IntraNext Systems is a provider of payment card industry (PCI) software for contact centers. The company's solutions include iGuard, which enables contact centers to store user data without breaking PCI compliance, and Nextsys CTI, a group of computer-telephone integration capabilities to boost efficiency, improve service and reduce costs.





Founded: 1996

IVR Technology Group works to build secure voice and text applications to improve overall customer experience. The company has a focus on creating offerings that boost compliance, data security and positive user interactions.

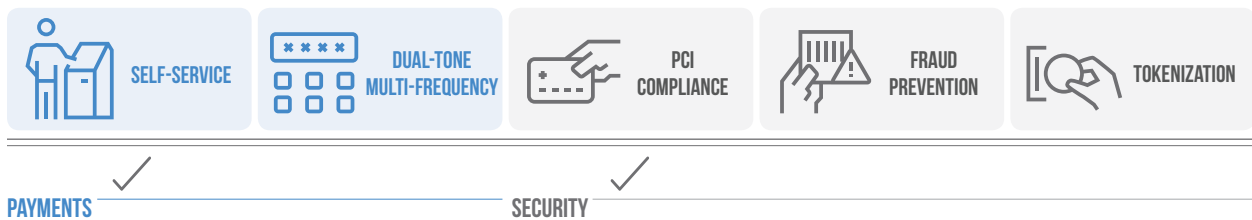


New!



Founded: 2005

Liquid Voice provides call recording, quality management and interaction analytics solutions. Its products are developed using integrated computer telephony integration (CTI) and interactive voice response (IVR) technologies, and are designed for utilities, financial services, legal, outsourced contact centers and the public sector.



Founded: 2000

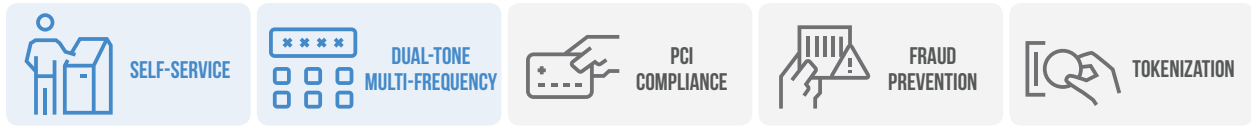
NewVoiceMedia develops and delivers cloud contact center solutions for organizations. Its product list includes ContactWorld for Salesforce, an integrated solution for the Salesforce CRM, and ContactWorld PCI, designed to help merchants deliver payment card industry (PCI)- and data security standard (DSS)-compliant telephone-based credit card transactions.





Founded: 2008

Nextiva is a provider of cloud-based business communications solutions. The company's solutions include automatic call distribution (ACD), interactive voice response (IVR) technology with remote and virtual agents, queuing and monitoring.



PAYMENTS

SECURITY



Founded: 1997

NICE inContact, part of software solutions provider NICE Systems Ltd., develops cloud contact center solutions. The company's CXone platform provides analytics and workforce optimization solutions, a contact routing and interaction management suite and self-service products.



PAYMENTS

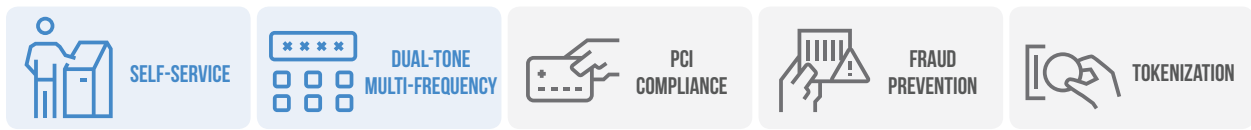
SECURITY ✓



A Vantiv Company

Founded: 1998

Paymetric, Inc. provides payment acceptance solutions for call centers. The company offers an integrated, processor-agnostic tokenization solution supported by customer service, and the company's XiSecure solutions work to protect cardholder and other sensitive data.



