



## Contact Center Solutions

*Current Analysis provides Competitive Response solutions that enable companies to effectively anticipate and counter competitive threats, and win more business.*

### COMPANIES COVERED

- Aastra
- Alcatel-Lucent
- Aspect Software
- Avaya
- Calabrio
- Cisco
- Convergys
- CosmoCom
- Envision Telephony
- Genesys
- IBM
- Interactive Intelligence
- Intervoice
- Noble Systems
- Nortel
- SER Solutions
- ShoreTel
- Siemens Enterprise Communications
- Syntellect
- Verint Systems
- XO Communications
- Zeacom

And more...

The Current Analysis **Contact Center Solutions** module focuses on companies that deliver systems, software, and services to support customer interaction, both in North America and Europe. These vendors and service providers offer customer-facing solutions with which contact centers manage both inbound and outbound interactions in the form of traditional telephone calls, e-mail, voice mail, fax, text messaging, and interactive chat. Traditional systems are built on automated call distribution (ACD) functions linked with PBX systems over either a TDM or converged IP environment.

Coverage areas include:

**Large Contact Center Solutions:** Large contact centers comprise the biggest segment of this market and are traditionally defined as supporting more than 150 (North America) or 75 (EMEA) concurrent agents. Large contact center solution developers provide distributive and sophisticated solutions. They also provide integration into enterprise wide business processes through Services Oriented Architecture (SOA) and Communications-Enabled Business Process (CEBP) structures, as well as utilize newer technologies such as unified communications.

**Mid-size Contact Center Solutions:** Mid-sized contact centers support between approximately 50 and 150 (North America) or between 25 and 75 (EMEA) concurrent agents. Although mid-sized contact centers are generally less complicated than solutions targeted at larger environments, many mid-sized solutions provide a very comprehensive set of functionality that favorably compares that found in large contact centers solutions.

**Hosted Contact Center Solutions:** Contact centers provide customer facing access points from which companies manage inbound and outbound interactions. Hosted contact centers offer the same basic functionality as on-premise solutions, that is, ACD, IVR, multimedia agent desktops, and CTI. But hosted contact centers are delivered as services, meaning that enterprises or SMBs do not own the equipment and that the contact center equipment/infrastructure is not deployed as CPE, rather it is located in the service provider network with operational control still maintained by the enterprise or SMB.

### About **Current Analysis**

Current Analysis provides Competitive Response solutions that enable companies to effectively anticipate and counter competitive threats, and win more business. This is achieved through the rapid delivery of tactical, actionable intelligence to help fast-paced companies compete in the highly volatile telecommunications, networking, and business software markets.

Please visit us as at: <http://www.currentanalysis.com>

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**AVAILABLE SOLUTION ASSESSMENTS**

**Large Contact Center Solutions**

Solutions from:

- Aspect Software
- Avaya
- Cisco
- Interactive Intelligence
- Siemens Enterprise Communications

**Current Analysis  
Contact Center  
Solutions Analysts**



**Brian Riggs**  
Research Director,  
Enterprise  
Software and  
Communications

**This CurrentCOMPETE™ module includes:**

- **Customizable email updates** delivered either daily or weekly to alert subscribers of the module to new analysis available in key areas of interest.
- **Actionable event reports** which provide rapid analysis of significant competitive events in the market including new product releases, M&A activity, trade show announcements and newly formed alliances.
- **Company Assessments** which provide in-depth analysis of individual companies and analysis of their competitive positioning in specific market segments.
- **Market Assessments** which provide analytical evaluations of specific market segments, including market size, projected short-term and medium-term market growth and stability, business and market drivers as well as company ratings.
- **Comparison feature** allowing module subscribers to create dynamic, side-by-side comparisons of companies' strengths and weaknesses.
- Solution-focused analysis of offerings designed to address complex customer problems are also available separately as **Solution Assessments**.



**How We Deliver**

**Current Analysis** is the preeminent source for tactical competitive intelligence and analysis. Our CurrentCOMPETE™ platform provides real-time analysis of breaking industry events, as well as intelligence reports on the markets, companies and products that are shaping the telecom, networking, and business software industries. By providing timely and comprehensive intelligence, we enable organizations to successfully counter competitive threats, and offer effective solutions to emerging challenges.

Our business model and solutions are built on the foundation of solid, quality intelligence and data, making **Current Analysis** the leader for competitive intelligence demands. We serve more than 30,000 users at over 250 enterprise clients, representing preeminent firms in the telecommunications, information technology and consumer electronics industries.

**Current Analysis** retains over 40 worldwide industry experts. Their frontline perspective and industry experience ensures you receive the best market information and analysis available - delivered within 48 hours of major industry events.

Please visit us as at: <http://www.currentanalysis.com>

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