CCaaS made in Europe

Market overview cloud-based contact centre software - 2025

ziptone

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About Ziptone

Ziptone is a leading, independent online magazine for customer contact professionals, focusing on the Dutch and Belgian market. Ziptone publishes informative and inspiring news reports, interviews, case studies, analyses and background articles about customer service, HR and tech. Ziptone is read by middle-level and senior managers in customer service and marketing, WFM professionals, supervisors and industry suppliers. Ziptone also publishes its articles in English, attracting a readership in other European countries and the US. Ziptone is published by KPS Media, The Hague.

Foreword

The re-election of US president Donald Trump on November 6, 2024 was a watershed moment, instantly casting doubt over a multitude of agreements between his country and the rest of the world. The ensuing attack on NATO spending, DEI policies, trade surpluses and international data protection agreements was a wake-up call for the Europe Union. Yet the alarm bells had been ringing for some time. They first sounded in the Draghi report, which highlighted the need for greater European strategic autonomy.

The pulling apart of the foundations of the Data Privacy Framework was yet another reason to pursue greater autonomy in terms of IT – in particular for contact centre managers, customer services directors and CIOs. Following Trump's appointment, the US government promptly dismantled the surveillance watchdog. These measures should have come as no surprise; they had all been announced beforehand. Simply put, the US has shown its contempt for transatlantic agreements on European consumers' data protection.

The time has therefore come for companies to reconsider their unquestioning use of Big Tech services. Trump's re-election does not mean we should switch to 'IT made in Europe' en masse, but it does highlight the urgency to come up with a Plan B. How reliant is your company on hyperscalers – all three American and extremely amenable to the wishes of local authorities? Are there reasons for your organisation to limit that reliance? And if so, where do you begin?

Organisations that don't outsource their customer service almost always use a contact centre platform. While this could be an on-prem solution, an increasing number of companies are opting for cloud-based solutions. These CCaaS platforms aren't islands in the digital sea; they need all sorts of IT components to function and often include links to other applications such as data bases, CRM, ERP or WFM. The structure of a front office IT landscape is generally more complex than meets the eye, making it difficult to reduce reliance on US tech providers.

A CCaaS solution, on the other hand, is relatively easy to change. Which explains why thousands of organisations have recently migrated from on-prem to cloud-based contact centre solutions. An increasing number also manage to do so in a matter of months, if not weeks. This bodes well for companies looking to reduce their reliance on US providers.

This report provides a summary of the alternatives: 'CCaaS made in Europe'. This report is an initiative by Ziptone, a Netherlands-based, independent online magazine for the customer contact professionals, publishing articles in Dutch and English. The report is available to read online, and we would like to thank the advertisers who supported its production.

This report not only features profiles of European CCaaS providers but also contains a series of informative articles about current issues that are changing our industry. Focusing on a key question: are we doing the right thing, or is it time to change?

Erik Bouwer, editor-in-chief at Ziptone

Hard copies of this report are available on request. See https://www.ziptone.nl/en/ccaas

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Insights from this market overview

What CCaaS solutions can you buy on the European market? This report provides an overview, supplemented with insights from our market research into how the market operates. Below is a reflection on our findings.

What issues did our market survey uncover? We surveyed and analysed over 80 CCaaS providers. A small number of those were eliminated before the survey was completed: either because they turned out to be system integrators offering third-party services or because – contrary to their outwardly EU profile – they were de jure or de facto operated by a non-EU player.

Of the providers contacted by Ziptone, only a minority responded to our request for information. In some cases, we received no response whatsoever despite sending e-mails, web forms and LinkedIn direct messages. Not something you'd expect of companies who claim to be customer contact specialists! Nevertheless, this didn't discourage the editing team from pursuing their investigations.

By way of exception, we included the United Kingdom in our EU market survey. This is because the country has retained close collaborative ties with the rest of Europe even after its exit from the single market, and UK companies had already gained a foothold on the continent well before Brexit.

What did we learn?

There is a distinct lack of transparency – with some exceptions.
CCaaS providers are seldom *completely* transparent when it comes to their offering. Due to this missing information – be that about pricing models, costs and fees, policies on data

Some observations based on the data collected

- The large majority of the 73 EU CCaaS providers are active in Germany (N=17), the Netherlands (N=9) and France (N=9), with the UK (non-EU) market also home to a sizeable number of players (13)
- The average price per user, per month ranges from approximately € 30 to over € 110
- Almost all providers claim to be fully GDPR compliant
- Many parties offer both hyperscaler public cloud options (predominantly AWS and Azure) and private cloud options
- A limited number of providers offer on-prem solutions alongside cloud solutions
- AI-powered transcription and summary functions are now standard
- Video calling is an add-on rather than a standard feature
- There is almost universal adoption of standard API architectures (RESTful, WebRTC)
- Government, finance, health care and retail are the most common focus markets

centres and cloud types, scalability options, available software languages, support and training provision or certification data – we were unable to form a complete picture of certain providers or solutions. If you're looking for truly European software (see our research justification for a detailed disclaimer), you'll need to conduct a careful search, scrutinise offerings and request documentation about all aspects of the company and software.

The definition of CCaaS changes and varies.
While all platforms are capable of offering routing, there's some discrepancy among providers as to the definition of CCaaS. This means that WFM and CRM sometimes feature as a built-in component. And in some cases, 100% outbound applications have only basic inbound features. Certain platforms are offered as 'integrated', with the monthly price per user determined by the number of seats. Meanwhile, other providers prefer to set package prices according to features. CCaaS solutions range from basic to extremely sophisticated, so there's plenty of choice out there. Nevertheless, despite offering cloud-based services, not a single provider sticks to the true definition of the cloud – that being the definition of the US National Institute

of Standards and Technology (NIST), which mentions 'as a service' models, 'on-demand access' and 'rapid elasticity' as important aspects of cloud services.

Made in EU: a potentially misleading label.
CCaaS providers rarely provide complete transparency as to the origins of the components used in the CCaaS features they're offering. Only a handful claim that their platform is fully proprietary. But beware: you may end up purchasing a standard solution that's unable to adapt to your business growth or special needs.

Features come from around the world.
Contact centres' technology stacks are structured in layers – see our article. The precise origins of all those layers aren't always clear or traceable. The core engine (for our purposes, that means the routing machine with an IVR, queues and messages) could be fully European, developed in-house and even operate in a local, European cloud. Yet add-on capabilities in the package or suite may be based on US technology, particularly core technologies such as speech recognition and generative AI. This means that products sold by chatbot providers that are for all intents and purposes European
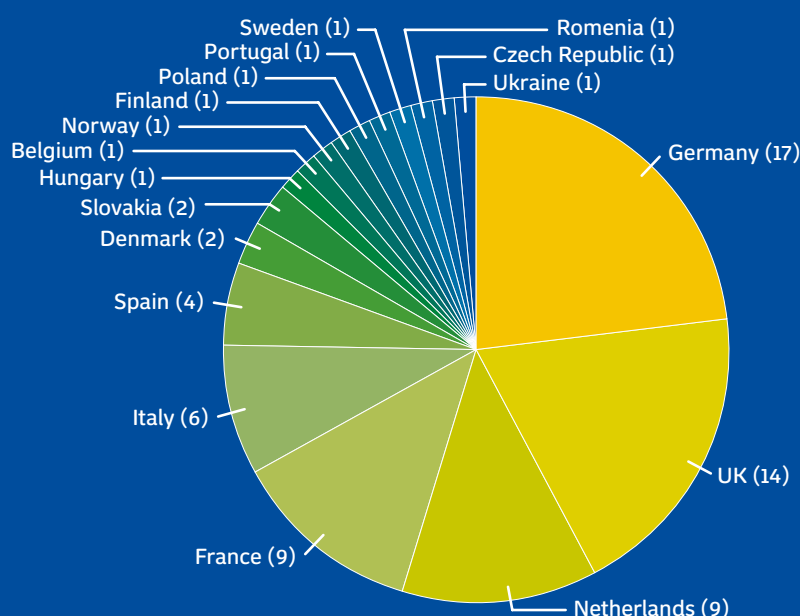
have been developed using US technology, for example. The same goes for add-ons such as recording, quality monitoring, diallers, scripting, reporting or knowledge management: they could be developed by companies themselves, procured in Europe, or based on tooling or technology of US tech companies.

'We'll never be able to catch up with the US'.
In the wide-raging debates on European software, it's often argued that we're spoiled by the plentiful and fully mature offering of established US players in comparison with 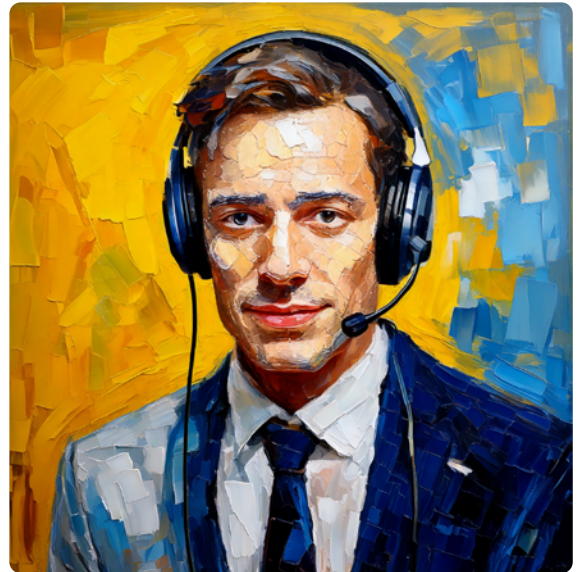European solutions, which tend to be patchy. But that analysis is only partially accurate for CCaaS. While our market overview does show that only very few providers offer a complete suite, it also reveals that various providers are in the process of expanding their features (see the next paragraph on 'roadmaps') to make them 'plentiful and fully mature'. This often comes with a hefty price tag. Which is why it's important to ask yourself: which features do you really need and which will you use in practice?

We also asked companies about their roadmaps.
Most mentioned agent assist and automated summaries, followed by automated quality monitoring and AI-based reporting and analyt-

ics applications. AI-based knowledge management applications are also high on the list of features to be added. Both younger and larger platforms are working on the underlying tech-

nology, and are also improving interfaces and composability. When it comes to certifications and other safeguards, providers could do better. Many are also silent when it comes to their response to the EU AI Act or gearing up for new certifications.

'Custom' potentially synonymous for 'lock-in'.
Many providers that offer generative AI provide *custom* features such as agent assist, transcription or automated conversation summary. These solutions are rarely agnostic. If they were, users would be able to choose the underlying technology – e.g. for providers such as Google, Microsoft, OpenAI, Perplexity, Mistral or Anthropic – or even specific versions of LLMs. Given the rapid nature of developments in this domain, it would be wise to avoid a GenAI vendor lock-in.

When all clouds have the same lining.
Many providers offer extremely rigid cloud infrastructure solutions, often offering only one 'flavour' of public cloud. But sometimes, customers have the choice between public cloud,

hybrid cloud, private cloud or on-prem. Basically, platforms are rarely fully open source or agnostic, and any platform will have its pros and cons.

As providers appear not to share a tech lingua franca, questions of definition also come into play. Here's an example: Secure Real-time Transport Protocol (SRTP) isn't the same as TLS (Transport Layer Security) or HTTPS, but all three are mentioned in offerings of end-to-end encryption for communications.

Turbulence expected in the CCaaS market

The CCaaS market is saturated and crowded. Joining the group of European players in this market overview is a comparable group of international players, who are predominantly US-based. With an estimated 250+ CCaaS players on the global market, all of whom are more or less moving in the same direction (cloud and AI), consolidation is inevitable and a shakeout is impending. Europe is unlikely to be immune to that market development, which is why it's always sensible to have a plan B. How will you act if a decision by your supplier negatively impacts your organisation?

Conclusion

As mentioned earlier, this overview is not a buyer's guide. The profiles in this report and the articles are intended to be read together, helping you to form a clearer picture of your IT landscape, dependencies and risks. It can form the starting point for scenario planning and further study or – if you've already done your homework – to reach out to your 'local' European providers.

But the European software landscape isn't just a story of dependencies and risks. It also presents excellent opportunities to boost the European economy – including in terms of contact centre software.

Pricing

US CCaaS providers have a tendency to unilaterally make sweeping updates to their terms of use and pricing. An exception to the rule is AWS (Amazon Connect supplier), which has barely updated prices at all in recent years, apart from specific integrations (particularly speech recognition) or when launching packages with extra features. In recent years, Microsoft (Teams and Dynamics 365 Customer Service) has implemented a series of price updates for their customer engagement products, sometimes jacking up the price by over 10%. The company also decided to separate products that had previously been integrated (e.g. Teams and Office).

Joining that trend is Genesys, which is seeking to implement price updates – in some cases lowering the price – by regrouping features.

Avaya has a history of massive fee updates, starting with the replacement of its licence model by a subscription model from 2017 to 2019. It did the same in subsequent years with the debut of the cloud-based Avaya Experience Platform (AXP), raising prices for maintenance and support of legacy products. More recently, the company announced to its entire customer base that, as of April 2025, it will no longer be supporting customer contact centres with fewer than 200 seats.

Research justification

From January 2025 to May 2025, Ziptone's editors performed desk research to survey the landscape of European CCaaS (Contact Center as a Service) providers. A group of over eighty providers were invited to take part in Ziptone's market research.

The CCaaS providers who accepted this invitation completed a comprehensive questionnaire containing over forty questions about the characteristics of their business and fifty questions about features of their CCaaS platform.

For the providers who did not respond or did not wish to accept the invitation, Ziptone performed further desk research to create profiles based on the same questions. Owing to the scant information available from public sources, it was not possible to create a profile for some CCaaS providers. Ziptone instead created a 'mini' profile for several of them, so that they could be mentioned as a European CCaaS supplier nonetheless.

This market research ultimately included 73 complete profiles of European CCaaS providers. Authorised profiles* were created in collaboration with the CCaaS provider in question. The information in the non-authorised profiles is based solely on desk research and has not been verified by the provider.

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* ◉ Authorised profile

indirect loss that may result from the use of the information contained in this report or any inaccuracies or omissions. The content of this report is for general information purposes only and provides a non-exhaustive summary of eligible European providers and their CCaaS (Contact Center as a Service) solutions.

Anyone who wants to critically assess the composition of the IT portfolio—whether specifically for the contact center or across the organization—must also take into account the presence of specific point solutions and the underlying technologies they rely on. Especially relevant in today's context: where does the LLM that powers your GenAI applications actually come from?

CCaaS solutions are often positioned as unique offerings, while in reality they may be based on white label products. Vendors are rarely fully transparent about this.

CCaaS platforms are composed of clusters of functionalities. It is not uncommon for parts of this functionality to have been brought in through acquisitions. As a result, a European CCaaS provider may be operating a platform that partially relies on U.S.-based intellectual property.

Use of this report

Before making any decision regarding CCaaS, readers and users of this report are strongly advised to reach an informed opinion themselves. Always conduct your own research, seek further information and form your own judgement when dealing with providers and suppliers – whether by consulting benchmarks, requesting documentation or contacting references. This report is in no way a substitute for professional advice or due diligence.

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Why digital autonomy has never been more crucial

Whether you use a cloud environment, CRM package or a routing solution, any business that purchases products and services from US software companies must be aware that the US government could compel access to your data. In exchange, the US government has given the EU 'guarantees' that it takes Europeans' privacy seriously.

Those guarantees had been in place for a while, but have had to be renewed several times over the recent years. Previous EU-US data sharing pacts were declared invalid after the European Court of Justice upheld two complaints by Max Schrems, an Austrian data privacy activist. First, the Safe Harbour Agreement was overturned in 2015. Its successor, EU-US Privacy Shield, was annulled five years later in 2020. In both cases, the agreements were found to offer insufficient legal safeguards to prevent US intelligence services from gaining undue access to European citizens' data. The Privacy Shield was replaced by the EU-US Data Privacy Framework in 2023, which became effective following the EU's adequacy decision.

The significance of that transatlantic framework turns out to be relative. That is because the US has its own laws in place, such as the Foreign Intelligence Surveillance Act (FISA 702) and the CLOUD Act, to compel access to data if that data is on servers owned by US companies – even if those services are located geographically in Europe. For some time now, the US government has been seeking to lift restrictions such as those imposed by the EU-US Data Privacy Framework (DPF).

Following Trump's re-election, the Civil Liberties Oversight Board (CLOB) – the DPF watchdog – was slimmed down from five members to just one member (a Republican). As this leaves the watchdog unable to reach independent decisions, it renders any compliance monitoring ineffective. It was that lack of an independent watchdog and an effective complaints or appeals procedure against US intelligence services that spurred Schrem's second complaint against the Privacy Shield.

What implications does this have?

If the US withdraws its support for the DPF, companies that are dependent on the DPF will no longer have a legal basis for data transfer. An invalid DPF could trigger compliance issues, costly migrations to European cloud environments and an increased risk of fines from regulators.

There are strong indicators that policies being taken by the current US administration are based on Project 2025, the political conservatives agenda that has been formulated over the past years. Project 2025 explicitly recommends a review or, in some cases, termination of international agreements such as the DPF, so as to remove restrictions on US intelligence services. It also sets out that 'an incoming president must request an immediate study of the DPF', 'reset Europe's expectations' and 'suspend any provisions that unduly burden intelligence collection' – evidence that the continued existence and quality of US-EU pacts are no longer a given.

What can businesses do?

As a minimum, businesses should take stock of the personal data they send to the US; which cloud providers, SaaS solutions and other services they use in the US; and which US companies fall under the DPF.

Prioritising European solutions

The overturning of the DPF may force hyperscalers such as Google, Meta, Microsoft and Amazon to process data on European users in European clouds. However, it is more likely that companies will have to migrate their data to private, '100% European' data centres that operate independently of US hyperscalers. The market is showing signs of moving in that direction with the emergence of players such as OVHcloud, Scaleway, Deutsche Telekom Cloud and Nextcloud.

Separate agreements

Companies could agree Standard Contractual Clauses (SCC) with separate US suppliers, rather than trust that those suppliers will continue to comply with DPF agreements. These SCC could set out agreements on encryption or pseudonymisation of personal data. Another solution is to set out and adhere to Binding Corporate Rules (BCR). However, as arranging SCCs and setting out BCRs is a time-consuming and costly process requiring specialised legal knowledge, they may place an excessive burden on smaller organisations and will be more relevant for multinationals.

Businesses can then decide which additional measures are required, such as end-to-end encryption (to prevent third parties from being able to read the data) and pseudonymisation (making data less identifiable).