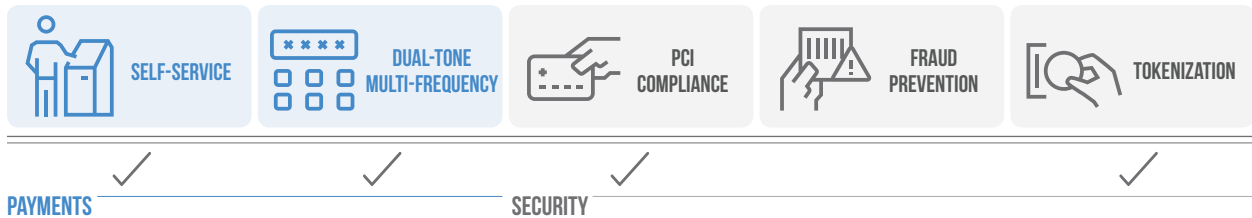
PAYMENTS ✓

SECURITY ✓



Founded: 2011

Plivo is a cloud API platform and global carrier services provider. The company offers HTTP APIs to add voice and SMS capabilities to any web or mobile using any web standard language.

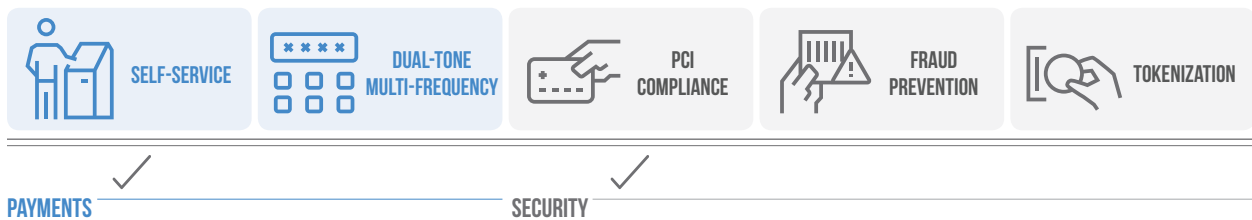


New!



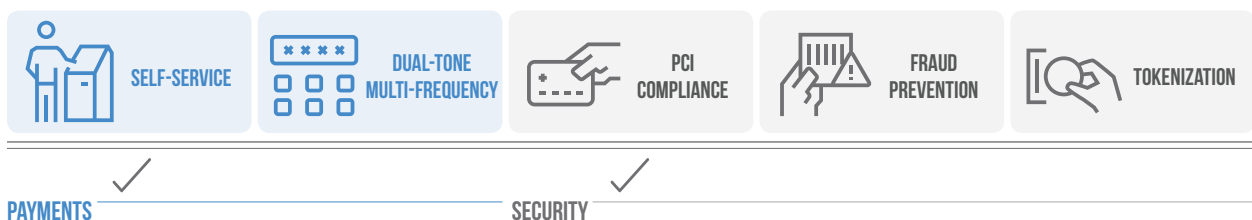
Founded: 2000

Plum Voice provides contact center solutions. Its offerings include interactive voice response (IVR) platforms, systems and hosting services.



Founded: 2017

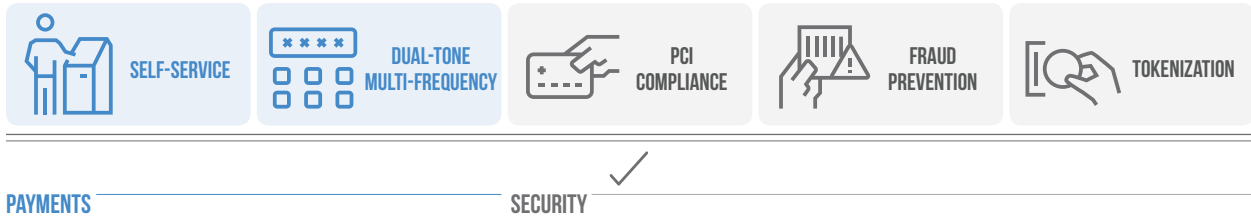
Puzzel offers a cloud-based contact center, including leading mobile messaging and payments features, to deliver a flexible and customizable customer interaction platform.





