

# FrontRunners®

## CALL CENTER SOFTWARE

MAY 2019

Powered by  
**Gartner** Methodology

**Software Advice**



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# INTRODUCTION

This FrontRunners analysis is a data-driven assessment identifying products in the Call Center software market that offer the best capability and value for small businesses. For a given market, products are evaluated and given a score for Usability (x-axis) and User Recommended (y-axis). FrontRunners then plots 10-15 products each on a Small Vendor and an Enterprise Vendor graphic, based on vendor business size, per category.

In the Call Center FrontRunners infographic, the Enterprise Vendor

graphic had a minimum qualifying score of 3.76 for Usability and 3.61 for User Recommended, while the Small Vendor graphic had a minimum qualifying score of 3.72 for Usability and 3.57 for User Recommended.

To be considered for the Call Center FrontRunners, a product needed a minimum of 20 user reviews published within 18 months of the evaluation period. Products needed a minimum user rating score of 3.0 for both Usability and User Recommended in both the Small and Enterprise graphics.

# INTRODUCTION

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The minimum score cutoff to be included in the FrontRunners graphic varies by category, depending on the range of scores in each category. No product with a score less than 3.0 in either dimension is included in any FrontRunners graphic. For products included, the Usability and User Recommended scores determine their positions on the FrontRunners graphic.



# DEFINING CALL CENTER SOFTWARE

Call Center software helps organizations manage inbound and outbound communications with customers and prospects across a variety of channels (e.g., voice, live chat, social media).

Software Advice's FrontRunners is focused on the North American Call Center software market.

We identify this set of core capabilities for the Call Center software category: automatic call distribution (ACD) with skills-based routing, computer-telephony integration (CTI), monitor/

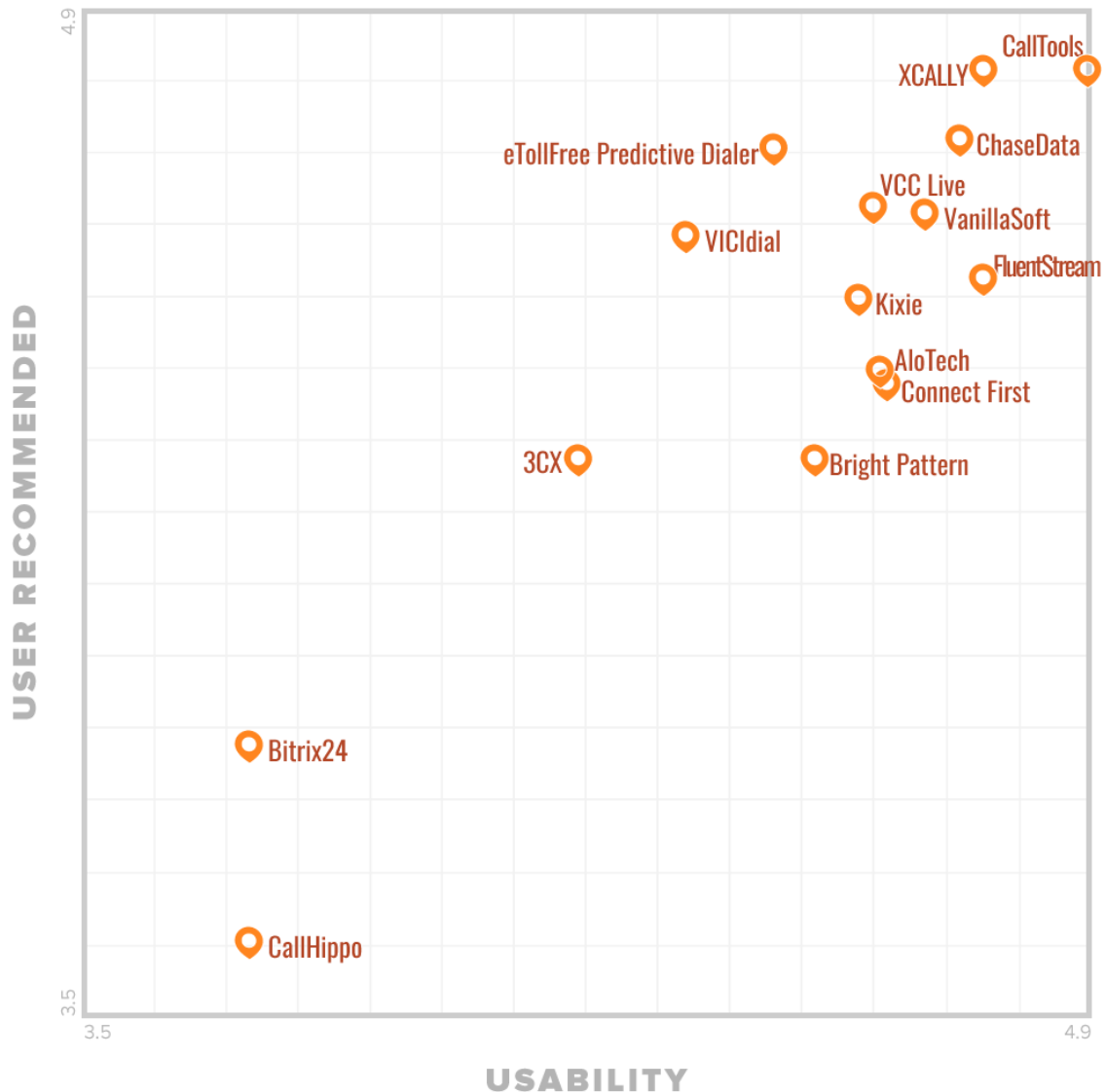
whisper/barge functionalities, and call reporting (performance management and analytics), as well as at least one of the following: call scripting, call recording, interactive voice response (IVR), and/or agent UI or desktop.



