

Hosted Contact Center Solutions Comparison Guide

Ziff Davis
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Contact Centers are exactly what the name implies: A place where customers can get ahold of an organization. They're also an important aspect for businesses to easily communicate with customers and provide great service. Hosted contact centers are viable options for small to mid-size businesses wanting enterprise functionality, lower up-front costs, and ease of use. This comparison guide provides the top 10 providers and highlights key features to look for when considering a hosted solution for your business call center.

Hosted Contact Center Solutions



Vendor	Product	Focus	Inbound/Outbound	Pricing*	Integrates with on-premises Call Center?	Recording	Online Dashboard	Skill Routing	Configurable Hold	Queue Management	Reporting	Agent & Queue Status	Call Detail Reporting	Configurable Audio Hold	Screening
ShoreTel Sky	Hosted Contact Center	SOHO, Medium, Enterprise	Inbound	Contact Vendor	Yes	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
IVR Technologies <small>The Voice of the Next Generation Network™</small>	Hosted Call Center	SOHO, Medium	Inbound	\$\$\$			✓		✓	✓	✓			✓	✓
MOMENTUM TELECOM	Hosted Contact Center	SOHO, Medium	Inbound	Contact Vendor		✓	✓	✓	✓	✓	✓				
XC communications <small>Solutions you want. Support you need.</small>	Contact Center On Demand	SOHO, Medium, Enterprise	Inbound	Contact Vendor	Yes	✓	✓	✓	✓	✓	✓	✓		✓	✓
8x8, Inc.	Virtual Contact Center	SOHO, Medium, Enterprise	Inbound, Outbound	Contact Vendor		✓	✓	✓		✓		✓			
Five9 <small>Cloud Contact Center Software</small>	Contact Center Outsourcing	SOHO, Medium, Enterprise	Inbound, Outbound	\$\$		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
zipwire.	Zipwire	SOHO, Medium, Enterprise	Inbound, Outbound	\$\$		✓		✓		✓	✓	✓			
at&t	Contact Center	SOHO, Medium, Enterprise	Inbound, Outbound	Contact Vendor	Yes	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
AVOXI. <small>because business is calling</small>	Virtual Call Center	SOHO, Medium	Inbound	\$		✓	✓	✓		✓	✓	✓		✓	
Safeharbor Knowledge Solutions™ <small>an Enghouse Interactive Company</small>	Contact Center	SOHO, Medium, Enterprise	Inbound	Contact Vendor	Yes	✓	✓	✓	✓	✓		✓			

*Pricing

\$ = 0-9999

\$\$ = 10000-19999

\$\$\$ = 20k-40k

\$\$\$\$ = 40k+

About VoIP News

VoIP News is a long-running news and information publication covering all aspects of the VoIP and Internet Telephony marketplaces. It is owned by Ziff Davis, Inc and is the premier source worldwide for business VoIP information. The site provides original content covering news, events and background information in the VoIP market. It has strong relationships with members of the VoIP community and is rapidly building a unique, high-quality community of VoIP users and vendors.

About Ziff Davis

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