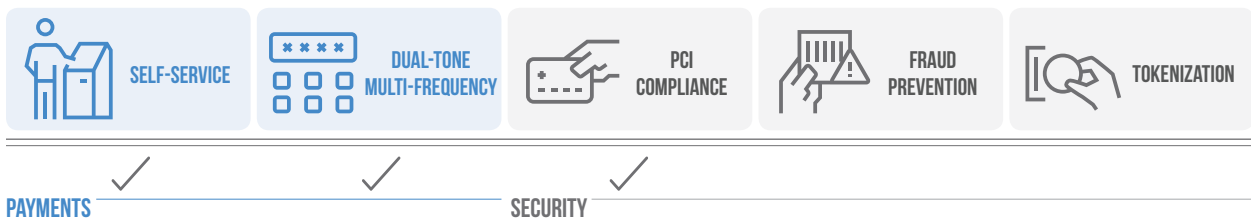
Founded: 1978

RingCentral is a provider of communications and collaboration solutions. The company's contact center solution offers a range of capabilities, including smart routing, CRM integrations, workforce optimization and real-time reports and analytics.



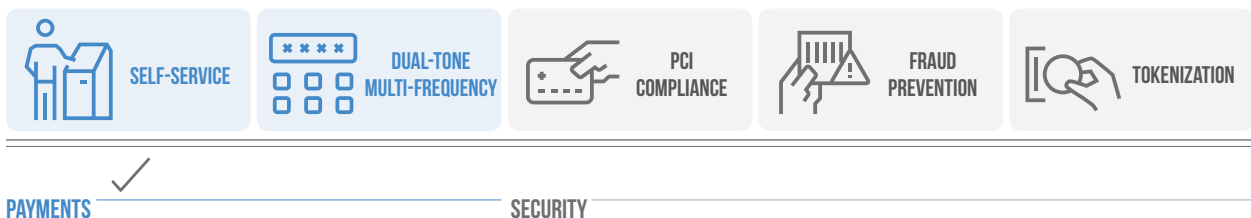
Founded: 2011

Sharpen Technologies is a software-as-a-service (SaaS) company. Its products are customizable to meet companies' specific needs and designed to help them communicate and connect with customers. It offers payment card industry (PCI)-compliant self-service solutions, including interactive voice response (IVR) and dual-tone multi-frequency (DTMF) payments.



Founded: 2009

SmartAction provides artificial intelligence-based voice self-service software. SmartAction's Intelligent Voice Automation is a hosted IVR platform using natural language speech recognition. The solution is based on an object-oriented coding framework.

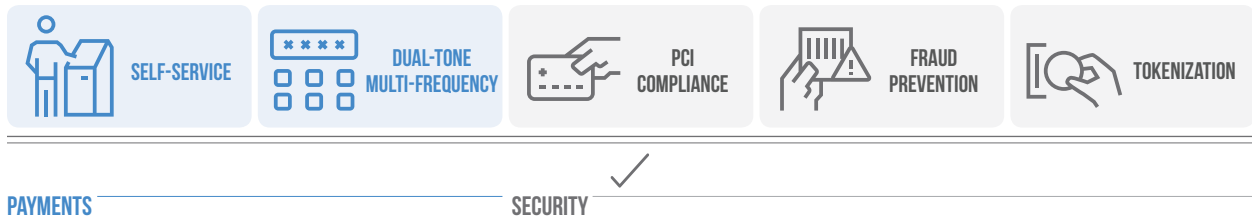


New!



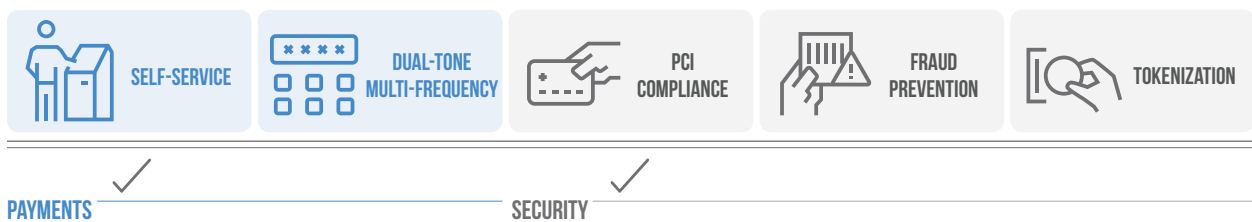
Founded: 1954

Stenocall is a telecommunications technology provider. Its solutions include Payment Card Industry Data Security Standard (PCI DSS)-compliant services for call center payments.