# FRONTRUNNERS

## (SMALL VENDORS)

### FRONTRUNNERS® FOR CALL CENTER, MAY 2019



For each individual rating in both the Usability and User Recommended criteria, the methodology weighs recent reviews more heavily.

# FRONTRUNNERS SCORES

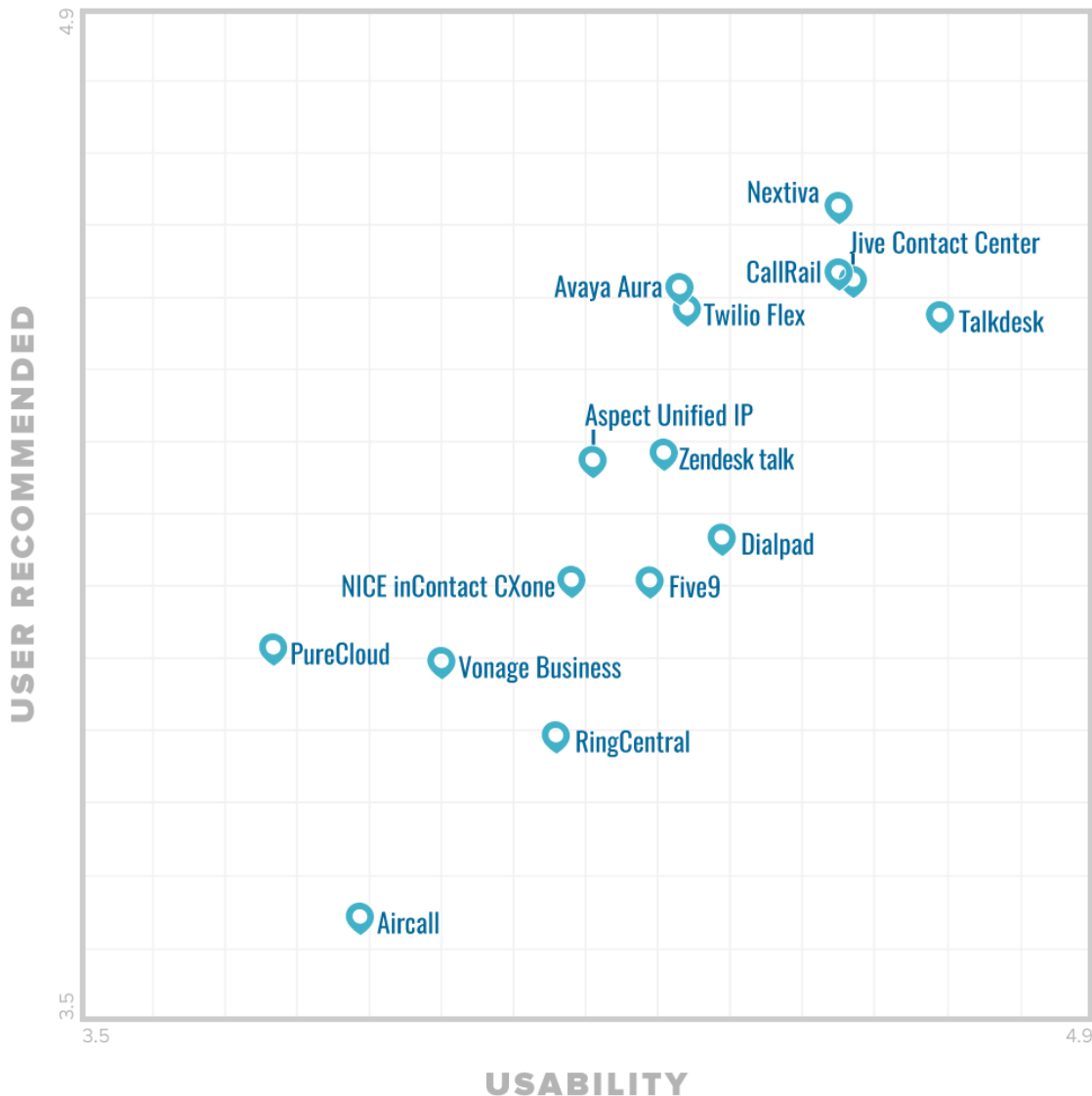
(SMALL VENDORS)