Other risks of reliance

The eroding of the foundations of data-sharing agreements, or the annulment of the agreements themselves, is not the only current issue faced by European businesses reliant on US cloud services. Besides the ability to compel access to data, the Trump administration

has the power, should it wish to wield its economic or political clout, to limit European customers' access to hyperscalers' services. However, this power would more likely be exercised to keep cloud capacity available in the event that a Chinese attack succeeds in blocking the US cloud.

Another relevant factor is that US CCaaS solutions are designed as closed ecosystems, increasing the risk of vendor lock-in and making it more difficult to switch to another provider.

US tech companies also regularly amend their pricing models and terms and conditions, often unilaterally and at short notice. Higher market concentration, which occurs when larger players acquire niche providers, may lead to less choice.

Disputes between European clients and US suppliers are often governed by US law, resulting in high legal costs, unpredictable outcomes and complex legal procedures.

Geopolitical tensions, which nowadays can take the form of evolving regulations on EU-US data sharing, are a tale as old as time. As such, risk assessments ought to be second nature – as should risk analyses and scenario planning that involves producing a plan B. This includes standard practice such as encryption and key management, or the decision not to migrate critical data to the cloud, or making sure you have local data back-ups and sovereign recovery solutions.
Your scenario planning should include reflections on using European CCaaS solutions in European data centres.

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What is CCaaS?

The term 'CCaaS' (ContactCenter-as-a-Service) designates a routing solution for contact centres based on a cloud model.

Since the application is purchased as a service via the internet, it runs on third-party servers. You pay for actual use – often per seat, logged-in employees and time unit – rather than an annual licence. Separate pricing models may apply to GenAI and analytical AI applications.

CCaaS is scalable, making it easy to add or remove users. However, providers' policies differ on this point. This is for several reasons, one being the extra infrastructure that needs to be put in place for large scaling requirements. Updates, upgrades and administration are all taken care of by the provider. CCaaS solutions are standard and often offer little in the way of customisation, but easily accommodate agents who work from home.

CCaaS solutions are primarily designed for multichannel routing, particularly skills-based routing. They often have outbound diallers alongside other basic features, such as reporting, voice recognition, analytics and AI features for conversation summarisation, dialogue support and automated QM.

Some platforms offer extra modules for features such as knowledge management, case and campaign management, CRM and WFM. As these features are not required for contact routing, they are often available as 'lite' versions. If you're looking to use advanced features, you're best off with a specialised solution or a more comprehensive platform.

What factors determine your CCaaS strategy?

Your CCaaS platform must be aligned with your company objectives, customer contact strategy and service delivery model. Are you looking to save costs and drive innovation? Or do you want to upgrade your application because you want to give your team a user-friendly, integrated system?

How do you want to serve your customers? Which channels and characteristics are mission-critical for your organisation and why? How often does the provider release new features and what's in the pipeline? Which features does your current platform have and which ones do you actually use?

In terms of IT and innovation, consider aspects like integration with point solutions and core solutions from the front and back office as well as the availability of open APIs.

In terms of operations, think about the flexibility and speed of scaling and what extra costs this may entail. Aspects such as uptime, security measures, availability of support (in your language, time zone and business hours) and redundancy also come into play. User-friendliness is another important factor – agents have a tendency to rise up against new systems they don't like. And last but not least: the degree to which your business is capable of performing functional management unaided.

The CCaaS market is saturated and fast-moving. Once you choose a provider, be aware that it may be taken over by another and that there may be continuity issues. Your selection process should also consider your exit strategy if you choose or are forced to switch.

All-in-one or best-of-breed?

Customer contact centres are constantly having to adapt to changing market circumstances. You want the latest features, but should you source them from your own platform or specialised providers? Should you pick an all-in-one, integrated solution or use a series of point solutions? Or will you have to settle for a combination of both?

Many CX suppliers will tell you customer preferences are shifting. Customers are becoming much more demanding, 'forcing' organisations to adapt their systems and processes. While that is true, managers are also free to pursue change and optimisation on their own initiative. That may be because new technologies or tools for customers or teams have become available. In this article, we'll outline the ways in which you can approach software change management.

Which contact centre technology you decide to work with is about more than features – it's about strategy, integration options, innovation capacity and resilience. The pace of technological change has picked up speed. You need look no further than the rise of GenAI and the rapid emergence of use cases for contact centres to understand that making the right choice between all-in-one or best-in-breed has never been more crucial.

But first, let's go through the definitions. An 'all-in-one' application strategy brings on board one software supplier who provides all features on one platform. In terms of customer contact, this goes all the way from routing to WFM and from QA to self-service and AI applications. A 'best-of-breed' strategy, on the other hand, hand-picks specialised solutions for the contact centre's core solution (the voice or routing platform). These solutions are then integrated into the routing solution using APIs. The best-known examples of point solutions are WFM, Quality Monitoring (recording, analytics, automated coaching, dashboarding and more), knowledge management, chatbots, self-service solutions and e-mail solutions.

Two options

If you already have a contact centre platform and want to add new features, you have two options. The first is to add a new feature within the CCaaS solution. This will already be available in some cases, but may require an upgrade to an enhanced version of your CCaaS solution. In other cases, you may need to wait for a new release from your provider.

The second option comes into play if you can't find what you need, or want to speed things up. Specific applications such as WFM, Quality Monitoring, chatbots and self-service solutions are often also available as stand-alone solutions through specialised vendors. These apps are occasionally part of the routing solution's ecosystem, enabling smoother integration thanks to APIs.

You have the same options if you have no contact centre platform or want to switch to a brand-new platform.

Implications of a strategic choice

If you pursue a best-of-breed strategy, be prepared to make regular tweaks to your application landscape. You'll also need an in-house IT team with the right tools or an implementation partner who is well versed in the various point solutions. Other things to consider: the time and money you're willing to invest to ac-

celerate innovations, and whether your organisation is mature enough to handle multiple suppliers.

You should also be wary of the technical and financial risks of vendor lock-in, as evidenced by Avaya's recent decision to introduce a monthly minimum commitment of 200 seats and Sprinklr's pivot to larger enterprises. These decisions have left smaller buyers in the lurch: they now need to find another solution or significantly increase their commitment to their current service provider.

All-in-one: the benefits
- Seamless integration
  – no issues with data exchange
- Universal user interface
  – less training time
- Lower admin demands
  – CCaaS provider monitors performance
- One point of contact
- Central support and SLAs
- Improved cost predictability

All-in-one: the downsides
- Risk of vendor and platform lock-in
- Integrated solution providers invest varying amounts of time and money in innovation
- Reliance on supplier's innovation speed
- May need to wait for your supplier to release new features
- Sometimes requires a switch to an enhanced subscription package
- More general or fewer features

Best-of-breed: the benefits
- Potential to access new features sooner
- Highly specialised – may provide better quality or more features
- More choice and flexibility
- Quicker integrations

Best-of-breed: the downsides
- Fragmented application landscape
- Higher demands on architecture
- Higher admin costs, with the potential for hidden costs
- More suppliers to manage
- New implementation partner required
- More complex user interface
- Potential data issues and other problems with integration
- No overarching support
- You are responsible for management and orchestration (or outsourcing them)

Other points to consider
Take stock of the features you already have. In many cases, organisations use only a fraction of them. Exploring them may influence your idea for an integrated solution. As you do, be sure to thoroughly compare initial and recurring costs.

Additionally, have a look at the licence structure and pricing model: based on seats, concurrent users or use (in hours). In some cases, like tokens for AI services, different parts are subject to different pricing models. Ecosystems are becoming increasingly prominent in the IT market – don't let yourself be won over by the prevailing wisdom on platforms.

If you choose a state-of-the-art solution, consider whether your organisation is prepared in terms of data, processes, culture and its workforce. What are the priorities for your organisation to achieve good-quality CX? How stable is your organisation? Are there any mergers or acquisitions that could turn what seems like a wise choice now into a headache next year?

CX trends and developments

The European market for customer contact and Customer Experience (CX) is forever changing. Consumer behaviour, market developments and tech innovations such as GenAI are throwing up new challenges. Organisations must rethink their customer contact strategy.

Today's consumers expect customer service to be more than reactive. Consumers want companies to anticipate their needs and give them relevant information and solutions before they contact customer service. Although acceptance of digital and automated interactions is steadily increasing, it is a cause for concern that consumers around the world believe that service standards have got worse. More often than not, a customer's first interaction with a human agent is preceded by a lengthy customer journey of self-service, FAQs and 'conversations' with chatbots. What is behind this perceived quality decline: higher expectations or truly poorer service?

AI and machine learning are primarily used to support agents (e.g. by providing dialogue suggestions or automated summaries of customer conversations) and improve quality and efficiency. While it's still too early to call this a 'revolution', what is clear is that the emergence of generative AI is playing a key role in shaping new customer contact strategies. There are excellent opportunities out there to personalise customer interactions and automate processes. One of them is predictive customer service, using advanced AI applications to help organisations to anticipate customer queries and proactively reach out. Speech technology such as voice assistants and real-time translation apps is also set to soar in popularity among professionals – if only because it largely removes the language barriers experienced by customer contact organisations.

These fast-paced developments are a boon for the CCaaS market, too. Alongside instances of consolidation – larger players improving their market position by acquiring smaller ones, obtaining the rights to specific technology and expanding their service portfolio – some suppliers such as Avaya and Sprinklr have shifted their focus to larger enterprises.

These developments are opening up a new mid-market for fresh, innovative players to step in. Characterised by its exacting requirements for data storage and privacy, the European market offers opportunities for European CCaaS suppliers to provide solutions that comply with these strict standards.

Both professional and non-professional media outlets are increasingly reporting that government bodies are reconsidering or making adjustments to their application strategy. Large enterprises are likely to be the first to follow suit.

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- Customer service ticketsystem including many channels
- Experts in customer contact & AI tech
- All-in-one service with personal support
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Yes to digital sovereignty, but not at the expense of practicality

The European Commission has made digital sovereignty one of its central objectives. Meanwhile, Member States are exercising caution by adopting mostly hybrid, pragmatic policies, with Germany, France, Italy, Spain and the Netherlands each pursuing a different strategy to tackle their reliance on US tech.

The European Commission (EC) has acknowledged that Europe relies on US companies for approximately 80% of its digital infrastructure, posing a threat to European digital sovereignty, privacy and security. The Netherlands Organisation for Applied Scientific Research (TNO) puts that figure as high as 92% of all Western data, citing the scarcity of European-made core infrastructure.

In light of this, the EC is stressing the importance of investing in European technologies such as data storage, Artificial Intelligence (AI) and cybersecurity to reduce Europe's strategic dependencies. It also has plans to develop a European data governance standard, focusing on data privacy and control.

The EC's digital policy has been unaffected by recent geopolitical developments, including new US import tariffs. For instance, The Digital Markets Act (DMA) – aimed at regulating the conduct of large tech companies in the European single market to ensure fair competition – remains fully in force. In addition, the EC is considering setting up a sovereign infrastructure fund to galvanise public investments in European digital infrastructure, in particular in capital-intensive operations such as chip manufacturing and quantum computing.

Besides 'conventional IT', the EU intends to focus on AI in its digital sovereignty strategy. The AI Continent Action Plan, for instance, sets out investments totalling tens of billions of euros in infrastructure, skills and legislation to align AI with EU values, according to the EC. Meanwhile, the EC is establishing a new Data Union Strategy to guarantee the security and interoperability of data sharing across sectors. It also plans to launch an AI Act Service Desk to help European businesses comply with the EU AI Act.

Germany is struggling to bring its digital infrastructure up to date. The country is heavily dependent on US cloud providers such as Amazon and Microsoft, fuelling concerns about the implications on digital sovereignty and data protection. Germany may well be a leader in Gaia-X, but its cloud market continues to be dominated by US players – in spite of a series of other initiatives. For instance, Amazon Web Services (AWS) has announced plans to invest € 7,8 billion into a European Sovereign Cloud, and Microsoft is investing € 3,2 billion

to double its data centre and AI capacity. Given the benefits in terms of scale and AI, this infrastructure is attracting German companies in droves.

France recently experienced the pervasiveness of US government action after French companies that have dealings with the US were asked to drop their DEI programmes. The French government believes that 'la souveraineté technologique' (digital sovereignty) is an imperative for digital resilience. In light of this, it is calling on Europe to strengthen initiatives aimed at limiting reliance on foreign tech. Among other actions, the country has spearheaded the initiative to establish a special EC portfolio for 'tech sovereignty'. France has also implemented far-reaching regulations, including that sensitive data must remain resident in France (or the EU) and be hosted solely by providers who comply with SecNumCloud, a security qualification designed by the French Cybersecurity Agency (ANSSI).

However, this has not stopped France from adopting hybrid solutions: S3NS (Thales + Google Cloud) are building a trusted cloud in French data centres. Bleu (a joint company by Orange + Capgemini) is aiming to obtain SecNumCloud 3.2 qualification for its services in a fully French 'cloud de confiance' (trusted cloud), based on Azure and Microsoft 365 technology. Meanwhile, critics point to the country's continuing reliance on US stacks, as evidenced by substantial investments by players such as Microsoft (€ 4 billion in new data centres and 25,000 GPUs) and Amazon (€ 1,2 billion to expand its infrastructure and logistics).

In Italy, ample attention is given to the concept of 'la sovranità tecnologica' (digital sovereignty) on paper. The policy of the Italian government, led by PM Giorgia Meloni, sets out that the country's digital transition must involve a 'cloud nazionale' (national cloud) as well as measures to protect strategic infrastructure. Its ambition is clear: public data must remain resident in Italy and be subject to EU law in order to shield them from the US CLOUD Act. There is also strategy in place to transition government IT to a secure and sovereign cloud platform.

This model is not without criticism, however, given that public cloud services will be supplied via Google Assured Workload and Oracle Alloy. Sceptics point to the dangers of new forms of reliance, with the opposition as well as Italian specialist media and think tanks calling for stronger European solutions.

In Spain, 'la soberanía tecnológica' (digital sovereignty) has been a political focal point since the coalition government created a dedicated minister of Transformación Digital (digital transformation) in 2023. Minister José Luis Escrivá characterises digital sovereignty as 'having control over critical infrastructure, data localisation and in-country chip manufacturing.' Nevertheless, Spain – like France and Italy – has opted for a hybrid model that combines national projects for core technologies with ongoing cooperation with US hyperscalers. Despite joining other countries as an investor in the Gaia-X initiative, Spain is pursuing data centre projects that use Google hardware (although the Spanish government has the encryption keys and is in charge of auditing). Similar to other Member States, Spain has welcomed data centre investments by AWS. Local tech companies lack scale and AI tooling, which the government is attempting to remedy with public development programmes. Think tanks such as Real Instituto Elcano are warning that little will change as long as hyperscalers continue to supply the necessary computing and AI capacity.

Among EU Member States, the Netherlands has been one of the most active in pursuing digital sovereignty, with the Dutch House of Representatives adopting several motions calling on the government to reduce the country's reliance on US software companies. The most recent Digital Economy Strategy 2025 aims to 'diminish high-risk dependencies on non-EU countries'. The Netherlands also plays an active role in the Gaia-X programme, with TNO, SURF and AMS-IX collaborating on a Gaia test environment (Structura-X) to trial federated, European cloud standards.
But like elsewhere, the Netherlands welcomes investments from Google and Microsoft to build new data centres, despite Dutch universities warning of 'new lock-ins' to Microsoft, Google and AWS services.

The implications of switching to 'CCaaS made in EU'

Businesses looking to reduce their reliance on US software have the option of switching to a European alternative. There are plenty of options out there, including for contact centre software. So far, so simple. But there's more to it than replacing your business applications. A contact centre's IT stack consists of a multitude of supporting components. Understanding that complexity is key to being able to produce a plan B.

Companies looking to switch their cloud infrastructure or application landscape are spoilt for choice. There are numerous European-owned, European-based data centre providers out there – OVHcloud, T-Systems, OUTSCALE, Scaleway, Data4 Group, NorthC Datacenters and Taiga Cloud, to name a few – offering colocation, hosting and cloud services in many European and non-European countries. The same is true for application layers: there are tens of European providers of cloud-based contact centre platforms.

That said, it remains to be seen whether smaller cloud providers are able to offer enough scale to keep security competencies, capacity

and facilities up to scratch – or will manage to develop that scale fast.

Switching cloud: bumps on the road

Switching to a European data centre or European CCaaS provider will only go so far in cutting your reliance on US technology. That's because that technology permeates other layers of the cloud computing stack, the IT landscape supporting your CCaaS solution. There are major technical, financial and business implications to changing your CCaaS solution. The amount of time and money you'll need to invest in the switch depends on the complexity of the contact centre and the available of APIs for other SaaS solutions, such as CRM or ERP, WFM, AI applications, quality monitoring and social media. That's why scenario planning and solution-finding is key.

Switching clouds isn't a breeze

The cloud computing stack for CCaaS solutions consists of many components that support the functioning of the cloud environment. This includes anything from servers (hardware with processors, memory, storage and network connections) to storage capacity for data, switches, routers and firewalls to send data over networks and solutions that allow multiple virtual servers to run simultaneously on hardware.
All of these parts are harmonised and often specifically designed for a single ecosystem – just like the cloud of hyperscalers such as Google, AWS and Microsoft. These ecosystems contain all sorts of services and tools, such as managed databases, provisioning tools, orchestration tools for container orchestration tools such as Kubernetes, object storage solutions and autoscaling. This toolbox isn't just specific to the ecosystem, but also specific to the service provider in almost all cases. Besides standardising their services, IT service providers take pleasure in adding custom-built features (disregarding all known best practices in the process) to align their solutions even more

closely with customer needs and outdo competitors. That is why Capgemini's Amazon cloud is not identical to TCS's Amazon cloud.

This means that your choice of cloud ecosystem – which occasionally entails settling with one IT services provider – has a huge knock-on effect on all parts of the cloud stack. Applications are no exception. It is extremely difficult to migrate a CCaaS solution from AWS to Azure or vice versa, although there are SaaS providers offering solutions that are compatible with various hyperscalers. There are cases in which contact centres have managed to rapidly switch from an on-premises to a cloud solution, but switching to another cloud altogether is a different story.

The cloud stack and the GDPR

Using a cloud provider means you relinquish control over a large part of the cloud stack. However, this does not release you from your obligation to monitor the technology used by that cloud provider. That monitoring is key to your ability to assess risks and demonstrate compliance, amongst other things.