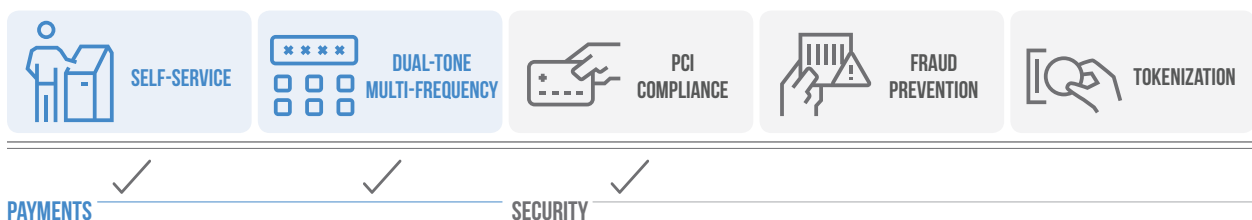
Founded: 2005

Spoken Communications provides digital conversation solutions. Its offerings include a conversation-centric solution for contact centers and a single artificial intelligence (AI)-enabled platform for channeling, managing and analyzing digital conversations.



Founded: 1998

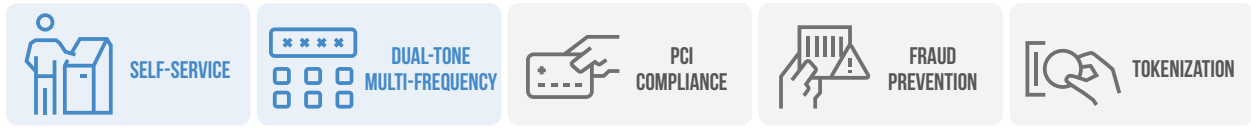
Syntec Ltd. is a telecom services provider, offering least-cost routing (LCR), network and telecommunications services (NTS) and interactive voice response (IVR). Syntec has also developed a payment card industry (PCI)- and data security standard (DSS)-compliant call recording tool and a dual-tone multi-frequency (DTMF) payment solution.





Founded: 2011

Talkdesk provides browser-based call center software solutions for small businesses. The company offers features like real-time call monitoring and historical reports, and its Talkdesk Context solution provides up-to-the minute intelligence on customer self-service activity for live contact center agents.



PAYMENTS

SECURITY



Founded: 1997

Telax provides a cloud contact center solution. The company offers enhanced interactive voice response (IVR) for self service, agent call-flow scripting, multi-skill routing, CRM Integration and advanced automatic call distribution (ACD). It also provides outbound and blended voice queues, automated call-back and click-to-call services, among others.



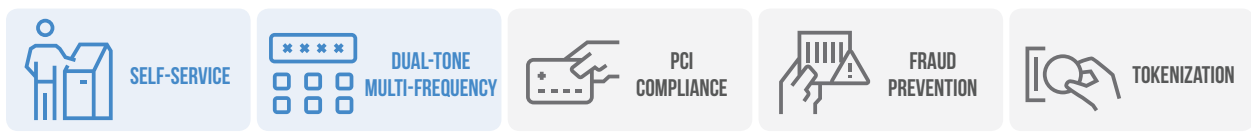
PAYMENTS

SECURITY



Founded: 2003

Teleperformance provides contact center platform solutions. The company's products offer resources for inbound, contact center, services and IVR capabilities in the areas of customer care, technical support and sales. Teleperformance also provides analytics solutions and back-office services.