		TOTAL SCORE	USABILITY SCORE	USER RECOMMENDED SCORE
1	CallTools	9.69	4.90	4.79
2	XCALLY	9.54	4.75	4.79
3	ChaseData	9.40	4.72	4.69
4	VanillaSoft	9.26	4.67	4.59
5	FluentStream	9.26	4.75	4.50
6	VCC Live	9.19	4.60	4.60
7	eTollFree Predictive Dialer	9.14	4.46	4.68
8	Kixie	9.05	4.58	4.47
9	AloTech	8.98	4.61	4.37
10	Connect First	8.97	4.62	4.35
11	VICIdial	8.90	4.34	4.56
12	Bright Pattern	8.77	4.52	4.25
13	3CX	8.44	4.19	4.25
14	Bitrix24	7.58	3.73	3.85
15	CallHippo	7.31	3.73	3.58

# FRONTRUNNERS

## (ENTERPRISE VENDORS)

### FRONTRUNNERS® FOR CALL CENTER, MAY 2019



For each individual rating in both the Usability and User Recommended criteria, the methodology weighs recent reviews more heavily.



# FRONTRUNNERS SCORES

(ENTERPRISE VENDORS)

		TOTAL SCORE	USABILITY SCORE	USER RECOMMENDED SCORE
1	Nextiva	9.15	4.55	4.60
2	Talkdesk	9.14	4.69	4.45
3	Jive Contact Center	9.07	4.57	4.50
4	CallRail	9.06	4.55	4.51
5	Avaya Aura Contact Center	8.82	4.33	4.49
6	Twilio Flex	8.80	4.34	4.46
7	Zendesk talk	8.57	4.31	4.26
8	Dialpad	8.53	4.39	4.14
9	Aspect Unified IP	8.47	4.21	4.25
10	Five9	8.36	4.27	4.08
11	RingCentral	8.31	4.16	4.14
12	NICE inContact CXone	8.26	4.18	4.08
13	Vonage Business	7.97	4.00	3.97
14	PureCloud	7.76	3.77	3.99
15	Aircall	7.61	3.99	3.62