Almost all layers and components of the cloud fall under the GDPR:
- Data centres: Determine the physical location of data. Data must remain resident within EU borders or in countries with a comparable level of protection;
- Servers: Process and store personal data. There are requirements in terms of encryption, access control and logging;
- Storage systems: Are subject to requirements such as encryption, data minimisation and the possibility to erase data;
- Virtualisation: Separates software processes and is important for data security;
- Management solutions: Include products such as Kubernetes and are used to manage containers, influencing the way in which data is processed;

- Network components: Include products such as firewalls and routers that secure and encrypt flows of data;
- Databases and identity management systems: Control access to personal data;
- Monitoring and back-up tools: Provide active and reactive support for data security and availability.

Processor or data controller?

Cloud service providers are also often processors, as they process personal data that the buyer of the services – the data controller – stores in the data bases and file storage. If the service provider is given consent to or is instructed to use data for other purposes, they become the data controller. This is the case if a CCaaS provider trains its own AI tools on conversations that take place at the software buyer's contact centres. It is also worth remembering that CCaaS providers may also collaborate with contractors.

What holds true for cloud ecosystems also applies to large providers of cloud-based contact centre software (CCaaS solutions). On top of everything else, they have their own ecosystems, which are often presented as an array of apps, plug-ins and APIs. Since many of these are based on AWS and Azure's standards, they are not always compatible with an alternative cloud environment. However, there are suppliers who have developed services for cloud interoperability.

Challenges

The complex, interconnected nature of components of cloud environments that support cloud applications throws up another set of challenges.

Starting with, as mentioned, a (for now) lack of cloud portability. Few companies have had experience in migrating applications from one cloud to the other (at least not seamlessly). But there are ways for providers and buyers to take steps to smoothen the process. There are various developments happening on this front, one being Gaia-X. In light of recent geopolitics, cloud portability is being pushed towards the top of the boardroom agenda on both the supply and demand side of the market. There are projects in the pipeline that aim to separate applications from cloud and edge infrastructure.

Secondly, switching cloud environment means redesigning your entire interface. This costs both time and money. Time is a serious factor – time is needed for the cloud provider to prepare the existing or additional hardware, migrate data and applications, configure cloud app features and integrate and connect apps.

Thirdly, at the time of writing, European cloud providers' ecosystems lack the scale of hyperscalers' ecosystems. While all the required components are available, they are not always fully integrated into the ecosystem. Those gaps mainly concern hyper-specialised solutions. Switching to another cloud platform could also leave you to deal with a more complex alternative cloud stack and a larger number of suppliers. Some alternatives will be less scalable and user-friendly than others, especially when you compare them to hyperscalers' services. On the other hand, non-US solutions offer you greater control over data – although be

aware that intelligence services may still be able to compel access to it.

Lastly, it's not just applications that need to be switched; you'll need to migrate data, too. This involves cloud metadata, which is in most cases owned by the cloud provider. What's more, each cloud environment's data structure will be different. Retrieving data is another risk factor. Larger data sets require additional bandwidth and is almost always subject to egress costs (for 'outbound' data traffic). In view of these challenges, many businesses choose to migrate their cloud stack in phases.

Conclusion

Reliance on US hyperscalers comes at a significant risk. And given current developments, those risks are in urgent need of review. Switching to a 100% European IT landscape, be that full, partial or phased, requires careful consideration and thorough preparations.

Here are some key questions to ask yourself:
- Are our applications built with cloud portability in mind?
- Do we know exactly where our data is located?
- Which alternative suppliers and solutions are available?

There are a good number of European solutions on the market, including open-source solutions, catering to the various layers and components of a cloud environment. Now is an opportune moment to research possible alternatives and establish how your business would be impacted if it were forced (or urgently needed) to switch to alternative IT rather than switch willingly.

Businesses can also take proactive mitigation measures, such as by making local data backups, sourcing alternative app capacity and, if possible, saving data locally or re-investing in on-prem solutions.

Tips for those looking for a (new) CCaaS solution

The market for CCaaS platforms has grown significantly in recent years. There is a wide range on offer. This does not make it easy to choose alternative or new solutions. The checklist below will help in making a successful selection.

1. Start with 'why'

What is the reason you want to replace your existing CCaaS application? What do you want it to achieve, what problem does it need to solve? Is a new CCaaS application part of the solution?

2. Perform a thorough scan

Analyse the key challenges of your customer contact organisation. Look at existing problems, but also at your customer contact strategy, your organisational goals and future plans. Map out what your customers expect in terms of accessibility, channel preferences and self-service, and evaluate how and the extent to which your organisation currently translates your brand value into service offered. Does this align with your strategy for the near future? Also take stock of the ideas and wishes of your customer contact employees and supervisors: bottlenecks in processes, experiences with existing applications and expectations regarding functionality and user-friendliness of new applications.

3. Work towards a longlist

Look at what you already have in place, and what functionality of existing CCaaS solutions you do and do not use. What are you not currently using, and what is the explanation for that? This can help you work out what you are looking for in a new solution. Get operational teams to provide input about requirements. Make a list of must-haves and nice-to-haves. Formulate criteria for a longlist. Pay particular attention to integrations, security, contract and cost, support and partnership. If necessary, engage a consultant for support. In doing so, look at things like:

- What integrations are essential for your business and what solutions are available for these (APIs, plug-ins)? Is customisation required?
- Is the solution all-in-one or are different modules offered?
- Which technology is the solution based on, and which cloud ecosystems does it run in?
- Where is customer and call data stored? Ask about AVG compliance, ISO certification, EU data centres and processor agreements. Encryption, single sign-on, access management and audit trails are often hard requirements in European tenders or large organisations.
- How quickly can you scale up or down? Often, scaling up is relatively quick and easy, but scaling down is tied to billing or contract periods.
- What availability can you expect and what is regulated in terms of redundancy?
- Are there restrictive conditions on flexibility in contract duration or exit options? Does the company have a vision for exit and for data migration on exit?

- What is the billing model for consumption? In practice, these can include a maximum of concurrent logged-in employees per month, and sometimes additional charges are levied for additional services, for example AI services involving heavy CPU use.
- What costs are included and in which areas can you expect additional work costs?
- Who handles the implementation: the provider itself or a partner?
- In which languages is support offered, what are the SLAs and response times for problems and questions?
- Are there self-service tools, knowledge bases, community support?
- Ask whether it is a unique solution or a white label solution. This is important for the cost structure, but especially for the question of where the innovation and development power lie: with the provider itself or with the original producer?
- What does the roadmap look like? Is there investment in AI, automation, employee tools? How often do releases take place?

4. Create a shortlist

Make a shortlist of potential suppliers, in preference to products. Use your network to look for user experiences yourself. In doing so, look at similar organisations (sector, size) as well as *unusual* suspects - they can give you new ideas.

5. Compare the top three providers and their solutions

Pay attention to the personal click, perform due diligence on the company you might be doing business with (is it for sale?) and have the top three come up with a PoC, letting your operational teams observe. Evaluate not only functionality, but also actual usability both for end users (your critical mass) and functional administrators. If necessary, run a no-obligation pilot project with some of your traffic. Make a choice, and make sure you have a plan B.

Akio

Akio is a France-based CCaaS provider founded in 1998. It employs about 100 people and has an estimated turnover of $ 35 million. Akio provides akio.cx, a cloud-based platform that integrates various communication channels. Among other things, the company has a strategic partnership with Alcatel-Lucent Enterprise to develop a hybrid CCaaS solution. The company says it has more than 2,000 customers worldwide, including Michelin, Parc Astérix, OFII, Carglass, Carrefour, Shimadzu, Air Calédonie, Engie, Interparking, and AirFrance KLM Cargo.
https://www.akio.com/en/

Governance
- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☐ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU
- ☐ Public Cloud
- ☑ Private Cloud: Equinix, France
- ☐ End-to-end encryption for interactions
- ☑ API standards: RESTful

CCaaS solution
Languages supported: Arabic, Chinese, Czech, Danish, Dutch, English, Finnish, French, German, Hebrew, Hungarian, Indonesian, Irish, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Spanish, Swedish, Thai, Traditional Chinese, Turkish, Ukrainian

Implementation partners: implementation by Akio teams; a partner program is available. This also counts for training

Tech support: N.A.

Scalability: N.A.

Commercial models: Akio does not provide pricing information

Customer feedback: Customers can participate in product development reviews, which take place every three weeks. There are also quarterly user clubs and an annual meeting of customer relations professionals.

Updates: N.A.

Certificates
- ISO27001
- Akio has a dedicated privacy officer

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☑ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☐ AI-based automated quality monitoring
- ☐ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☐ Automated summarisation
- ☐ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☐ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☐ Compliance-recording
- ☐ WFM

4 Routing & Ticketing

- ☑ Ticket/case management
- ☑ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☑ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☑ Knowledge base
- ☑ Co-browsing/screen sharing
- ☐ Agent calling methods: Browser, PSTN, SIP

Authensis

Authensis is a German company, founded in 2004 and based in Munich. Authensis is a provider of Achat, an integrated CcaaS solution, made in Germany. The solution is modular in nature. The company particularly targets organisations from finance and insurance, market research, mail order, contact centres, information economy and industry. Authensis offers its ACHAT solution as a cloud service hosted exclusively in Germany. Customers are ARCD, Konzept und Marketing Gruppe, Kantar and the Universitäts Klinikum Heidelberg.
https://www.authensis.de/en

CCaaS solution

Languages supported: English, German

Implementation partners: Authensis offers different services for consultancy, integrations and implementation

Tech support: available in English and German.

Scalability: ACHAT is freely scalable, starting with ten agent places

Commercial models: Authensis offers two packages, Achat Express and Achat Enterprise

Customer feedback: virtual customer panel

Updates: no information available

Certificates
- no information available
- Authensis has a dedicated privacy officer

Governance
- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
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- ☑ Hosting in EU
- ☑ Public Cloud: 1&1 IONOS
- ☐ Private Cloud
- ☐ End-to-end encryption for interactions
- ☐ API standards

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- ☑ Knowledge base
- ☐ Co-browsing/screen sharing
- ☐ Agent calling methods: Browser, PSTN, SIP

BeInContact

BeInContact is an omnichannel CCaaS solution offered by IT company BeCloud, founded in 2011. The company is based in the UK and in Italy. BeInContact also provides telecom and BPO services. The CCaaS activities are based in Italy. In addition to inbound functionalities, the BeCloud CCaaS platform includes functionality for campaign management and outbound telemarketing, including predictive, preview and progressive dialing. BeInContact targets all sectors – Including telecoms, healthcare, utilities, retail, BPO and financial services – and contact centres of all sizes. BeCloudSolution's customers include Q8, Carrefour, Suabru, Rai, Benetas, Prysmyian Group, Arquati, Comer Sud, Farmacie Italiane. The company has an annual turnover of around € 4 million.

https://becloudsolutions.com/

Certificates
- PCI DDS, ISO 27001, CCPA, HIPAA, TCPA, SOC 2, Conformity for visually impaired
- BeInContact fully complies to GDPR

Governance
- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU
- ☑ Public Cloud: AWS (Frankfurt)
- ☐ Private Cloud
- ☐ End-to-end encryption for interactions
- ☑ API standards: REST

CCaaS solution
Languages supported: no information available
Implementation partners: inhouse teams
Tech support: available in Italian, portal in English
Scalability: instant upscaling
Commercial models: different pay per use models, based on functionality, starting at € 38 per month, per seat
Customer feedback: no information available
Updates: no information available

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CallOne

CallOne is a German company, founded in 2010 and based in Germany. It's part of the also German Comdesk Group. CallOne GmbH is a provider of cloud-based communication solutions, specializing in Contact Center as a Service (CCaaS). The company offers a comprehensive platform that integrates telephony, email, chat, and voice technologies, serving over 4,000 service centers across the DACH region. CallOne focuses on the German and DACH market. The company tries to distinguish itself with a personal approach, which is reflected in personal project managers for every customer and tailored advice to maximise ROI. The company also has a sustainable approach: it has a tree planting campaign and claims to be working on green web hosting and electric mobility.

CallOne focuses on both startups and SMEs, and enterprises, in a variety of industries. Examples of customers include Check24, Helios, Sodastream, Snipes, Amorelie and Flaconi. It is unclear how many users CallOne currently has. According to them, they handle a hundred million customer interactions annually. As of 2025, CallOne employs approximately 38 individuals. The company's estimated annual revenue stands at $ 9.9 million, with a revenue per employee of around $ 260,000

https://www.callone.de/

CCaaS solution

Languages supported: German

Implementation partners: CallOne implements the software themselves; CallOne offers training of agents, call centre admins, IT departments and BI departments

Tech support: Available in German

Scalability: Flexible, licences are billed monthly

Commercial models: CallOne offers dynamic prices, starting at € 0,039 per minute. You get billed based on your actual use, down to the second. Costs are independent of the number of users; there are no graduated fees.

Updates: CallOne does not specify how often updates are being carried out but only talks about regularly updates.

Certificates

- ISO 27001
- CallOne has a dedicated privacy officer

Governance

- ☑ Formally/legally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU
- ☑ Hosting providers: CallOne does not specify which cloud providers they're currently using, but they do emphasize the databases, backup servers and switching centres are all based in German datacentres.
- ☑ End-to-end encryption for interactions
- ☑ API standards: REST API

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☐ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☐ Chatbot(s) (AI-driven)
- ☐ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☐ Video calling
- ☑ Call back functionality
- ☐ Outbound dialer(s) predictive
- ☐ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☐ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☐ AI agent assist
- ☐ AI for automatic transcriptions
- ☐ Automated summarisation
- ☐ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☐ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☐ Call Recording
- ☐ Compliance-recording
- ☐ WFM

4 Routing & Ticketing

- ☑ Ticket/case management
- ☑ Ticket routing (rules, views, SLA)
- ☑ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☐ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☐ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☑ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☐ Knowledge base
- ☐ Co-browsing/screen sharing
- ☐ Agent calling methods: Browser, PSTN, SIP

Caseris

The German company Caseris was founded in 2008. The company is based in Stolberg and has over 50 employees. The omnichannel CCaaS solution of Caseris is made in Germany, and available on-premise, in the private cloud and the public cloud, hosted in German data centres. Caseris focuses specifically on the DACH region and on verticals like financial service/ insurance, public sector, industry and BPO. Caseris reveals few details about customers and rates. BitMarck, the city of Konstanz and the University Hospital in Aken are users of Caseria.

https://www.caseris.de/

Certificates
- Bundesverband IT-Mittelstand (software made in Germany
- Caseris has a dedicated privacy officer
- Caseris fully complies to GDPR

Governance
- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU
- ☑ Public Cloud
- ☑ Private Cloud
- ☑ End-to-end encryption for interactions
- ☑ API standards: REST, JSON

CCaaS solution
Languages supported: German, English
Implementation partners: independently and through an extensive partner network
Tech support: available in German, English
Scalability: no information available
Commercial models: pay per use, depending on package
Customer feedback: no information available
Updates: Caseris has a new version every year, that is supported for about three years. In between, it has smaller regular updates

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☑ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☐ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☐ AI-based automated quality monitoring
- ☐ AI voice bot(s)
- ☐ AI agent assist
- ☐ AI for automatic transcriptions
- ☐ Automated summarisation
- ☐ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☐ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☐ Compliance-recording
- ☐ WFM

4 Routing & Ticketing

- ☐ Ticket/case management
- ☐ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☐ ERP integration
- ☐ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☐ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☐ Team collaboration tools
- ☐ Knowledge base
- ☐ Co-browsing/screen sharing
- ☐ Agent calling methods: Browser, PSTN, SIP

Cirrus

Cirrus is a provider of an integrated CCaaS platform, based in the UK. The platform is fully embedded in Microsoft Teams. In addition, the solution was built taking into account optimal accessibility, including for people with, for example, a visual impairment. Cirrus targets the housing, (semi-)government & healthcare, higher education, retail, BPO, finance & insurance markets, among others. The company claims to offer 'five nines' uptime. The company implements through its own teams and through partners. The company serves clients such as MCS, Money Wellness, University of Bradford, Nisbets, Northern Ireland Water, Premum Credit, Greater London Authority. Cirrus is estimated to employ nearly 50 people; the company has an annual turnover of around € 12 million.

https://www.cirrusconnects.com/

Certificates
- ISO 9001, ISO 27001, ISO 14001, PCI DSS
- Cirrus fully complies to GDPR

Governance
- ☐ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☐ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU
- ☑ Public Cloud: AWS
- ☐ Private Cloud
- ☐ End-to-end encryption for interactions
- ☑ API standards: RESTful

CCaaS solution
Languages supported: English

Implementation partners: the company implements, trains and supports through its own teams and through partners

Tech support: available in English

Scalability: upscaling same day

Commercial models: Cirrus comes in three different packages, based on functionality; no information is given on prices

Customer feedback: feature-requests & voting function; website emphasises co-creation

Updates: monthly

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- ☑ Inbound call handling and queuing (ACD)
- ☐ Skills based routing
- ☐ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☐ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☐ Outbound dialer messaging

2 AI & automation

- ☑ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☐ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☐ Realtime translation for multilingual support
- ☑ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☐ Compliance-recording
- ☑ WFM

4 Routing & Ticketing

- ☑ Ticket/case management
- ☑ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☐ Sentiment analysis
- ☐ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☐ ERP integration
- ☑ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☑ PCI DSS
- ☐ NIST
- ☐ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☐ Team collaboration tools
- ☑ Knowledge base
- ☐ Co-browsing/screen sharing
- ☐ Agent calling methods: Browser, PSTN, SIP

CloudCall

CloudCall was founded in 2012 in the UK. Headquartered in Leicester, UK, the company also has three locations in the US. CloudCall focuses on the UK, North America, continental Europe and APAC, working primarily through partners there. The company offers cloud options through hyperscalers, private and hybrid cloud models are not mentioned. Cloudcall serves clients such as Alldus International, SLG Financial Solutions and Resource 1. Cloudcall employs 140 people. Annual sales are estimated at € 15 million.

https://cloudcall.com/

Governance

- ☐ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU
- ☑ Public Cloud: AWS, Azure, Google
- ☐ Private Cloud
- ☐ End-to-end encryption for interactions
- ☑ API standards: RESTful

CCaaS solution

Languages supported: English

Implementation partners: both independently and via partners

Tech support: available in English

Scalability: up/down scaling immediately, based on self service; downgrades at end of contract

Commercial models: three different models, starting at € 20 per user per month, also depending on functionality

Customer feedback: no information available

Updates: no information available

Certificates

- ISO 27001
- CloudCall has a dedicated privacy officer
- CloudCall fully complies to GDPR

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☐ Chatbot(s) (AI-driven)
- ☐ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☐ E-mail handling
- ☑ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

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- ☐ AI-based forecasting and scheduling
- ☐ AI-based automated quality monitoring
- ☐ AI voice bot(s)
- ☐ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☐ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☐ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☐ Compliance-recording
- ☐ WFM

4 Routing & Ticketing

- ☐ Ticket/case management
- ☐ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☐ Sentiment analysis
- ☐ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☐ BI integration
- ☐ ERP integration
- ☐ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☐ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☑ Knowledge base
- ☐ Co-browsing/screen sharing
- ☐ Agent calling methods: Browser, PSTN, SIP

CloudTalk

CloudTalk is established in Slovakia as a CCaaS provider since 2016. The company has offices in US, Canada, Brazil, UK, Mexico, Germany, Spain, Portugal, Czech Republic and Slovakia. With its solution, Cloudtalk mainly targets verticals such as Software & Tech, Financial services, Professional services and Education & E-learning. The company employs over 140 people. The company says it serves customers such as Rakuten, Glovo, Uber, Pipedriver, Hostinge, Mercedes-Benz, Coach Hub, Greenpeace, Fujitsu, Revolut, DHL. Sales are estimated at $ 30 million a year.
https://www.cloudtalk.io/

CCaaS solution

Languages supported: French, English UK, English US, Spanish, Dutch, German, Italian, Portuguese.
Implementation partners: both directly and through partners; Expert and Custom packages include an onboarding coach
Tech support: available in several languages including Dutch
Scalability: N.A.
Commercial models: CloudTalk offers four packages: Starter (€ 25), Essential (€ 29), Expert (€ 49) and Custom. Prices are per user per month or per year.
Customer feedback: Reviews are available online
Updates: N.A.