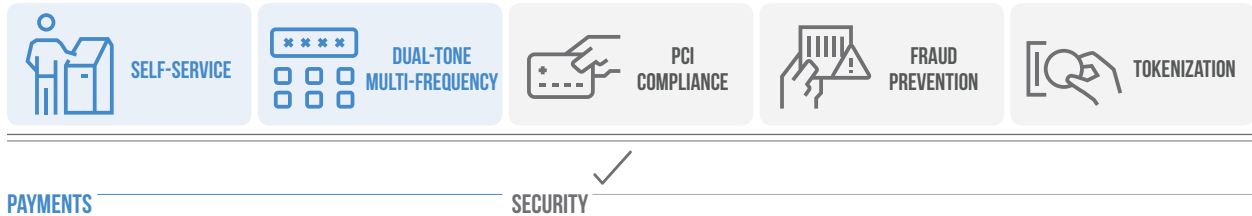
PAYMENTS

SECURITY



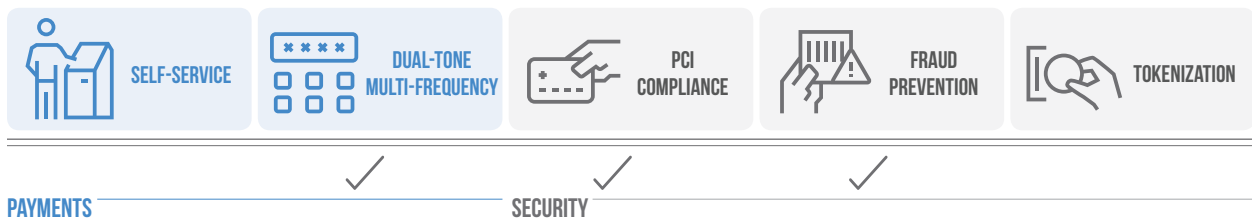
Founded: 1982

TeleTech is a global provider of customer engagement services and software. The company offers an integrated platform for call centers combining analytics, strategy, process, systems integration, technology and operations.



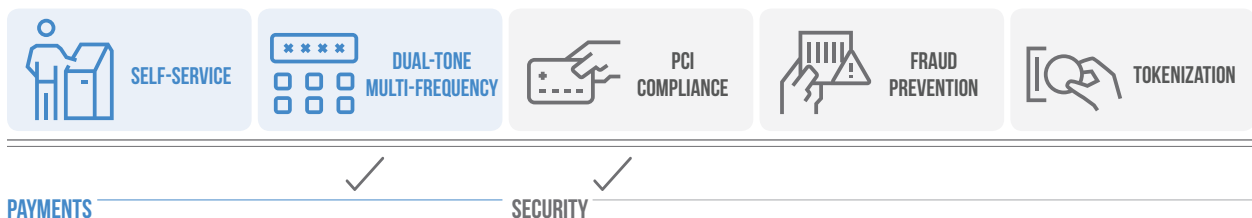
Founded: 1989

USAN offers hosted call center solutions connecting people with information for enterprise businesses and telecommunications carriers. The company offers network-based interactive voice response systems, courtesy and predictive dialer solutions, outbound dialers, live agent call care, computer-telephone interface routing and credit card transaction processing.



Founded: 1999

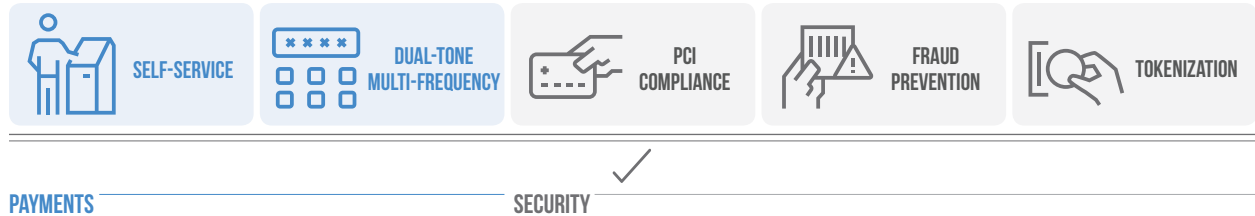
VCC Live is a call center and telecommunication technology provider. The company offers managements services, contact center functions such as digital voice over internet protocol (VoIP) lines, automated emails, customized short messaging services (SMS) messages and dual-tone, multi-frequency (DTMF) interactive voice responses (IVRs).





Founded: 1996

Vocalcom manufactures and implements call center solutions. The company offers call center software for multi-site voice over internet protocol (VoIP) architectures, and its solutions include answering machine detection, voice messaging, callback, automated after-call messaging and distant listening call recording features.