# RUNNERS UP

**3CLogic - Call Center Solution**

**8x8 Virtual Contact Center**

**Aavaz**

**Ameyo**

**Anywhere365 for Skype Business**

**Aspect Prophecy**

**Aspect Quality Management**

**Aspect Via**

**Aspect Zipwire**

**Avatar Dialler**

**Balto**

**bpm'online**

**BroadcastByPhone**

**bxp software**

**Calabrio One Suite**

**Call Box**

**Call Center by Evolve IP**

**CallBlitzer**

**CallFinder**

**CallFire**

**CALLN**

**CallPro CRM**

**CallShaper**

**Callsquad**

**CallTaker**

**CallTrackingMetrics**

**Castel Detect**

**CC-One**

**Cisco Call Center**

**Clarity Connect**

**Clicktools**

**ClientCallPlus**

**Cloud Predictive Dialer by 3CLogic**

**Cloud Predictive Dialer by SafeSoft Solutions**

**CloudCall**

**Comapi**

**Contact Center Compliance Suite**

**Contaque**

**Contivio Contact Center**

**Crazy Call**

**CXM Recording and Quality Monitoring**

**Dezide**

**Dialer360**

**Dialfire**

**Dialing Innovations Call Center Application Suite**

**DialogTech**

**Dixa**

**Easyconference**

**easyinbound**

**EducationFolder**

**Enghouse Interactive Contact Center**

**Eureka**

**EvaluAgent**

**Exelysis Contact Center**

**Fenero**

**FocalScope**

**Freshcaller**

**FreshOffice**

**FrontSpin**

**Greenlight CRM**

**Helpshift**

**HoduCC**

**Hosted Predictive Dialer**

**Hyperion Platform**

**ICTBroadcast**

**Impact360 Workforce Management**

**inConcert Allegro**

**iNexus**

**Infinity Call Tracking**

**Infinity ECM**

**InfoServ**

**InTouch by Topdown**

**IPscape**

**iSalesCRM**

**IVCbox**

**JivoChat**

**JustCall**

**KMS Lighthouse**

**LiveVox**



**Megacall**

**Metaphor IVR+**

**MiContact Center**

**Monet Live WFO**

**MySalesDialerProFieldWorkMobility**

**nanoRep**

**NAVIS Suite**

**Nectar Desk**

**NetHelpDesk**

**Netop Live Guide Chat**

**Newfies-Dialer**

**NewVoiceMedia**

**Noble Systems Suite**

**One Call Now**

**OpenText CEM Suite**

**OptifiNow Sales Process Automation**

**Oracle Contact Center Anywhere**

**Oracle CX**

**Oracle Right Now**

**OXON**

**Pamela**

**PanTerra Unified Cloud Services**

**Parakeet**

**Parrot Cloud Call Center**

**PARTH**

**PBX**

**PhoneCall**

**PICS**

**PIMS Dialer**

**Pipkins Vantage Point**

**PlayVox**

**Plum by The Plum Group**

**Predictive Dialer by Innitel**

**PrimoDialler**

**ProcedureFlow**

**ProScheduler WFM**

**Pulsar**

**QEval**

**QueueMetrics**

**Quiq Messaging**

**QwikDial**

**RealPage**

**Retreaver**

**Ricochet by Speed to Contact**

**Ringio**

**RingOver**

**SalesDialers.com**

**SalesExec**

**Sayint**

**Scorebuddy**

**Sharpen (previously Fathom Voice)**

**Shelf**

**Sip2Dial cloud call center**

**SmartAction Speech IVR System**

**Snapforce**

**Snowfly**

**SpitFire**

**Steam**

**T-Max Predictive Dialer**

**Talkie**

**talvala**

**tcnp 3**

**Telax Cloud Contact Center**

**Telax Hosted Call Center**

**TelTel**

**thinQ LCR**

**TotalWebArt**

**Track PM**

**TrueERP**

**uContact**

**UniVoIP**

**Upcall**

**USU Knowledge Center**

**VBVoice**

**Versature**

**Vivocha**

**VoApps**

**Vocalcom**

**Vodia PBX**

**VoiceLog**

**VoIPstudio**

**Voxco IVR**

**Vozy**

**Wix Answers**

**XenCall**

**Ytel Contact Center**

**ZaiConversations**

# METHODOLOGY BASICS

**T**he FrontRunners methodology assesses and calculates a score for products on two primary dimensions: Usability on the x-axis and User Recommended on the y-axis.

**The Usability score is a weighted average of user ratings including:**

- End-user ratings of one to five stars on the product's ease of use.
- End-user ratings of one to five stars on the product's functionality.

**The User Recommended score is an overall weighted average of scores including:**

- End-user ratings of one to five stars on how valuable users consider the product to be relative to its price.
- End-user ratings of one to five stars on how likely they are to recommend the product to others.

There are up to two FrontRunners graphics for each market, one Small Vendors and one Enterprise Vendors graphic. The Small Vendors graphic highlights qualifiers from smaller (by employee size) vendors, while the Enterprise Vendors graphic displays qualifiers for larger (by employee size) vendors.



## METHODOLOGY BASICS

Markets are defined by a core set of functionality, and to be eligible for FrontRunners, products must offer that core set of functionality. Core functionality required is determined by our research analysts, who provide coverage for and have familiarity with products in that market. Additionally, a product must have at least 20 unique user-submitted product reviews published within 18 months of the start of the analysis period across the three Gartner Digital Markets web properties: [softwareadvice.com](https://www.softwareadvice.com), [capterra.com](https://www.capterra.com), and [getapp.com](https://www.getapp.com).

Inclusion in the Small Vendor or Enterprise Vendor FrontRunners graphics is based on vendor employee count. Vendors eligible for the Enterprise Vendor graphic must have more than the median employee count for all vendors in the market, or 100 employees—whichever is greater. Vendors whose employee counts do not meet either of those thresholds qualify for the Small Vendor graphic.

<sup>1</sup> In the event fewer than 10 products qualify for either a Small Vendors or Enterprise Vendors FrontRunners graphic, the vendors that do qualify will be combined into a single graphic.







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