Governance

- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU (Frankfurt)
- ☑ Public Cloud: AWS Frankfurt, USA, Singapore and Sidney
- ☐ Private Cloud
- ☑ End-to-end encryption for interactions
- ☐ API standards

Certificates

- • SOC2, ISO 27001, CCPA, HIPAA and GDPR certificate
- • CloudTalk has a dedicated privacy officer
- • CloudTalk is fully GDPR compliant

1 Inbound & outbound contact handling
- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☐ AI routing
- ☑ IVR
- ☐ Chatbot(s) (AI-driven)
- ☐ Chatbot(s) (rules based)
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- ☐ E-mail handling
- ☐ Video calling
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- ☑ Outbound dialer messaging

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- ☐ AI-based forecasting and scheduling
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- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance
- ☐ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☐ Compliance-recording
- ☐ WFM

4 Routing & Ticketing
- ☑ Ticket/case management
- ☐ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting
- ☑ Reporting
- ☑ Sentiment analysis
- ☐ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform
- ☑ CRM integration
- ☐ BI integration
- ☐ ERP integration
- ☐ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance
- ☐ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support
- ☐ Team collaboration tools
- ☐ Knowledge base
- ☐ Co-browsing/screen sharing
- ☐ Agent calling methods: Browser, PSTN, SIP

Collab

Collab is a Portuguese CCaaS provider headquartered in Lisbon, founded in 2003. Collab is provider of the OneContact Suite (intended for on premise and the private cloud); the public cloud variant is called Nubitalk Cloud. Collab positions itself as a European CCaaS provider with flexible deployment models and collaborates with partners. The company focuses on part of the European market (Benelux, France, Iberia) in addition to Latin America, Africa & MENA and Asia-Pacific. Clients the company lists include La Poste, Vodafone, Altice, SFR Business, Edenred, Ageas, Intrum Justitia, Vodacom and Otto. Collab is said to employ over 400 staff.

https://collab.com/

Certificates
- no information available
- Collab fully complies to GDPR

Governance
- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU
- ☑ Public Cloud: Azure
- ☑ Private Cloud
- ☐ End-to-end encryption for interactions
- ☑ API standards: RESTful, JSON

CCaaS solution
Languages supported: English, Portugese, French and Spanish

Implementation partners: inhouse teams (Collab supplies onboarding, managed services and training) and 70 partners in 40 countries

Tech support: available in local language

Scalability: fast and seamless

Commercial models: no information available, custom/tailored

Customer feedback: Webinars, user-surveys and events; partners share roadmap input via portal.

Updates: no information available

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☐ Skills based routing
- ☐ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☐ Video calling
- ☐ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☐ Realtime translation for multilingual support
- ☑ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☑ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☐ Compliance-recording
- ☑ WFM

4 Routing & Ticketing

- ☐ Ticket/case management
- ☐ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☑ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☐ BI integration
- ☐ ERP integration
- ☐ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☐ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☐ Team collaboration tools
- ☐ Knowledge base
- ☐ Co-browsing/screen sharing
- ☐ Agent calling methods: Browser, PSTN, SIP

Content Guru

Content Guru was founded in 2005 in the UK. The company employs around 500 people across offices in the UK, the Netherlands, Germany, Portugal and Scotland. With CCaaS-platform storm Content Guru serves all markets and contact centres of all sizes. The company has customers in the UK, in the Benelux and DACH region, the US, Japan, Australia and Colombia, including DVLA, Tesco Bank, NHS, KwikFit, Alerta, UK Power Networks, Fleurop Interflora, Sodexo, Rail Delivery Group, Stedin and SVB.

The company argues that Europe has its own cloud communications providers and a wealth of technical expertise, all without potential legal risks. European CCaaS providers can offer guaranteed data sovereignty, shielding European data to protect it from third parties.

https://www.contentguru.com

CCaaS solution

Languages supported: Dutch, English, French, German, Portuguese, Spanish; worldwide over 200 languages

Implementation partners: own teams and preferred integration partners like Rakuten, Vodafone Ziggo, NTT Data, Bechtle. This also applies to training and support.

Tech support: available in Dutch, English, German and Japanese

Scalability: quick and easy

Commercial models: per seat and pay as you go (carrier – minutes)

Customer feedback: CSAT surveys, live meetings and Customer Success Team

Updates: weekly

Certificates

- Cyber Essentials Certified Plus, PCI DDS Version 3.2.1, SOC 2 Type 2, ISO 27001, ISO 27701, JIS Q 15001, ISO 9001, ISO 20000-1, ISO 22301, BSI ISO 14001
- Content Guru has a dedicated privacy officer
- Content Guru is fully DORA and GDPR compliant

Governance

- ☐ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU (Amsterdam and München)
- ☑ Private Cloud: Equinix
- ☑ End-to-end encryption for interactions

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☑ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☑ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☑ Realtime transcribe

3 Workforce Engagement & Performance

- ☑ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☑ Compliance-recording
- ☑ WFM

4 Routing & Ticketing

- ☑ Ticket/case management
- ☑ Ticket routing (rules, views, SLA)
- ☑ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
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- ☑ Proactive customer journey management tooling
- ☑ Anomaly detection at the interaction level

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- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☑ Composable CX (capabilities to implement features in a modular way)

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- ☑ GDPR-compliance
- ☑ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☑ Fraud prevention mechanisms (e.g. voice biometrics)
- ☑ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☑ Knowledge base
- ☑ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

Daktela

Daktela is a company headquartered in the Czech Republic (Prague) and also has offices in Czechia, Slovakia, United Kingdom, Poland, Hungary, Romania, and Serbia. The company was founded in 2005 and employs some 180 people. Development, support and maintenance are carried out entirely in-house. Daktela operates in the countries Czechia, Slovakia, United Kingdom, Poland, Hungary, Romania, Serbia; as well as through partners in Germany, Austria, Spain, France, Norway and Sweden. Daktela targets contact centres with 5 to 4,000 seats. The company serves more than 1,500 customers worldwide, ranging from small businesses to large enterprises. Key sectors include e-commerce, financial services, telecommunications, travel, utilities, and logistics/retail. Its clients include companies such as Golden Charter and BlueCross (UK), Seznam.cz, Notino, PPL (the Czech daughter of DHL) and CETIN (telecoms market leader in the Czech Republic). In 2021, Sandberg Capital entered into the company shareholdership to accelerate international expansion. In 2022, Daktela acquired a majority stake in Coworkers.ai, a Czech developer of intelligent chatbots and voicebots, further strengthening its AI capabilities. The company's annual revenue is around € 15 million.
https://daktela.com/

Governance

- ✅ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ✅ Data stay within EU for backup and recovery processes
- ✅ Hosting in EU (Prague, Quantcom) and depending on partners
- ✅ Public Cloud
- ✅ Private Cloud
- ✅ End-to-end encryption for interactions
- ✅ API standards: RESTful, WebRTC

Certificates

- ISO 27001, ISO 9001
- Daktela has a dedicated privacy officer

CCaaS solution

Language supported: Arabic, Bulgarian, Czech, German, English (GB), English (US), Spanish, French, Croatian, Hungarian, Italian, Polish, Romanian, Russian, Slovak, Slovene, Serbian, Ukrainian

Implementation partners: largely in-house, but also through partners such as NFON. Training is also provided in this way.

Tech support: available in English, Czech, Slovak, Polish, Hungarian, Romanian, Serbian, Bulgarian

Scalability: direct, via self service

Commercial models: different models, customers can choose from packages for specific combinations of channels and functionalities. Voice starts at € 30 per user per month; Daktela's full CCaaS solution starts at € 86 per user per month

Customer feedback: CSAT surveys and NPS, requests go to the product team

Updates: Smaller updates every 1 to 2 weeks, major releases 3 to 4 times per year

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- ☑ Inbound call handling and queuing (ACD)
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- ☑ AI routing
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- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☐ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☐ Outbound dialer messaging

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- ☑ AI-based forecasting and scheduling
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- ☑ AI voice bot(s)
- ☐ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☑ Realtime transcribe

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- ☑ Agent tools for leave and scheduling
- ☐ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☑ Compliance-recording
- ☑ WFM

4 Routing & Ticketing

- ☑ Ticket/case management
- ☑ Ticket routing (rules, views, SLA)
- ☑ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☐ Sentiment analysis
- ☑ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☑ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☐ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☐ Team collaboration tools
- ☑ Knowledge base
- ☐ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

Diabolocom

Diabolocom is a French CCaaS provider, founded in 2005. In 2017 Diabolocom became available in all European markets, in 2024 there was also an expansion to the US market. The company now has offices in USA, France, UK, Germany, Spain, Italy, Brazil, UAE. The company targets contact centres of all sizes in all sectors, but has a strong presence in in sectors such as banking, insurance, brokerage, utilities, public services, real estate, retail and manufacturing. The company has over 350 customers in over sixty countries, including Carrefour, Essilor Luxottica, Engie, Air Liquide, Mitsubishi, Vinci, Bouygues Immobilier and Hager. Diabolocom employs about 210 people. The company does not disclose turnover figures. The company is also a registered telecom operator.

https://www.diabolocom.com/

Certificates
- PCI DSS Level 1
- Diabolocom has a dedicated privacy officer
- Diabolocom fully complies to GDPR

CCaaS solution

Languages supported: English, French, German, Dutch, Spanish, Italian, Portuguese, Russian

Implementation partners: both directly and through a limited number of certified partners. Training via Diabolocom

Technical support: available in English, French, Spanish

Scalability: there is a basic monthly commitment, on top of which you can scale up and down immediately.

Commercial models: various pricing models, starting at € 69 per seat per month

Customer feedback: customer surveys

Updates: updates every 8 weeks, roadmap based on customer feedback; release notes 2 weeks in advance

Governance
- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU
- ☑ Public Cloud
- ☑ Private Cloud: Diabolocom, in France and Germany
- ☑ End-to-end encryption for interactions
- ☑ API standards: REST, WebRTC

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☐ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☐ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☐ Compliance-recording
- ☐ WFM

4 Routing & Ticketing

- ☐ Ticket/case management
- ☐ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☑ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☐ Unified Agent Desktop
- ☑ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☑ PCI DSS
- ☐ NIST
- ☐ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☐ Team collaboration tools
- ☐ Knowledge base
- ☐ Co-browsing/screen sharing
- ☐ Agent calling methods: Browser, PSTN, SIP

Dialfire

Dialfire is a German CCaaS provider, founded in 2010, based in Dresden and part of Cloud IT Services GmbH. The company employs around 20 people. The cloud-native dialog platform supports contact centres of all sizes, especially in high-volume scenarios such as sales, service, and support. The company claims that its high usability allows customers to start a call campaign within minutes and that the platform is highly customisable. Customers are in the energy sector, finance, retail and e-commerce, BPOs. The platform is used by brands such as BMW, ADAC, TUI, Gardena, Total, Eurowings, REWE, DocMorris. The company does not share revenue data.

https://www.dialfire.com/en/

CCaaS solution

Languages supported: German, English, French, Spanish, Portuguese – other languages available on request

Implementation partners: inhouse teams for implementation and training

Tech support: available in English, German, Spanish, French, Portuguese

Scalability: instantly

Commercial models: Dialfire offers a Pay-as-you-go price model based on price per minute starting at one user and depending on functionalities. Dialfire says it has no monthly charges, startup costs or minimum volumes

Customer feedback: customer satisfaction is measured every day through direct contact in Customer Support, both at 1st and 2nd level. Customer feedback is incorporated continuously and directly into product development

Updates: regularly, based on market trends and specific customer requirements

Governance

- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU (Ireland, Belgium, Finland and The Netherlands for maximum availability. A data centre in Germany is also used for data processing
- ☑ Public Cloud: Google Ireland
- ☑ End-to-end encryption for interactions based on TLS1.3 and AES256
- ☑ API standards: RESTful API

Certificates

- Parent company Cloud IT Services GmbH plans ISO 27001:2022
- Dialfire has a dedicated privacy officer
- Dialfire fully complies to DORA

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☐ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance

- ☑ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☑ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☑ Compliance-recording
- ☐ WFM

4 Routing & Ticketing

- ☑ Ticket/case management
- ☑ Ticket routing (rules, views, SLA)
- ☑ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☑ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☑ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☐ Team collaboration tools
- ☑ Knowledge base
- ☐ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

Dixa

Certificates
- SOC 2 Type II, SOC 3
- Dixa has a dedicated privacy officer
- Dixa fully complies to GDPR

Dixa is a Danish company, based in Copenhagen. The company was founded in 2015 and raised a total of $155 million in three rounds of investment and made several acquisitions. The platform of Dixa is powered by intelligent routing and automationDixa focuses on companies in different industries, including ecommerce, fintech, fashion & design, logistics & delivery and furniture & interior accessories. They have solutions for large and medium businesses and startups. The company pays explicit attention to organising onboarding of new customers. Dixa is active in countries worldwide, including in Denmark, UK, USA and Germany. Their customers include Dott, Butternut Box, Hobbii, Royal Design and Scale Media.
https://www.dixa.com/

Governance
- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU
- ☑ Public Cloud: AWS Ireland
- ☐ Private Cloud
- ☑ End-to-end encryption for interactions
- ☑ API standards: REST API

CCaaS solution
Languages supported: no information available
Implementation partners: both inhouse and through service partners
Tech support: available in English
Scalability: you can add or remove agents and new channels without any additional costs
Commercial models: Pricing for Dixa starts at € 49 per agent per month. More advanced subscriptions offer more features; all pricing plans have a 7-seat minimum
Customer feedback: Dixa has a global feedback panel, to get feedback from customers
Updates: no information available

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☐ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☐ Video calling
- ☑ Call back functionality
- ☐ Outbound dialer(s) predictive
- ☐ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☐ AI voice bot(s)
- ☑ AI agent assist
- ☐ AI for automatic transcriptions
- ☑ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☐ Compliance-recording
- ☐ WFM

4 Routing & Ticketing

- ☐ Ticket/case management
- ☐ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☐ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☑ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☑ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☑ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☑ Knowledge base
- ☐ Co-browsing/screen sharing
- ☐ Agent calling methods: Browser, PSTN, SIP

Eloquant

Eloquant is a French company based in Levallois-Perret. The company was founded in 2001 and now has more than 340 active clients across all business sectors. Eloquant operates in more than 40 European countries and has two offices, the second of which is located in Gières, France. The company offers a Customer Experience Cloud platform, with a special focus on European companies, and a separate voice of the customer solution. Its servers are located in France. Customers include France Mutuelle, PrimaGaz, SNCF, Total direct energy, Enedis, Orange and Geodis. The company has a turnover of around € 16 million.

https://www.eloquant.com/

Governance

- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU
- ☑ Public Cloud: OVHcloud
- ☐ Private Cloud
- ☐ End-to-end encryption for interactions
- ☑ API standards: REST/JSON

Certificates

- ISO 27001, ISO 27701, Qualiopi, Numérique Responsable niveau 1, Ecovadis
- Eloquant has a dedicated privacy officer
- Eloquant fully complies to GDPR

CCaaS solution

Languages supported: English, French, multilingual
Implementation partners: inhouse by own team, as well by partners, resellers and system integrators
Tech support: available in English, French
Scalability: flexible
Commercial models: Eloquant has two different pricing options. The basic option costs € 60 a month, per agent. The advanced option combines the omnichannel contact centre and voice of the customer solutions. The advanced option has a customized pricing.
Customer feedback: user community
Updates: no information available

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☐ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☑ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☐ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☐ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☑ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☑ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☑ Compliance-recording
- ☐ WFM

4 Routing & Ticketing

- ☐ Ticket/case management
- ☐ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☑ Voice-of-the-Customer-tooling (VOC)
- ☑ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☐ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☐ Knowledge base
- ☐ Co-browsing/screen sharing
- ☐ Agent calling methods: Browser, PSTN, SIP

FonVirtual

Based in Seville, Spain and founded in 2002, FonVirtual focuses mainly on Spanish-, English- and French-speaking SMEs. FonVirtual's platform is rich in functionality including various AI features. The company reveals little about customers, but casually mentions Alcampo, Snaptravel and DKV. The solution runs in a redundant cloud environment that is not otherwise specified. To determine the cost structure, FonVirtual has an online calculator on its website. About 10 people are estimated to work at the company, which explicitly states that it operates under the partnership model.

https://www.fonvirtual.com/en/

Governance

- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☐ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU
- ☐ Public Cloud
- ☐ Private Cloud
- ☑ End-to-end encryption for interactions
- ☑ API standards: WebRTC

CCaaS solution

Languages supported: English

Implementation partners: independent, like training and support; there is a partner programme for resellers

Tech support: English, French, Spanish

Scalability: flexible

Commercial models: Fonvirtual offers a flexible pay-per-use model (per user per month)

Customer feedback: No information available

Updates: No information available

Certificates

- No information available
- FonVirtual fully complies to GDPR

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☐ Skills based routing
- ☐ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☐ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☐ E-mail handling
- ☑ Video calling
- ☐ Call back functionality
- ☐ Outbound dialer(s) predictive
- ☐ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☐ AI-based automated quality monitoring
- ☐ AI voice bot(s)
- ☐ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☑ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☐ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☐ Compliance-recording
- ☐ WFM

4 Routing & Ticketing

- ☑ Ticket/case management
- ☑ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☐ BI integration
- ☐ ERP integration
- ☐ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☐ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☑ Knowledge base
- ☐ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

Gecko Engage

Gecko Engage is based in Edinburgh, UK, and has been in operation since 2012. The company, which also has offices in New York and London, says it employs around 40 people. Gecko Engage's CCaaS solution is designed specifically for the higher education sector. The company aims to become the world's most successful student engagement platform. Gecko Engage's customers include Pikes Peak State College, Queen's University Belfast, University of Chichester, Cardiff Metropolitan University, Ulster University, The University of Manchester, University of Dundee, Education Partnership NorthEast and Northumbria University. https://geckoengage.com/

CCaaS solution

Languages supported: English, German, Spanish, Catalan, Chinese and Welsh
Implementation partners: N.A.
Tech support: English, German, Spanish, Catalan, Chinese and Welsh
Scalability: N.A.