PYMNTS.com

[PYMNTS.com](https://pymnts.com) is where the best minds and the best content meet on the web to learn about “What’s Next” in payments and commerce. Our interactive platform is reinventing the way in which companies in payments share relevant information about the initiatives that shape the future of this dynamic sector and make news. Our data and analytics team includes economists, data scientists and industry analysts who work with companies to measure and quantify the innovation that is at the cutting edge of this new world.

We are interested in your feedback. If you have questions, comments or would like to subscribe to this report, please email us at callcentercommerce@pymnts.com.

disclaimer

The Call Center Commerce Tracker™ may be updated periodically. While reasonable efforts are made to keep the content accurate and up-to-date, PYMNTS.COM: MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, REGARDING THE CORRECTNESS, ACCURACY, COMPLETENESS, ADEQUACY, OR RELIABILITY OF OR THE USE OF OR RESULTS THAT MAY BE GENERATED FROM THE USE OF THE INFORMATION OR THAT THE CONTENT WILL SATISFY YOUR REQUIREMENTS OR EXPECTATIONS. THE CONTENT IS PROVIDED "AS IS" AND ON AN "AS AVAILABLE" BASIS. YOU EXPRESSLY AGREE THAT YOUR USE OF THE CONTENT IS AT YOUR SOLE RISK. PYMNTS.COM SHALL HAVE NO LIABILITY FOR ANY INTERRUPTIONS IN THE CONTENT THAT IS PROVIDED AND DISCLAIMS ALL WARRANTIES WITH REGARD TO THE CONTENT, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT AND TITLE. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES, AND, IN SUCH CASES, THE STATED EXCLUSIONS DO NOT APPLY. PYMNTS.COM RESERVES THE RIGHT AND SHOULD NOT BE LIABLE SHOULD IT EXERCISE ITS RIGHT TO MODIFY, INTERRUPT, OR DISCONTINUE THE AVAILABILITY OF THE CONTENT OR ANY COMPONENT OF IT WITH OR WITHOUT NOTICE.

PYMNTS.COM SHALL NOT BE LIABLE FOR ANY DAMAGES WHATSOEVER, AND, IN PARTICULAR, SHALL NOT BE LIABLE FOR ANY SPECIAL, INDIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, OR DAMAGES FOR LOST PROFITS, LOSS OF REVENUE, OR LOSS OF USE, ARISING OUT OF OR RELATED TO THE CONTENT, WHETHER SUCH DAMAGES ARISE IN CONTRACT, NEGLIGENCE, TORT, UNDER STATUTE, IN EQUITY, AT LAW, OR OTHERWISE, EVEN IF PYMNTS.COM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

SOME JURISDICTIONS DO NOT ALLOW FOR THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, AND IN SUCH CASES SOME OF THE ABOVE LIMITATIONS DO NOT APPLY. THE ABOVE DISCLAIMERS AND LIMITATIONS ARE PROVIDED BY PYMNTS.COM AND ITS PARENTS, AFFILIATED AND RELATED COMPANIES, CONTRACTORS, AND SPONSORS, AND EACH OF ITS RESPECTIVE DIRECTORS, OFFICERS, MEMBERS, EMPLOYEES, AGENTS, CONTENT COMPONENT PROVIDERS, LICENSORS, AND ADVISERS.

Components of the content original to and the compilation produced by PYMNTS.COM is the property of PYMNTS.COM and cannot be reproduced without its prior written permission.

You agree to indemnify and hold harmless, PYMNTS.COM, its parents, affiliated and related companies, contractors and sponsors, and each of its respective directors, officers, members, employees, agents, content component providers, licensors, and advisers, from and against any and all claims, actions, demands, liabilities, costs, and expenses, including, without limitation, reasonable attorneys' fees, resulting from your breach of any provision of this Agreement, your access to or use of the content provided to you, the PYMNTS.COM services, or any third party's rights, including, but not limited to, copyright, patent, other proprietary rights, and defamation law. You agree to cooperate fully with PYMNTS.COM in developing and asserting any available defenses in connection with a claim subject to indemnification by you under this Agreement.