Certificates

- SOC 2 Type II, ISO 27001:2022, TX-Ramp Level 2 Certification, HECVAT Lite, VPAT and StateRAMP Member

Governance

- ☐ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Gecko Engage complies with the UK GDPR for data transfers within the EEA and implements appropriate safeguards, such as standard contractual clauses (SCCs), for transfers to countries without an adequacy decision
- ☑ Data stay within EU for backup and recovery processes
- ☑ Public Cloud: Gecko uses AWS data centres for storing and processing all application data
- ☐ Hosting in EU
- ☐ Private Cloud

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☐ Skills based routing
- ☐ AI routing
- ☐ IVR
- ☑ Chatbot(s) (AI-driven)
- ☐ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☐ Video calling
- ☐ Call back functionality
- ☐ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☐ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☐ AI agent assist
- ☐ AI for automatic transcriptions
- ☐ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☐ Agent coaching tools
- ☐ Gamification tooling
- ☐ Quality Monitoring
- ☑ Call Recording
- ☐ Compliance-recording
- ☐ WFM

4 Routing & Ticketing

- ☐ Ticket/case management
- ☐ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☐ Sentiment analysis
- ☐ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☐ BI integration
- ☐ ERP integration
- ☐ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☐ Team collaboration tools
- ☐ Knowledge base
- ☐ Co-browsing/screen sharing
- ☐ Agent calling methods: Browser, PSTN, SIP

Gnatta

Gnatta is a UK-based CCaaS provider founded in 2015. The company employs around 20 people and has an estimated turnover of € 1,4 million.
Gnatta's solution is built on a low-code platform. The company serves contact centres in all markets and sizes, with customers including DHL UK, AO.com, FM Outsource, ASOS, Pret a Manger, Superdrug, Majestic and OVO energy. Although the company provides extensive documentation, information on cloud models and certifications, for example, is not available.
https://gnatta.com/

Governance
- ☐ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EEA for backup and recovery processes
- ☐ Hosting in EU
- ☐ Public Cloud
- ☐ Private Cloud
- ☑ End-to-end encryption for interactions
- ☐ API standards

Certificates
- No information available on certificates
- Gnatta has no dedicated privacy officer
- Gnatta complies to GDPR

CCaaS solution
Languages supported: German, English, French, Italian, Dutch, Polish, Spanish, Swedish, Chinese, Russian, Korean

Implementation partners: not specified

Tech support: available in English

Scalability: flexible

Commercial models: different contract- and pricing models, starting at € 105 per named user

Customer feedback: not specified

Updates: monthly releases, roadmap online

1 Inbound & outbound contact handling
- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☐ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☐ Video calling
- ☑ Call back functionality
- ☐ Outbound dialer(s) predictive
- ☐ Outbound dialer messaging

2 AI & automation
- ☐ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance
- ☐ Agent tools for leave and scheduling
- ☐ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☐ Compliance-recording
- ☐ WFM

4 Routing & Ticketing
- ☑ Ticket/case management
- ☑ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting
- ☑ Reporting
- ☐ Sentiment analysis
- ☐ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform
- ☑ CRM integration
- ☐ BI integration
- ☐ ERP integration
- ☑ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance
- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support
- ☑ Team collaboration tools
- ☑ Knowledge base
- ☐ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

Graia

Graia is a new agentic AI and CCaaS platform jointly developed by system integrator Geomant, CCaaS provider Buzzeasy and Bulb Technologies. Graia's roots go back to 2000 with the establishment of Geomant in Hungary, whose initial activities included Avaya implementations. In 2011, Geomant expanded its operations to cover the rest of Europe. The company is now headquartered in London and active in the UK, US, Germany, the Netherlands, Hungary, Croatia, Serbia, Turkey and the United Arab Emirates. Graia operates in all markets, but focuses particularly on SME businesses in telecoms and media, retail, supply chain and logistics, hi-tech, healthcare, and financial services. It also offers specific solutions for enterprise applications, managed service providers, and BPOs. Its customers include A1 Group, Deutsche Telekom, UniCredit, Assicurazioni Generali, Vodafone, Halton Housing, Lloyd's, Affidea, Samsung, Open-Xchange, BBC TV Licensing and Generali. The name Graia is inspired by the Croatian word 'graja', which symbolises 'unity in diversity'. Graia employs around 250 professionals in various countries, with a turnover of approximately € 20 million.

https://www.graia.ai/

Governance

- ☐ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU
- ☑ Public Cloud: Azure (Dublin, Amsterdam, UK)
- ☐ Private Cloud
- ☑ End-to-end encryption for interactions
- ☑ API standards: RESTful, WebRTC

CCaaS solution

Languages supported: The platform supports 100+ languages

Implementation partners: Graia provides implementations through its own teams and collaborates with partners. All training & support is provided by Graia directly; in the case of partner implementations, Graia is responsible for providing tier 2 and 3 support

Tech support: available in English

Scalability: instant scale up/down

Commercial models: Graia offers three different packages: Agentic CCaaS, Agentic AI Platform and AI Agent Assist Productivity Suite. Graia Agentic CCaaS is available to customers at a starting price of € 49 per user per month

Customer feedback: Features are collected, and validated with customers before moved into Product Backlog. Graia has a strategic partnership with key BPOs like Mplus with 15K agents, which enables developers to tune new functionality in collaboration with end users

Updates: minor updates on daily basis, major releases every two weeks

Certificates

- ISO 9001, ISO 27001, PCI DSS
- Graia has a dedicated privacy officer
- Graia fully complies to GDPR

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☑ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☐ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☐ Compliance-recording
- ☐ WFM

4 Routing & Ticketing

- ☑ Ticket/case management
- ☐ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☑ Voice-of-the-Customer-tooling (VOC)
- ☑ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☑ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☑ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☑ Fraud prevention mechanisms (e.g. voice biometrics)
- ☑ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☑ Knowledge base
- ☑ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

InConcert

InConcert is a global CCaaS provider headquartered in Madrid, Spain, with offices in Miami, Bogotá, Ciudad de México, Lima, Montevideo. InConcert's portfolio consists of five modules including omnichannel cloud-based contact centre, autonomous AI agents, a marketing automation platform, quality monitoring & speech analytics solutions and WFM.

InConcert operates in 29 countries across four continents. The company particularly focuses on markets such as telecom, healthcare, education, retail, financial services, travel and government, in regions such as Iberia, Latin America, the US, MENA and Europe (DACH/Benelux). The company also counts BPOs among its clients. Other clients include organisations such as Toyota Financial Services, Viajes El Corte Inglés, Webhelp, Open University of Catalonia, Convertia, WiZink and Santalucia, UTEL, Thuraya, Contacto Inteligente, Sies Salud and TPS. Some 270 people work at the company. Its annual turnover is around € 40 million.

https://www.inconcertcx.com/en

Governance
- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU
- ☑ Public Cloud: AWS
- ☑ Private Cloud
- ☑ End-to-end encryption for interactions
- ☑ API standards: REST and SOAP/XML for Applications and WebRTC for Voice

Certificates
- ISO 27001, PCI DSS, CSA Trusted, CCSK
- InConcert fully complies to GDPR

CCaaS solution
Languages supported: 5 languages, not specified
Implementation partners: inhouse support team and via partners
Tech support: no information available
Scalability: flexible
Commercial models: no information available
Customer feedback: InConcert incorporates improvements based on R&D and customers' feedback
Updates: no information available

1 Inbound & outbound contact handling
- ☑ Inbound call handling and queuing (ACD)
- ☐ Skills based routing
- ☐ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☐ Video calling
- ☐ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation
- ☑ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance
- ☑ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☑ Compliance-recording
- ☑ WFM

4 Routing & Ticketing
- ☐ Ticket/case management
- ☐ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting
- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
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- ☐ Anomaly detection at the interaction level

6 Integrations & Platform
- ☑ CRM integration
- ☑ BI integration
- ☐ ERP integration
- ☑ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance
- ☑ GDPR-compliance
- ☑ PCI DSS
- ☐ NIST
- ☐ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support
- ☑ Team collaboration tools
- ☑ Knowledge base
- ☐ Co-browsing/screen sharing
- ☐ Agent calling methods: Browser, PSTN, SIP

Increso

Certificates

- ISO 27001, ISO 9001, ISE 45001, ISO 14001, Uni PDR 125
- Increso has a dedicated privacy officer
- Increso fully complies to GDPR

Governance

- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU
- ☑ Public Cloud: AWS
- ☐ Private Cloud
- ☐ End-to-end encryption for interactions
- ☑ API standards: RESTful, WebRTC

CCaaS solution

Languages supported: all languages, based on GenAI

Implementation partners: primarily by inhouse teams

Tech support: available in English, Italian, Portuguese, Spanish

Scalability: flexible

Commercial models: no information available

Customer feedback: no information available

Updates: no information available

Increso is an Italian provider of the Inxide omnichannel CCaaS platform, which also includes automation and AI capabilities. Founded in 2015, Increso is one of the few CCaaS providers that also has its own contact centre facilities with 120 seats. In addition to its headquarters in Rome, it has an innovation centre in Milan. The company appears to be focusing on sectors such as logistics, telecommunications, insurance, automotive and utilities. Although Increso's platform runs entirely on AWS, the company says it focuses on data processing within the EU. The platform offers virtual assistants that can autonomously handle customer calls in natural language, based on an integration of generative AI engines from Azure, OpenAI and Anthropic. Increso remains tight-lipped about its CCaaS product. The company's customers include DHL, Jaguar, Kerig, Octo, ItaliaOnline, Prelios, HomePal and Solyda. Increso employs around 100 people and has an estimated annual turnover of around € 5 million.

https://increso.it/en/

1 Inbound & outbound contact handling
- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☐ IVR
- ☑ Chatbot(s) (AI-driven)
- ☐ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☐ Video calling
- ☐ Call back functionality
- ☐ Outbound dialer(s) predictive
- ☐ Outbound dialer messaging

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- ☐ AI-based forecasting and scheduling
- ☐ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☑ Realtime transcribe

3 Workforce Engagement & Performance
- ☐ Agent tools for leave and scheduling
- ☐ Agent coaching tools
- ☐ Gamification tooling
- ☐ Quality Monitoring
- ☑ Call Recording
- ☐ Compliance-recording
- ☐ WFM

4 Routing & Ticketing
- ☑ Ticket/case management
- ☑ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting
- ☑ Reporting
- ☑ Sentiment analysis
- ☐ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform
- ☑ CRM integration
- ☐ BI integration
- ☐ ERP integration
- ☐ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance
- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support
- ☐ Team collaboration tools
- ☐ Knowledge base
- ☐ Co-browsing/screen sharing
- ☐ Agent calling methods: Browser, PSTN, SIP

Jtel

Jtel is a German company based in Ottobrunn, near München and founded in 1997. The CCaaS solution of Jtel is available exclusively through Jtel partners. In addition to the Jtel private cloud (SaaS), on-premise solutions, hosted infrastructure through Jtel partners, possible hybrid options and public cloud deployments are also available. Jtel is also offered as a white label product. The company does not disclose information on market focus, staff size and turnover figures. Jtel's market focus is medium sized contact centres with high requirements on process integration and automation. Customers include Truma, Die Stuttgarter, Stadtwerke Ratingen, Wera and Stadtwerke Lünen.

https://jtel.de/

CCaaS solution

Languages supported: German, English

Implementation partners: Bechtle, effexx, Frings IT Solutions, M71 Service, o-byte.com, Sievers Group, TeleSys Kommunikationstechnik, Telcat Multicom, BB Communication, Bohnen IT, BFW Kom, Comnet, Dunkelberg Systemhaus, Green-IT, HOC, MR Compact, net-brain IT, NTA, PCS, Phonepoint, Secutron, Spie

Tech support: different models depending on SLA

Scalability: quick upscaling

Commercial models: Purchase (on-prem only) and SaaS

Customer feedback: Jtel user group and more

Updates: Jtel does not impose upgrades to private cloud (SaaS) customers; they can decide when to install

Governance

- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU
- ☑ Public Cloud
- ☑ Cloud: Jtel private cloud
- ☑ End-to-end encryption for interactions
- ☑ API standards: REST

Certificates

- ISO 27001
- Jtel has a dedicated privacy officer
- Jtel fully complies to GDPR

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☑ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☐ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☐ Realtime translation for multilingual support
- ☑ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☐ Compliance-recording
- ☐ WFM

4 Routing & Ticketing

- ☑ Ticket/case management
- ☑ Ticket routing (rules, views, SLA)
- ☑ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☐ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☐ Team collaboration tools
- ☑ Knowledge base
- ☐ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

LeadDesk

LeadDesk is a CCaaS provider based in Helsinki, Finland. The company has a Nordic investment fund as a minority shareholder. Founded in 2010, the company has around 200 employees and operates in Finland, Sweden, Norway, Denmark, Germany, the Netherlands, Spain and France. LeadDesk positions itself as "The European Alternative" in CCaaS and claims to have a deep understanding of the needs of European businesses when it comes to data sovereignty, GDPR compliance and multilingual support. The company targets several sectors, including finance, healthcare, utilities, e-commerce, media, telecom operators, public sector and BPOs. The company's customers include Anticimex, Teollisuusliitto, Spangenberg Groep, Eckerö Line, Sportsklubben Brann, Nordisk Film Biografer and SpareBank 1 SR-Bank. LeadDesk has a turnover of approximately € 35 million.

https://leaddesk.com/

Governance
- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU
- ☑ Public Cloud: AWS, Azure, UpCloud, Telia Finland Oyj, Ficolo
- ☑ Private Cloud: Helsinki (Finland), Frankfurt (Germany), or Stockholm (Sweden)
- ☑ End to end transcription for interactions
- ☑ API standards: RESTful, WebRTC

CCaaS solution
Languages supported: English, Finnish, Swedish, Norwegian, Danish, German, Dutch, Spanish, French

Implementation partners: primarily in-house, with select partners; in certain regions with third parties. Training and support are provided directly by local teams or regional offices

Tech support: available in English, Finnish, Swedish, Norwegian, Danish, German, Dutch, Spanish, French

Scalability: On-demand scalability. As a true cloud service, customers can add or remove agent licenses instantly. Licensing is month-to-month.

Commercial models: LeadDesk is offered as a SaaS license per agent (seat) per month, with different packages of features, starting at € 99 per agent per month for 2–5 licenses. For enterprises, tailored solutions and dedicated support teams are available.

Customer feedback: through NPS surveys, CSAT feedback, and client success metrics

Updates: smaller updates on a weekly release cycle; major features via monthly or quarterly larger releases

Certificates
- ISO/IEC 27001, SOC 2 (Type II), NIS2
- LeadDesk has a dedicated privacy officer
- LeadDesk is fully GDPR compliant

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☐ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☐ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☑ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☑ Compliance-recording
- ☑ WFM

4 Routing & Ticketing

- ☑ Ticket/case management
- ☐ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☐ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☐ BI integration
- ☐ ERP integration
- ☐ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☑ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☐ Knowledge base
- ☐ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

LiveAgent

LiveAgent was founded in 2004 and is headquartered in Bratislava, Slovakia. The company also has a presence in Kyiv and New York. The founders developed LiveAgent, a comprehensive CCaaS solution, in-house. The solution provides comprehensive ticketing functionality. The company focuses on contact centres in all sectors, with a particular emphasis on education, NGOs, corporate, government and start-ups and markets like e-commerce, telecom and media. Customers include organisations such as Nutricia, Huawei, Hostinger, E-ville, E.ON, The Financial Directorate of the Slovak Republic and L&L Europe. LiveAgent employs over 100 people. Its annual turnover is approximately € 20 million.

https://www.liveagent.com/

Governance

- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU
- ☑ Public Cloud: AWS
- ☑ Private Cloud
- ☐ End-to-end encryption for interactions
- ☑ API standards: REST and SOAP/XML for Applications and WebRTC for Voice

Certificates

- • ISO 27001, PCI DSS
- • LiveAgent fully complies to GDPR

CCaaS solution

Languages supported: 43 languages

Implementation partners: inhouse and via partners/resellers

Tech support: available in multiple languages

Scalability: flexible upscaling, downscaling based on contract

Commercial models: different packages, based on functionality, starting at $ 15 to $ 69 per user per month, specific deals for startups

Customer feedback: based on feedback-/suggestion boards and voting

Updates: weekly to monthly

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☐ Skills based routing
- ☐ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☐ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☑ Video calling
- ☑ Call back functionality
- ☐ Outbound dialer(s) predictive
- ☐ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☐ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☐ AI for automatic transcriptions
- ☐ Automated summarisation
- ☐ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☐ Agent coaching tools
- ☑ Gamification tooling
- ☐ Quality Monitoring
- ☑ Call Recording
- ☐ Compliance-recording
- ☐ WFM

4 Routing & Ticketing

- ☑ Ticket/case management
- ☑ Ticket routing (rules, views, SLA)
- ☑ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☐ Sentiment analysis
- ☐ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☐ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☐ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☑ Knowledge base
- ☐ Co-browsing/screen sharing
- ☐ Agent calling methods: Browser, PSTN, SIP

MaxContact

MaxContact is a British company, based in Manchester, founded in 2015. The company offers an AI-powered contact centre platform under the same name, aimed at inbound and outbound conversations across different channels. MaxContact also offers AI functionality. In may 2025, MaxContact took over technology and activa of conversational AI-company Curious Thing. Customers of MaxContact include BPO-company Firstsource, Marston Holdings, Dudley Council, Kandoo Car Credit, Return Fundraising and ICX. MaxContact employs around 37 staff. Turnover is around € 9 million.

https://www.maxcontact.com/

Certificates
- PCI DSS, ISO 9001, ISO 27001
- MaxContact fully complies to GDPR

CCaaS solution

Languages supported: no information available

Implementation partners: no information available

Tech support: MaxContact has a 100% UK-based support team

Scalability: no information available

Commercial models: Three different packages, based on functionality, no pricing information available

Customer feedback: no information available

Updates: no information available

Governance
- ☐ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☐ Data stay within EU for backup and recovery processes
- ☐ Hosting in EU
- ☑ Public Cloud: AWS
- ☐ Private Cloud
- ☐ End-to-end encryption for interactions
- ☐ API standards

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☐ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☐ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☐ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☐ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☑ Compliance-recording
- ☑ WFM

4 Routing & Ticketing

- ☐ Ticket/case management
- ☐ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☑ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☐ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☑ PCI DSS
- ☐ NIST
- ☐ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☐ Team collaboration tools
- ☑ Knowledge base
- ☐ Co-browsing/screen sharing
- ☐ Agent calling methods: Browser, PSTN, SIP

Mediatel Data

Mediatel Data is a Romanian provider of an omnichannel and AI-powered CCaaS solution, offered based on cloud, on-premises and hybrid configurations. The company's roots go back to 1996. It employs around 50 people. It is headquartered in Bucharest and has representative offices in France, the UK, Serbia, Greece, Bulgaria, Uzbekistan, Slovenia and Moldova.

Mediatel targets contact centres in all markets and of all sizes and counts among its customers companies such as Groupama, Engie, ING, DIGI, Allianz, Orange, Vodafone, Bringo, CGS, Infosan, Finjet, Economo, GoCX, Next Call, Allianz Tiriac. The company's turnover is around € 15 million.

https://www.mediatel.ro/

Certificates
- ISO 9001, ISO 27001
- Mediatel Data has a dedicated privacy officer
- Mediatel Data does fully comply to DORA

CCaaS solution

Languages supported: over 40 languages

Implementation partners: independently and through partners, also applies to training and support

Tech support: available in English, French, Romanian, Italian and Spanish

Scalability: flexible, within a few hours

Commercial models: depending on modules purchased, starting from approximately € 30 per agent per month

Customer feedback: CSAT surveys and direct user feedback, which forms the basis for roadmap priorities and quarterly updates

Updates: every 2 to 6 weeks

Governance
- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU (Orange, Vodafone, N24)
- ☑ Public Cloud: AWS, Azure
- ☑ Private Cloud: AWS, Azure
- ☑ End-to-end encryption for interactions
- ☑ API standards: RESTful and WebRTC

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☑ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☑ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☐ AI for automatic transcriptions
- ☐ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☐ Realtime transcribe

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- ☑ Agent tools for leave and scheduling
- ☑ Agent coaching tools
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- ☑ Compliance-recording
- ☑ WFM

4 Routing & Ticketing

- ☑ Ticket/case management
- ☑ Ticket routing (rules, views, SLA)
- ☑ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☑ Voice-of-the-Customer-tooling (VOC)
- ☑ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☑ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☑ Fraud prevention mechanisms (e.g. voice biometrics)
- ☑ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☑ Knowledge base
- ☑ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

NetCall

NetCall is a provider of several software solutions, including the Liberty Converse Platform, a fairly comprehensive CCaaS solution. The company is based in the UK and has been around since 1984. There are wee branch offices: one in the US and one in Belgium. One of the 6 investors in the company is from the US. It employs over 280 people and its annual turnover is over £39 million (2024). The company focuses on sectors such as Healthcare, Local Government, Housing, Insurance, Financial Services, Rail & Construction, Utilities, Retail & Consumer Goods. Its clients include organisations such as Legal & General, local parts of the NHS, UK Power Networks, BBC, Cairn and Euromaster.
https://www.netcall.com/

Governance
- ☐ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☐ Hosting in EU
- ☑ Public Cloud: AWS
- ☐ Private Cloud
- ☑ End-to-end transcription for interactions
- ☑ API standards: REST

Certificates
- ISO 27001
- NetCall has a dedicated privacy officer
- Netcall is GDPR compliant

CCaaS solution
Languages supported: no information available
Implementation partners: Netcall provides implementation services
Tech support: no information available
Scalability: no information available
Commercial models: starting around € 6,400 per year per licence
Customer feedback: no information available
Updates: no information available

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☐ Video calling
- ☑ Call back functionality
- ☐ Outbound dialer(s) predictive
- ☐ Outbound dialer messaging

2 AI & automation

- ☑ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☑ Realtime transcribe

3 Workforce Engagement & Performance

- ☑ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☑ Compliance-recording
- ☑ WFM

4 Routing & Ticketing

- ☑ Ticket/case management
- ☑ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☑ Voice-of-the-Customer-tooling (VOC)
- ☑ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☐ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☑ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☑ Knowledge base
- ☑ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

Nixxis

Nixxis was founded in 2005 in the Belgium capital, Brussels. The company's headquarters is still based in Brussels, but Nixxis also has offices in different countries where it's active these days. These include European countries like France, Greece, Portugal, Italy, Denmark and Finland. But Nixxis is also active outside the EU, in countries like Morocco, the United Kingdom and Vietnam.

Nixxis says it invests a lot in R&D to keep pushing the boundaries of customer experience. For instance, they have integrated artificial intelligence, automation and personalization of interactions in their call center software. The company focuses on companies in a plethora of industries, including outsourcers, health, telcos, computing, banks and insurance, fundraising and utilities. It is unknown how many customers Nixxis currently has, but they include VIPP, Shurgard, Concentrix, Intrum, Giphar, Europ Assistance and Comearth.

https://www.nixxis.com/

Certificates
- ISO 27001, SOC2, PCI
- Nixxis fully complies to GDPR

CCaaS solution

Languages supported: English, French, Dutch, Portuguese, Polish, Romanian, Russian, Turkish, Vietnamese

Implementation partners: by internal teams and partner network

Tech support: available in English and local languages

Scalability: auto scaling through AWS, monthly

Commercial models: Nixxis currently has three different subscriptions available, each with different features. The most basic plan starts at € 44,90 a month and include starter features. A more comprehensive option is the Professional edition, which is priced at € 55,90 a month. The enterprise option has tailor-made features and seamless integration with business tools and is available on quotation.

Customer feedback: no information available

Updates: no information available

Governance
- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU (France)
- ☑ Public Cloud: AWS
- ☑ Private Cloud
- ☐ End-to-end encryption for interactions
- ☑ API standards: REST, JSON

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☐ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☐ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☐ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☐ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☑ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☐ Compliance-recording
- ☑ WFM

4 Routing & Ticketing

- ☐ Ticket/case management
- ☐ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☑ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☐ BI integration
- ☑ ERP integration
- ☐ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☐ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☐ Team collaboration tools
- ☑ Knowledge base
- ☐ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

Novomind

Novomind is a German company that was founded in 2000. The company is based in Hamburg and in 2023 it had 538 employees. Besides Hamburg, Novomind also has offices in Egypt, Dubai and Singapore. Novomind offers a product portfolio with solutions for e-commerce including marketplace tooling, customer service and AI applications including a customer data platform. The company places a strong emphasis on data sovereignty. All of the services are provided from a single source with Novominds own infrastructure in a datacenter in Frankfurt am Main. Furthermore, customer data never leaves the European Union. The company has over 250 customers in two different segments: Digital Commerce and Customer Service. They include Arvato, Sixt, Deutsche Post, Mediamarkt, Otto, C&A, Marc O'Polo and Puma. Its revenue in 2023 was € 57,7 million, of which € 4,9 million was generated in foreign markets.

https://www.novomind.com/en/

Governance

- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU (Frankfurt)
- ☑ Public Cloud: AWS (outside EU) for iAgent
- ☑ Private Cloud: own infrastructure
- ☑ End-to-end encryption for interactions
- ☑ API standards: REST

CCaaS solution

Languages supported: Not specified, but as Novomind is active worldwide, it suggests there's a multitude of languages

Implementation partners: Novomind takes care of implementation directly or with partners like One.O, piazza blu2, Arvato Bertelsmann, Brix and Cisco

Tech support: no information available

Scalability: no information available

Commercial models: no information available

Customer feedback: no information available

Updates: no information available

Certificates

- ISO 27001, TISAX assessment for information security, ISO 14001, Certified to EMAS, BSFZ seal
- Novomind has a dedicated privacy officer
- Novomind fully complies to GDPR

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☑ Video calling
- ☑ Call back functionality
- ☐ Outbound dialer(s) predictive
- ☐ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☐ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☐ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☐ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☐ Compliance-recording
- ☐ WFM

4 Routing & Ticketing

- ☑ Ticket/case management
- ☑ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☐ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☑ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☐ Team collaboration tools
- ☑ Knowledge base
- ☐ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

Numintec

Numintec is a Spanish company that is part of the Telavox Group in Sweden. Based in Barcelona, the company was founded in 2002. It also has offices in Colombia and Portugal. Numintec emphasises that its products are developed and managed entirely in-house. Numintec focuses on contact centres of all sizes and in all markets. Its customers include organisations such as Sushifresh, Danone, Generali, the Catalan government, Recoletas Red Hospitalaria, Atrapalo.com and Parlem Telecom. The company has an annual turnover of around € 14 million. Telavox employs around 540 people, while Numintec employs around 70.
https://www.numintec.com/en/

CCaaS solution

Languages supported: no information available

Implementation partners: Numintec offers professional services and a partner program

Tech support: no information available

Scalability: auto scale up/down

Commercial models: starting at € 25 per user per month

Customer feedback: no information available

Updates: no information available

Certificates

- ISO 9001, ISO 27001, ISO 27017, ISO 27018, ISO 27701, ISO 14001
- Numintec has a dedicated privacy officer
- Numintec fully complies to GDPR

Governance

- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU (Ireland and Spain)
- ☑ Public Cloud: AWS, Bitnap, Evolution Cloud Enabler
- ☐ Private Cloud
- ☑ End-to-end encryption for interactions
- ☐ API standards

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☐ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☐ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☑ Video calling
- ☐ Call back functionality
- ☐ Outbound dialer(s) predictive
- ☐ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☐ AI-based automated quality monitoring
- ☐ AI voice bot(s)
- ☐ AI agent assist
- ☑ AI for automatic transcriptions
- ☐ Automated summarisation
- ☐ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☑ Compliance-recording
- ☐ WFM

4 Routing & Ticketing

- ☐ Ticket/case management
- ☐ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☑ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☐ ERP integration
- ☐ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☐ Team collaboration tools
- ☐ Knowledge base
- ☐ Co-browsing/screen sharing
- ☐ Agent calling methods: Browser, PSTN, SIP

Odigo

Odigo, founded in 1986, is headquartered in Paris. The company employs 650 people and generated revenue of € 160 million in 2024. Odigo has offices in France, Spain, the United Kingdom, Belgium, and the Netherlands.

The company strongly believes in the advantages of being a European software provider with a firm commitment to GDPR compliance and data sovereignty. Odigo also emphasizes its understanding of the cultural and regulatory nuances of EU markets. For EU clients seeking to avoid any ties to American cloud providers, Odigo offers a private cloud solution hosted in French data centers.

Odigo serves contact centers of all sizes, from small (50 users) to large enterprises (up to 60,000 users), across a variety of sectors. It is particularly active in financial services, government, utilities, logistics, media, telecommunications, and professional services.

Examples of clients include AirFrance KLM, UWV, Luminus, Cygnific, Allianz, Saint-Gobain, EDF Energy, Française des Jeux, DHL Parcel, ALD Automotive, Air Liquide, AON, Madrid Digial, PMU, Dior, Chronopost, Europ Assistance, Caisse d'Epargne, BPCE, Generali, Suez. Currently, Odigo supports approximately 420,000 users.

https://www.odigo.com/

Certificates
- ISO9001, ISO27001, PCI DSS, ITIL and HDS
- Odigo has a dedicated privacy officer
- Odigo complies to the five pillars of DORA

Governance
- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data remain within EU for backup and recovery processes
- ☑ Hosting in EU (Paris, Lille, Madrid, Barcelona, London, Farnborough)
- ☑ Public Cloud: AWS France
- ☑ Private Cloud: IBM for UK clients/Etix and Equinix for other EU clients
- ☑ End-to-end encryption for interactions
- ☑ API standards: RESTful, SOAP/XML for Applications, WebRTC for Voice

CCaaS solution
Languages supported: French, English UK, English US, Spanish, Dutch, German, Italian, Portuguese

Implementation partners: Odigo works through both its in-house teams and preferred integration partners, including Capgemini (UK/NL/FR), NTT Data Spain, IBM Global Services Spain, IBM United Kingdom Ltd, GROSC Netherlands, Telefónica Spain, Minsait Spain, and Teknei IT Spain. The same applies to training and support services.

Tech support: Available in English, French and Spanish

Scalability: Supports automatic scale-up and scale-down

Commercial models: Offers flexible pricing options, including a per named user model and a per interaction model (based on conversation or per-minute usage). Pricing starts at € 55 per user per month for voice services.

Customer feedback: Includes CSAT surveys, Odigo Community Days, Odigo Focus Groups, and direct access to Odigo's Product Management teams

Updates: Two releases per year

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☐ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☑ Video calling
- ☑ Call back functionality
- ☐ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☑ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☑ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☑ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☑ Compliance-recording
- ☐ WFM

4 Routing & Ticketing

- ☐ Ticket/case management
- ☐ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☑ Voice-of-the-Customer-tooling (VOC)
- ☑ Proactive customer journey management tooling
- ☑ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☑ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☑ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☑ Fraud prevention mechanisms (e.g. voice biometrics)
- ☑ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☑ Knowledge base
- ☑ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

Omnidesk

Omnidesk is a Dutch CCaaS solution provider, based in Leiden. The company was founded in 2015 and has over ten employees. With customers such as the Koninklijke Bibliotheek Den Haag, Pathé, Simyo and Intertoys, the company achieves annual sales of more than a million euros. The company targets midsize and large contact centres in all verticals and handles its own implementations. The roots of Omnidesk's omnichannel platform lie in ticketing; the solution also features an extensive BI module for analysis and reporting and is aimed at good cooperation with back office and other support departments. The platform is redundantly hosted in the Netherlands.
https://www.omnidesk.nl/

CCaaS solution

Languages supported: English, Dutch, French, German, Spanish

Implementation partners: Omnidesk takes care of implementation projects

Tech support: available in English and Dutch

Scalability: instant upscaling, downscaling after contract renewal

Commercial models: starts at € 110 per seat per month

Customer feedback: NPS, CSAT surveys

Updates: Monthly

Certificates

- ISO 27001, NEN 7510 (Dutch healthcare security certification)
- Omnidesk has a dedicated privacy officer
- Omnidesk is DORA compliant

Governance

- ☑ Formally/legally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU (Eurofiber; Amsterdam, Rotterdam)
- ☑ Private Cloud: TransIP
- ☑ Public Cloud
- ☑ End-to-end encryption for interactions
- ☑ API standards: RESTful and WebRTC support

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☐ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☑ Realtime transcribe

3 Workforce Engagement & Performance

- ☑ Agent tools for leave and scheduling
- ☐ Agent coaching tools
- ☑ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☑ Compliance-recording
- ☐ WFM

4 Routing & Ticketing

- ☑ Ticket/case management
- ☑ Ticket routing (rules, views, SLA)
- ☑ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☑ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☑ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☑ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☑ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☑ Knowledge base
- ☐ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

Pascom

Pascom was founded by the brothers Mathias and Quirin Pasquay in 1997. The company is based in the German city Deggendorf. Pascom says it's more than a company or a service: it's a solution designed to upgrade business communications. Pascom offers various communication products including a contact centre platform. This can also include VoIP functionalities and SIP trunks. Pascom's CCaaS platform is hosted in the TüV Certified German data centre. Pascom has solutions for small and medium businesses and also seems to have a specific focus on accountants, law firms and healthcare. The company has an annual revenue of approximately € 7 million. Customers include Crimex, /seitenwind, Amparex, KikXXL, Das Weitblick and Wake & Camp. Pascom is active in the German, Austrian and Swiss markets.

https://www.pascom.net/en/

Governance
- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU
- ☑ Public Cloud: AWS, Frankfurt
- ☐ Private Cloud
- ☑ End-to-end encryption for interactions
- ☑ API standards: REST API

Certificates
- TüV & ISO 27001
- Pascom has a dedicated privacy officer
- Pascom fully complies to GDPR

CCaaS solution

Languages supported: English, German

Implementation partners: partners

Tech support: available in English, German

Scalability: no information available

Commercial models: no details available

Customer feedback: no information availble

Updates: no information availble

1 Inbound & outbound contact handling
- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☐ AI routing
- ☑ IVR
- ☐ Chatbot(s) (AI-driven)
- ☐ Chatbot(s) (rules based)
- ☐ Web chat handling
- ☐ E-mail handling
- ☑ Video calling
- ☑ Call back functionality
- ☐ Outbound dialer(s) predictive
- ☐ Outbound dialer messaging

2 AI & automation
- ☐ AI-based forecasting and scheduling
- ☐ AI-based automated quality monitoring
- ☐ AI voice bot(s)
- ☐ AI agent assist
- ☐ AI for automatic transcriptions
- ☐ Automated summarisation
- ☐ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance
- ☑ Agent tools for leave and scheduling
- ☐ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☐ Compliance-recording
- ☐ WFM

4 Routing & Ticketing
- ☐ Ticket/case management
- ☐ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

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- ☑ Reporting
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- ☐ Speech recognition
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- ☑ CRM integration
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- ☑ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance
- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☑ Data Loss Prevention tools (DLP)

8 Collaboration & Support
- ☑ Team collaboration tools
- ☑ Knowledge base
- ☑ Co-browsing/screen sharing
- ☐ Agent calling methods: Browser, PSTN, SIP

Puzzel

Puzzel is a Norwegian CCaaS provider founded in 1998. The company aims to become the European market leader. It offers Puzzel CX, an ecosystem of solutions for CCaaS, virtual agents, WFM, case management and conversational intelligence. Headquartered in Norway, the company has offices in Denmark, the UK, the Netherlands, Bulgaria and Sweden. Puzzel emphasises European data protection and compliance. The company has a strong position in the Nordic countries and the UK, and is expanding into the Netherlands and Finland. Puzzel focuses on sectors such as financial services, healthcare, public sector, utilities, retail, education, hospitality and tourism. Customers include Lyreco, Jysk, Radisson Hotel Group, Hostnet, City of Copenhagen, Scandic, Bauhaus and Oxford Brookes University. Puzzel employs around 300 people at several locations. The company has a turnover of approximately € 75 million.

https://www.puzzel.com/

Certificates
- ISO 27001, ISO 27701, ISO 9001, ISAE 3000 certification
- Puzzel has a dedicated security and compliance officer
- Puzzel fully complies to GDPR

Governance
- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU
- ☑ Public Cloud: Azure (EU/UK region) and AWS (Ireland)
- ☑ Private Cloud: own infrastructure in Norway and Sweden
- ☑ End-to-end encryption for interactions
- ☑ API standards: OpenID Connect

CCaaS solution
Languages supported: Puzzel supports 100+ languages in the platform

Implementation partners: Implementations are carried out both independently and with a wide range of partners and resellers

Tech support: available in English, Norwegian, Swedish, Danish, Finnish, and Bulgarian

Scalability: immediate upscaling, downscaling based on contract

Commercial models: no information available

Customer feedback: combination of direct customer interaction, structured feedback processes and strategic collaborations

Updates: weekly

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☑ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☑ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☑ Realtime transcribe

3 Workforce Engagement & Performance

- ☑ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☑ Compliance-recording
- ☑ WFM

4 Routing & Ticketing

- ☑ Ticket/case management
- ☑ Ticket routing (rules, views, SLA)
- ☑ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☑ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☐ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☑ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☑ Knowledge base
- ☑ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

QuandaGo

QuandaGo is a Dutch provider of an in-house developed CCaaS platform, which in addition to omnichannel contact centre functionality also focuses on process automation within customer contact, customer service and CX. In addition, the platform includes extensive functionality in the field of GenAI. Founded in 2019, the company is part of the VANAD Group and based in Capelle aan den IJssel. QuandaGo has operations in the Netherlands, Belgium, Italy, the UK and the Philippines. It employs 60 people and its annual turnover is around € 7,5 million. QuandaGo focuses on small and midsize contact centres of BPOs, consumer retail, utilities, telecoms, finance/unsurance and local government. Clients include companies such as DELA, Engie, Gemeente Amsterdam, San Miguel and RTL Nederland.

https://www.quandago.com/

CCaaS solution

Languages supported: English, Dutch and any other language (supported by LLM's)

Implementatie partners: via in-house team, in some cases by implementation partners. QuandaGo provides its own training and support

Tech support: available in Dutch and English

Scalability: flexible

Commercial models: per seat per month

Customer feedback: Yes, including a 'feature suggestion board' for customers

Updates: more than once a month

Certificates

• ISO 27001
• QuandaGo has a dedicated privacy officer

Governance

☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
☑ Data stay within EU for backup and recovery processes
☑ Hosting in EU (Frankfurt)
☑ Public Cloud: AWS
☑ End-to-end encryption for interactions
☑ API standards: RESTful, WebRTC, SIP/S

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☐ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☐ Realtime translation for multilingual support
- ☑ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☑ Compliance-recording
- ☐ WFM

4 Routing & Ticketing

- ☑ Ticket/case management
- ☑ Ticket routing (rules, views, SLA)
- ☑ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☑ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☑ Fraud prevention mechanisms (e.g. voice biometrics)
- ☑ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☑ Knowledge base
- ☑ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

RingOver

RingOver is a French company with operations in the USA. It has a separate unit for customers outside the US and Canada. Founded in France in 2005, the company employs several hundred people and also has offices in Spain and the UK. With its CCaaS solution and two other product lines (Empower, focused on AI, and Cadence, focused on sales), RingOver targets contact centres in both small businesses and enterprises, focusing on markets such as technology, finance, healthcare, retail & e-commerce, higher education and insurance. The company serves customers such as RecruitHub, talent.io, Axa, Venquis, Staffify. The company's revenue is around $ 60 million in 2024.
https://www.ringover.com/

CCaaS solution

Languages supported: Spanish, French, English, Italian, Portugese, German and Dutch

Implementation partners: via RingOver and via (channel) partners

Tech support: available in English, French, Spanish

Scalability: no information available

Commercial models: Starting at € 29 per user per month up to € 54 per user per month, or customized models

Customer feedback: no information available

Updates: no information available

Certificates

- Certification PCI-DSS, HDS, ISO 9001:2015, ISO 14001:2015, ISO 27001:2013 and ISO 50001:2011
- RingOver has a dedicated privacy officer
- RingOver is fully GDPR compliant

Governance

- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU (London, Paris; Datapacket)
- ☐ Public Cloud
- ☑ Private Cloud
- ☑ End-to-end encryption for interactions
- ☑ API standards: RESTful and WebRTC

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☑ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☑ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☑ Compliance-recording
- ☑ WFM

4 Routing & Ticketing

- ☐ Ticket/case management
- ☐ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☑ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☑ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☑ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☑ Knowledge base
- ☑ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

Sikom

Sikom is a German contact centre software manufacturer, founded in 1998. The company, a family-run business, is based in Heidelberg. Sikom targets all markets, but has specific expertise in insurance and health insurance. The company seems to focus mainly on the German market. The AgentOne Cloud CCaaS solution is produced on the OpenTelekomCloud. Sikom's solution can also be deployed in a private cloud model with various cloud providers. Typically, it is installed in a local data centre/customer or in Deutsche Telekom's sovereign cloud. SIKOM is known for meeting high privacy requirements and has several healthcare service providers and insurance companies as customers. Customers include companies such as Thomann, Volskwagen, Concordia Versicherungen, Fraport, LVM Versicherung, BurdaDirekt, Kommunal BIT Aör.

https://sikom.cx/

Governance

- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU
- ☑ Public Cloud: OpenTelekomCloud
- ☑ Private Cloud
- ☐ End-to-end encryption for interactions
- ☑ API standards: REST/JSON

CCaaS solution

Languages supported: German (default) and English; white-label translation possible
Implementation partners: Sikom itself provides consultancy, training and migration – or through partners
Tech support: no information available
Scalability: on demand
Commercial models: and is available in three different options; ranging from a starter package to a premium package
Customer feedback: user group based
Updates: no information available

Certificates

- ISO 27001
- Sikom has a dedicated privacy officer
- Sikom fully complies to GDPR

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☑ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☑ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☑ Realtime transcribe

3 Workforce Engagement & Performance

- ☑ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☑ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☑ Compliance-recording
- ☑ WFM

4 Routing & Ticketing

- ☑ Ticket/case management
- ☑ Ticket routing (rules, views, SLA)
- ☑ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☑ Voice-of-the-Customer-tooling (VOC)
- ☑ Proactive customer journey management tooling
- ☑ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☑ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☑ PCI DSS
- ☑ NIST
- ☑ Security & Compliance tools
- ☑ Fraud prevention mechanisms (e.g. voice biometrics)
- ☑ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☑ Knowledge base
- ☑ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

SoftBCom

SoftBCom, founded in 2015 and based in Berlin, offers an omnichannel contact centre solution under the name SoftBCom Contact Center, also available as on-premise solution. With Noda (Russia) as a minor investor in earlier stages, since 2022 SoftBCom has operated fully independently. Since then, SoftBCom has focused on developing its own proprietary platforms — including SoftBCom Managed Outbound, multi-step process automation solutions, and AI-driven services. New functionalities such as QAWacht, an AI-powered Quality Assurance platform, represent a fully new development, built entirely under the direction of SoftBCom.

The company has representations in Germany and Montenegro and employs around 21 people. The company is particularly active in the captive/BPO sector. SoftBCom focusses on contact centres of all sizes, in verticals such as finance, retail and manufacturing. The customer base spans multiple countries, including Germany, Uzbekistan, Cyprus, and the Philippines. As a reference customer, Kuck und Schmidt is listed. Revenue data is not shared.

https://www.softbcom.com/

Certificates
- SoftBCom has a dedicated privacy officer
- SoftBCom fully complies to GDPR

CCaaS solution

Languages supported: German, English

Implementation partners: done by SoftBCom team; this includes training and support

Tech support: available in German, English

Scalability: flexible

Commercial models: pricing model based on either concurrent or named user licenses, depending on the product and client requirements, starting at € 24 per seat per month

Customer feedback: Customer feedback plays a central role in shaping the product development roadmap; feature development on demand is also possible

Updates: updates on a monthly basis

Governance

- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU (Falkenstein, Nuremberg)
- ☐ Public Cloud
- ☑ Private Cloud: Hetzner Online GmbH
- ☑ End to end encryption for interactions
- ☑ API standards: RESTful and WebRTC for voice and video

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☑ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☐ AI agent assist
- ☑ AI for automatic transcriptions
- ☐ Automated summarisation
- ☐ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance

- ☑ Agent tools for leave and scheduling
- ☐ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☐ Compliance-recording
- ☑ WFM

4 Routing & Ticketing

- ☑ Ticket/case management
- ☑ Ticket routing (rules, views, SLA)
- ☑ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☐ Sentiment analysis
- ☑ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☑ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☐ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☐ Knowledge base
- ☐ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

Steam-connect

Certificates
- ISO 27001, NIS2
- Steam-connect has a dedicated privacy officer
- Steam-connect fully complies to GDPR

Steam-connect was founded in 2007 and is based in the Netherlands. The company also has offices in Germany and Morocco. Steam-connect offers an in-house developed CCaaS solution aimed at all markets and contact centres of all sizes. The CCaaS solution explicitly focuses on European data sovereignty and EU compliance, including one-click anonymisation, right-to-be-forgotten workflows and end-to-end data encryption. Steam-connect claims to serve 250 different customers in countries such as the Netherlands, Belgium, Germany, Spain, Bosnia, Surinam, Bulgaria, Switzerland, Austria and Morocco. Customers include companies such as DPG Media, Soleo Contact Centers, Luminus (Belgium), Allround Support Groep, DBF, Lead Development Company, KCM. Steam-connect has 51 employees and an annual turnover of more than € 6 million.
https://ziptone.steam-connect.com/en/

Governance
- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU (Rotterdam, Amsterdam)
- ☐ Public Cloud
- ☐ Private Cloud
- ☑ End-to-end encryption for interactions
- ☐ API standards

CCaaS solution
Languages supported: Dutch, English, French, German and Spanish (other languages available within 1 week)

Implementation partners: Steam-connect offers implementation, training, and support services via its in-house team as well as through trusted partners

Tech support: available in Dutch, English, French, German

Scalability: instantly

Commercial models: Steam-connect offers different pricing models, based on functionality, starting at € 99 per user per month

Customer feedback: the current product is based on 15 years of customer feedback

Updates: monthly releases

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☐ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☑ Realtime transcribe

3 Workforce Engagement & Performance

- ☑ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☑ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☑ Compliance-recording
- ☑ WFM

4 Routing & Ticketing

- ☑ Ticket/case management
- ☑ Ticket routing (rules, views, SLA)
- ☑ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☑ Voice-of-the-Customer-tooling (VOC)
- ☑ Proactive customer journey management tooling
- ☑ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☑ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☑ Fraud prevention mechanisms (e.g. voice biometrics)
- ☑ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☑ Knowledge base
- ☐ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

Sytel

Sytel is a UK-based CCaaS provider established in 1994. The company has representatives in the UK, Poland, Hungary, Brazil, France and the USA. The company's roots are in outbound: market research, debt collection and telemarketing, which is reflected in the dominant presence of the Softdial contact centre platform, which supports all channels, but also offers various advanced campaign and outbound features. The predictive dialling software, for example, allows customers to optimise their calling strategies without breaching telemarketing regulations. The company's omnichannel solution is aimed at small to large contact centres with more than 1,000 seats and can be implemented either on-premise, in the cloud or in a hybrid mode. In addition, Sytel offers white label and OEM capabilities for partners, carriers and resellers who wish to offer their own CCaaS services. Customers include organisations such as Nielsen, Kantar, GfK, Abt and GDCC. Sytel employs around 20 people and has a turnover of € 1,3 million.

https://sytel.com/

Governance

- ☐ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☐ Data stay within EU for backup and recovery processes
- ☑ Hosting in US, UK, Australia
- ☑ Public Cloud: AWS
- ☑ End-to-end encryption for interactions
- ☑ API standards: RESTful, WebRTC, Web Sockets

CCaaS solution

Languages supported: English, Polish, Portugese, other languages on request

Implementation partners: both independently and through partners, including BBD, Quantrax, JRC, Forsta, Enghouse, Lake. Training is provided by Sytel

Tech support: available in English and Polish Scalability: up to 50 seats directly, higher volumes within a few hours

Commercial models: per seat or per minute

Customer feedback: Feature requests are assigned by priority

Updates: twice a year; customer support tickets included in release notes

Certificates

- • PCI DSS
- • Sytel has a dedicated privacy officer

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☐ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☐ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☐ AI-based automated quality monitoring
- ☐ AI voice bot(s)
- ☐ AI agent assist
- ☐ AI for automatic transcriptions
- ☐ Automated summarisation
- ☐ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☐ Gamification tooling
- ☐ Quality Monitoring
- ☑ Call Recording
- ☑ Compliance-recording
- ☑ WFM

4 Routing & Ticketing

- ☑ Ticket/case management
- ☑ Ticket routing (rules, views, SLA)
- ☑ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☐ Sentiment analysis
- ☑ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☑ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☑ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☑ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☑ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☐ Team collaboration tools
- ☑ Knowledge base
- ☐ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

Telegra

Governance

- ✅ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ✅ Data stay within EU for backup and recovery processes
- ✅ Hosting in EU (Cologne and Düsseldorf)
- ✅ API standards: RESTful API

Telegra is a German provider, based in Cologne. The company was founded in 2002 and currently has around 70 employees. Telegra focuses specifically on the German market and has a strong focus on GDPR compliance. As part of this, it only works with data centers based in Germany (in Cologne and Düsseldorf). Also, Telegra is a network operator with high security requirements in data protection, which in Germany means it's being monitored by the regulatory authority for telecommunications (Bundesnetzagentur). Telegra sees its contact centre software as a part of the entire communication chain between companies and their customers. That's why they have a big focus on integrations between its own software and CRM and existing customer support environments. Telegra currently serves customers like Adecco, Bosch, real.digital, Vorwerk and Sixt Leasing. In total it has 6.000 users on its systems, who work for over 300 customers. Delivery is mainly through implementation partners.

https://www.telegra.com/en/

CCaaS solution

Languages supported: German

Implementation partners: Telegra handles this herself

Training: Telegra handles this herself

Tech support: German

Commercial models: Although Telegra mentions no specific prices on their website, they do mention the price components include setup costs, provision costs and license costs. The number of licenses can be adjusted monthly.

Certificates

- ISO 27001, ISO 27701
- Telegra has a dedicated Data Protection Officer

1 Inbound & outbound contact handling
- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☐ Chatbot(s) (AI-driven)
- ☐ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☐ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation
- ☐ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☐ AI agent assist
- ☑ AI for automatic transcriptions
- ☐ Automated summarisation
- ☐ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance
- ☑ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☑ Compliance-recording
- ☐ WFM

4 Routing & Ticketing
- ☐ Ticket/case management
- ☐ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting
- ☑ Reporting
- ☐ Sentiment analysis
- ☑ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☑ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform
- ☑ CRM integration
- ☑ BI integration
- ☐ ERP integration
- ☐ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance
- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support
- ☐ Team collaboration tools
- ☐ Knowledge base
- ☐ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

Telerion

Telerion is a German CCaaS provider, based in Mannheim, Germany, since 2010. The company was founded in Brazil in 2004. Telerion, which was called TGA Systems until 2019, has subsidiaries in Romania, the US and Lithuania. The company is also represented in Brazil and Russia. Telerion's integrated, modular CCaaS platform is composed of four layers: a layer with channels, a layer with features such as IVR, bots, self-service and quality monitoring, a layer with routing solutions and a service layer for integrations. The company does not specify which markets it targets or which contact centre size the solution is best suited for.
https://www.telerion.com/en/

Governance
- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☐ Data stay within EU for backup and recovery processes
- ☐ Hosting in EU
- ☐ Public Cloud
- ☐ Private Cloud
- ☐ End-to-end encryption for interactions
- ☑ API standards: WebRTC

Certificates
- No information available
- Telerion has a dedicated privacy officer

CCaaS solution
Languages supported: the platform is available in English, German and Romanian.
Implementation partners: both directly and via partners
Tech support: no information available
Scalability: auto scale up/down
Commercial models: the pricing model starts at € 19 per month per user
Customer feedback: no information available
Updates: no information available

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☑ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☐ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☐ AI voice bot(s)
- ☐ AI agent assist
- ☑ AI for automatic transcriptions
- ☐ Automated summarisation
- ☐ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☐ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☐ Compliance-recording
- ☐ WFM

4 Routing & Ticketing

- ☐ Ticket/case management
- ☐ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☐ Sentiment analysis
- ☑ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☐ BI integration
- ☐ ERP integration
- ☐ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☐ Security & Compliance tools
- ☑ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☐ Team collaboration tools
- ☐ Knowledge base
- ☐ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

Telforce

Telforce is a Dutch CCaaS provider headquartered in Delft. Founded in 2015 in Suriname, Telforce relocated to the Netherlands in 2018. The company employs six people. Telforce focuses on small to large Dutch-speaking inbound customer service and outbound operations with high volumes of voice. The company uses open source (VoIP) technology to provide flexible and accessible services to customers in the Netherlands and Belgium; it also has customers in the BPO market in Marocco, Turkey and Suriname. In addition to the BPO sector, Telforce also serves clients in healthcare, financial services, sales and market research. Its annual turnover is half a million euros.

https://telforce.nl/

CCaaS solution

Languages supported: English, German, French, Spanish, Dutch, Danish, Japanese, Polish, Portuguese, Swedish, Slovak, Greek, Italian

Implementation partners: done by Telforce

Tech support: available in Dutch and English

Scalability: direct upscaling, depending on project size

Commercial models: different models, including implementation and training, based on size of the operation. Prices start at € 67 per concurrent named user (for 2 to 5 users), and € 45 per concurrent named users (for 26 users and more)

Customer feedback: management is actively involved

Updates: 4 releases per year, client requested features on a weekly basis

Governance

- ☑ Formally/legally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU (Amsterdam)
- ☐ Public cloud
- ☑ End-to-end encryption for interactions
- ☑ API standards: RESTful, WebRTC and GraphQL

Certificates

- Planned: ISO27001 and ISAE 3000
- Telforce has a dedicated privacy officer
- Telforce complies to the five pillars of DORA

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☐ AI routing
- ☑ IVR
- ☐ Chatbot(s) (AI-driven)
- ☐ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☐ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☐ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☐ Automated summarisation
- ☐ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☑ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☑ Compliance-recording
- ☐ WFM

4 Routing & Ticketing

- ☐ Ticket/case management
- ☐ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☐ BI integration
- ☐ ERP integration
- ☑ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☑ Fraud prevention mechanisms (e.g. voice biometrics)
- ☑ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☐ Team collaboration tools
- ☐ Knowledge base
- ☐ Co-browsing/screen sharing
- ☐ Agent calling methods: Browser, PSTN, SIP

Telia

Sweden's Telia was founded in 1853 and is today a leading Nordic telecommunications operator headquartered in Stockholm. The company offers mobile and fixed telephony services, Internet, IT solutions and media. Its predecessor, TeliaSonera, offered CallGuide, a proprietary on-premises product; Telia is now a reseller of Genesys CCaaS technology, in addition to developing its own product, Telia ACE. Telia has offices in Sweden, Norway, Finland and the Baltic States. The company has a clear understanding of CCaaS solutions and aims to offer them in a European sovereign cloud with extensive regulatory compliance, including national autonomy contact centre features in Finland and Sweden. The national autonomy feature enables resilience to national border closures in the event of a crisis, according to the company, which serves around 250 customers from various sectors, almost evenly split between the public and private sectors. Telia ACE's customers include Arbetsförmedlingen (Swedish Public Employment Service), Region Skåne, Region Uppsala, Region Värmland, Bankgirot, PayEx / SwedbankPay, Preem, E.ON, HSL, City of Vantaa, City of Helsinki, Kymsote, Norlys, LB Forsikring, HK (Danish Trade Union) and Entur. Telia has approximately 19,000 employees. The company has an annual turnover of about EUR 8 billion.
https://www.teliacompany.com/en

CCaaS solution

Languages supported: English, Swedish, Danish, Norwegian, Finnish
Implementation partners: Telia provides implementations independently
Tech support: English, Swedish, Finnish, Danish
Scalability: dynamically and depending on contract
Commercial models: Pricing is based on simultaneous users and transactions. Starting tariff may apply depending on functionality
Customer feedback: CSAT surveys, NPS
Updates: Major releases 2 to 4 times per year. Minor updates on a weekly basis

Certificates

- ISO 27001, ISO 9001, ISO 14001, ISO 22301
- Telia has a dedicated privacy officer
- Telia supports regulatory requirements such as NIS2 and DORA

Governance

- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU
- ☑ Public Cloud: AWS, Google, Azure
- ☑ Private Cloud: Telia and/or UpCloud datacenters
- ☑ End-to-end encryption for interactions
- ☑ API standards: RESTful

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☑ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☑ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☐ AI agent assist
- ☑ AI for automatic transcriptions
- ☐ Automated summarisation
- ☐ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☑ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☑ Compliance-recording
- ☑ WFM

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- ☐ Ticket/case management
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- ☑ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☑ Voice-of-the-Customer-tooling (VOC)
- ☑ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☑ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☑ Fraud prevention mechanisms (e.g. voice biometrics)
- ☑ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☑ Knowledge base
- ☑ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

TriniCo

TriniCo is the current name of a CRM and customer contact platform developed in 1999. Following its successful development, it was sold under the names 'Kana' and 'Express'. The core product is now back in Dutch hands under a new name. It is developed and supplied by the Dutch company Harbers Solutions B.V., which is headquartered in Lichtenvoorde. For the telephony stack, TriniCo uses integrated Microsoft Teams Premium solutions. The company employs around 40 people. The company works with partners in the Benelux, DACH, UK and US, targeting government, education, financial services, insurance and hospitals, as well as small and medium-sized businesses with 33 to 3,000 seats. Its clients include Rijksuniversiteit Groningen, Erasmus University Rotterdam, CBR, Franciscus, CAK, Salland Zorgverzekeringen and the University of Birmingham.
https://www.trinico.io/

Governance

- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU: Equinix datacenters in Enschede/ Zwolle and Dusseldorf for the German Market
- ☑ Public Cloud: own infrastructure
- ☑ Private Cloud: Class AA Equinix Datacenters in Netherlands and Germany (or on prem)
- ☑ End-to-end encryption for interactions
- ☑ API standards: RESTful

CCaaS solution

Languages supported: English, Dutch, German, French but easy to add new language
Implementation partners: primarily by partners, incidentally own teams
Tech support: Dutch, English and German
Scalability: annual contracts, upscaling per month
Commercial models: starting at € 33 per named user per month
Customer feedback: CSAT surveys
Updates: roadmap for two years, scheduled releases twice a year

Certificates

- ISO 27001, NEN 7510 and ISAE 3000 SOC 2 Type I
- TriniCo has a dedicated privacy officer
- TriniCo is DORA compliant

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☑ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☑ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☑ Realtime transcribe

3 Workforce Engagement & Performance

- ☑ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☑ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☑ Compliance-recording
- ☑ WFM

4 Routing & Ticketing

- ☑ Ticket/case management
- ☑ Ticket routing (rules, views, SLA)
- ☑ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☑ Voice-of-the-Customer-tooling (VOC)
- ☑ Proactive customer journey management tooling
- ☑ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☑ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☑ PCI DSS
- ☑ NIST
- ☑ Security & Compliance tools
- ☑ Fraud prevention mechanisms (e.g. voice biometrics)
- ☑ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☑ Knowledge base
- ☑ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

Unexus

Unexus is a Dutch provider of Contact Center as a Service (CCaaS), headquartered in Baarn and employing approximately 35 people. Since its establishment in 2011, the company has maintained strong growth — combining organic growth with targeted acquisitions, and supported by an external investor since 2022.

The company's CCaaS platform, Unexus Connect, is proprietary built and operates within the Azure cloud environment. By managing both development and implementation in-house, Unexus ensures full control over product quality and customer experience in the Dutch market.

Unexus primarily serves sectors such as the public domain (including social housing, municipalities, utilities, universities, and the public health sector), insurance, and leisure. Its solutions are tailored for contact centres of up to approximately 250 seats. Within the Netherlands, Unexus has established a particularly strong position among housing corporations and municipalities, with around 100 active customers.

Outside the Netherlands, Unexus operates through strategic partnerships with companies such as Kemp & Lauritzen in Denmark and Getronics in the UK, serving an additional 100 customers across the leisure, public sector, and manufacturing industries. Well-known organizations using Unexus Connect include Woningcorporatie Ymere, the University of Nottingham, Uniqa Insurance, and Tesa/Beiersdorf. The company realised a turnover of € 7 million in 2024.

https://www.unexus.nl/en/

Governance

- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data remain within EU for backup and recovery processes
- ☑ Private hosting in the Netherlands, UK, DK, Sweden and Austria (at least two different DC's per country)
- ☑ Public hosting on Azure – regions depending on customer locations – but always within EU.
- ☑ End-to-end encryption for interactions
- ☑ API standards: RESTful, GraphQL and WebRTC

Certificates

- ISO9001, ISO27001, Microsoft certified
- Unexus has a dedicated privacy officer
- Unexus complies to the five pillars of DORA and is set up for GDPR compliance

CCaaS solution

Languages supported: Dutch, English, Danish, German

Implementation partners: Unexus has its own development and implementation team. They provide training – mainly on a train-the-trainer basis – and there is also an academy for new users and further training, including for supervisors.

Tech support: partners provide support in their own language, Unexus in Dutch and English

Scalability: direct scaling up and down, depending on contract and financial factors

Commercial models: price per seat, starting at € 50 per seat

Customer feedback: CSAT and customer interviews

Updates: Unexus uses a continuous release model – customers are informed via Release Notes

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☐ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☐ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☐ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☑ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☐ Agent coaching tools
- ☐ Gamification tooling
- ☐ Quality Monitoring
- ☑ Call Recording
- ☐ Compliance-recording
- ☐ WFM

4 Routing & Ticketing

- ☐ Ticket/case management
- ☐ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☐ Sentiment analysis
- ☑ Speech recognition
- ☑ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☑ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☐ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☑ Knowledge base
- ☐ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

ViaDialog

ViaDialog is a CCaaS product of ViaDialog, based in Paris, France. The company has been around since 2005 and employs several dozen people. ViaDialog says it provides an end-to-end solution for the entire customer journey and also hosts the solution itself under the slogan 'Designed and hosted in Paris'. ViaDialog is also offered on premise. The company serves B2B and B2C companies, local authorities, and public operators on issues related to customer relations, technical support, voice reception, or conversational marketing. Its client base includes customers such as SNCF, IRCEM, Sodexo, Eurostar, Pay Béarn Habitat, Parc Astérix, IDEHA, Partélios, FlyBondi.com, Iberia.

https://www.viadialog.com/en/

Certificates
- ISO 22301
- ViaDialog has no dedicated privacy officer
- ViaDialog is fully GDPR compliant

Governance
- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU
- ☐ Public Cloud
- ☑ Private Cloud: own infrastructure
- ☐ End-to-end encryption for interactions
- ☐ API standards

CCaaS solution
Languages supported: French, English

Implementation partners: no information available

Tech support: no information available

Scalability: no information available

Commercial models: ViaDialog quotes a rate applicable to 10 to 50 agents of € 39 per month, for a 36-month term, other modules and functionalities on demand or per conversation

Customer feedback: no information available

Updates: no information available

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☐ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☑ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☐ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☐ AI-based automated quality monitoring
- ☑ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☑ Automated summarisation
- ☑ Realtime translation for multilingual support
- ☑ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☐ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☑ Compliance-recording
- ☐ WFM

4 Routing & Ticketing

- ☑ Ticket/case management
- ☑ Ticket routing (rules, views, SLA)
- ☑ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☐ Sentiment analysis
- ☑ Speech recognition
- ☐ Voice-of-the-Customer-tooling (VOC)
- ☑ Proactive customer journey management tooling
- ☐ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☑ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☑ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☑ Security & Compliance tools
- ☑ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☑ Team collaboration tools
- ☑ Knowledge base
- ☑ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

VIER

VIER is one of the larger CCaaS providers in Germany. The company was formed in 2021 from a merger of the companies 4COm, Lindenbaum, parlamind, Precire and voiXen. Cognesys was added in 2022. In the DACH region, VIER has branches in Hanover (head office), Aachen, Berlin, Karlsruhe and Lucerne. Some 200 people work at VIER; the company has an estimated annual revenue of € 25 million. The company targets organisations from the financial services, energy and logistics sectors in particular with a comprehensive suite of CCaaS solutions. Its customers include organisations such as RWE, Deutsches Rote Kreuz, ADAC and DHL Group. VIER emphatically positions itself as a European alternative to large CCaaS players, with a focus on data sovereignty and European-driven innovation, but has recently started operations in the US from a second hosting location, in Atlanta.
https://www.vier.ai/en/

Certificates
- ISO 27001, Trusted Cloud
- VIER has a dedicated privacy officer
- VIER fully complies to GDPR

Governance
- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU (Germany, Switzerland)
- ☐ Public Cloud
- ☑ Private Cloud: own infrastructure
- ☐ End-to-end encryption for interactions
- ☐ API standards

CCaaS solution
Languages supported: no information available
Implementation partners: partners such as Deutsche Telekom, Versatel Vodafone, Swisscom
Tech support: German, English
Scalability: no information available
Commercial models: VIER offers three different models: VIER engage Business, VIER engage Professional and VIER engage Enterprise. Pricing based on tailored solutions, per user/per month
Customer feedback: no information available
Updates: no information available

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☐ Video calling
- ☐ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☑ AI-based forecasting and scheduling
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- ☐ WFM

4 Routing & Ticketing

- ☐ Ticket/case management
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- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☑ Voice-of-the-Customer-tooling (VOC)
- ☐ Proactive customer journey management tooling
- ☑ Anomaly detection at the interaction level

6 Integrations & Platform

- ☑ CRM integration
- ☐ BI integration
- ☑ ERP integration
- ☑ Unified Agent Desktop
- ☐ Composable CX (capabilities to implement features in a modular way)

7 Security & Compliance

- ☑ GDPR-compliance
- ☐ PCI DSS
- ☐ NIST
- ☐ Security & Compliance tools
- ☐ Fraud prevention mechanisms (e.g. voice biometrics)
- ☐ Data Loss Prevention tools (DLP)

8 Collaboration & Support

- ☐ Team collaboration tools
- ☑ Knowledge base
- ☐ Co-browsing/screen sharing
- ☐ Agent calling methods: Browser, PSTN, SIP

Vocalcom

Vocalcom was founded in 1995 and is based in Courbevoie (near Paris) in France. The company has over 165 employees. Vocalcom has 14 representative offices in several countries and works with 139 partners worldwide. Vocalcom's solution, Hermes, is deployed at more than 1,200 clients; these are small and medium-sized contact centres in a variety of verticals and markets. Clients include BPO players Konecta and Concentrix and companies such as AXA, BNP, Engie, SFR, Globalcom, Saint Gobain, Renault, Stellantis and VW Group. Vocalcom describes Hermes as an application with a good balance of inbound and outbound functionality. Some of the development work is in Tunisia and Argentina. Vocalcom aims for full EU compliancy and a personalised customer journey; Hermes includes specific solutions for this. Vocalcom has a turnover of around € 25 million.

https://www.vocalcom.com/

Certificates
- ISO 27001 certified, PCI DSS and HIPAA compliant
- Vocalcom has a dedicated privacy officer
- Vocalcom fully complies to DORA

Governance
- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU (Dublin, Paris, Amsterdam) and in Dubai, Miami, Sao Paulo
- ☑ Public Cloud: AWS France
- ☑ Private Cloud
- ☑ End-to-end encryption for interactions
- ☑ API standards: RESTful, SOAP, WebRTC

CCaaS solution
Languages supported: Dutch, English, Spanish, French, Portuguese, Italian, Polish, Arabic, Russian, Czech

Implementation partners: both directly through Vocalcom Professionals services and through a large number of partners and system integrators. However, training and support is largely done by Vocalcom

Tech support and Contact Center Live: available in Dutch, Arabic, English, French, Spanish, Portuguese

Scalability: configurable

Commercial models: different pricing models including different deployment variants: cloud, on-premise, subscription-based, concurrent user based and owner-based

Customer feedback: CSAT surveys, NPS, sessions to set roadmap priorities

Updates: 2 minor updates per quarter, 1 major release per year

1 Inbound & outbound contact handling

- ☑ Inbound call handling and queuing (ACD)
- ☑ Skills based routing
- ☐ AI routing
- ☑ IVR
- ☑ Chatbot(s) (AI-driven)
- ☑ Chatbot(s) (rules based)
- ☑ Web chat handling
- ☑ E-mail handling
- ☑ Video calling
- ☑ Call back functionality
- ☑ Outbound dialer(s) predictive
- ☑ Outbound dialer messaging

2 AI & automation

- ☐ AI-based forecasting and scheduling
- ☑ AI-based automated quality monitoring
- ☐ AI voice bot(s)
- ☑ AI agent assist
- ☑ AI for automatic transcriptions
- ☐ Automated summarisation
- ☐ Realtime translation for multilingual support
- ☐ Realtime transcribe

3 Workforce Engagement & Performance

- ☐ Agent tools for leave and scheduling
- ☑ Agent coaching tools
- ☐ Gamification tooling
- ☑ Quality Monitoring
- ☑ Call Recording
- ☑ Compliance-recording
- ☐ WFM

4 Routing & Ticketing

- ☐ Ticket/case management
- ☐ Ticket routing (rules, views, SLA)
- ☐ Ticket live assigner

5 Analysis & Reporting

- ☑ Reporting
- ☑ Sentiment analysis
- ☑ Speech recognition
- ☑ Voice-of-the-Customer-tooling (VOC)
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- ☐ Team collaboration tools
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VoIPstudio

VoIPstudio is part of Level7 Systems and based in London, UK. The parent company was founded in 2009, VoIPstudio has been around since 2011. With its omnichannel CCaaS solution, the company targets all markets, but specifically smaller and medium-sized contact centres. The solution integrates with Zoho, Salesforce, Microsoft Dynamics and Oracle Sales Cloud, among others. The company says it serves customers such as ING Business Services, Fashion One, Camelot Global, Homes and Rooms, Straker Translations and Mobilia CRM. The product is also offered as a white label to resellers/system integrators; Mobilia CRM is a reseller and integrates VoIPstudio's CCaaS functionality into its own CRM solution.

https://voipstudio.com/

CCaaS solution

Languages supported: No information available

Implementation partners: No information available

Tech support: most probably available in English, Polish, Spanish, Portuguese and German

Scalability: auto scale up/down

Commercial models: The billing model has three variants. Pay as you go ($ 6 per user per month or $ 0.01 per minute), a $ 2K bundle (2000 minutes) or $ 20 per month per user; there are customised rates for enterprise customers

Customer feedback: The company says it bases updates on customer feedback, among other things.

Updates: monthly

Certificates

- VoIPstudio does not list certificates
- VoIPstudio has a dedicated privacy officer
- The company reports doing monthly audits on security and infrastructure to comply with PCI requirements

Governance

- ☐ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☑ Data stay within EU for backup and recovery processes
- ☑ The company routes calls through data centres in the UK, Japan and the US.
- ☐ Hosting in EU
- ☐ Public Cloud
- ☐ Private Cloud
- ☑ End-to-end encryption for interactions, AES-256-encryption for data storage
- ☐ API standards

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- ☑ Inbound call handling and queuing (ACD)
- ☐ Skills based routing
- ☑ AI routing
- ☑ IVR
- ☐ Chatbot(s) (AI-driven)
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- ☐ Data Loss Prevention tools (DLP)

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- ☑ Co-browsing/screen sharing
- ☑ Agent calling methods: Browser, PSTN, SIP

VCC Live Group

VCC Live Group was founded in 2003 and is based in Hungary. The company also has representative entities in Germany and the US. With its solution, the company targets sectors such as BPOs, retail, banking, insurance, consumer lending & healthcare and offers functionality for customer service, sales, debt collection. VCC Live says it is ideally suited for managing remote teams. The company offers comprehensive information on data security and business continuity. Its customers include organisations such as Auchan, Sykes, Decathlon, Whirlpool, Effective, E-ON, Unicef, Outfittery, 4Finance. The company is estimated to employ over eighty employees. Its annual turnover is estimated at over € 28 million.

https://vcc.live/

Governance
- ☑ Formally registered and based in an EU, EEA, EFTA, or DCFTA member country
- ☐ Data stay within EU for backup and recovery processes
- ☑ Hosting in EU
- ☐ Public Cloud: no information available
- ☑ Private Cloud: datacenters in Hungary, Singapore, United States and South Africa
- ☑ End to end encryption for interactions
- ☑ API standards

CCaaS solution
Languages supported: English, German, French, Spanish, Italian, Swedish, Polish, Romanian, Hungarian, Greek, Bulgarian, Ukrainian, Slovak, Czech

Implementation partners: by own teams and via partners

Tech support: by own teams and via partners

Scalability: starting at 20 seats, upscaling instantly

Commercial models: four different offerings, based on functionality, no pricing information available

Customer feedback: no information available

Updates: regularly

Certificates
- ISO 27001, ISO 22301, SOC 2, PCI DSS
- VCC Live has a dedicated privacy officer
- VCC Live fully complies to GDPR

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- ☐ AI routing
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Adversus

The Danish company Adversus was founded in 2015. The company operates out of the Danish city Aarhus and serves clients in more than 25 countries, which includes Norway, UK, The Netherlands, Germany, France, Italy, Spain, Belgium, USA and Australia. Adversus focuses on B2B companies and B2C sales teams. The company delivers an integrated CCaaS solution, but the offer emphasizes functionalities for outbound sales; inbound functionalities are rather basic. Adversus' software is developed in Denmark. The company uses data centres of France's OVH Cloud. Their customers include Nordiske Medier, All Ears, France Solar, Sesol and The Danish Sclerosis Society.

https://www.adversus.io/

Belco

Belco is a Dutch provider of omnichannel customer contact software. Based in Wolvega, the company was founded in 2014 and focuses mainly on e-commerce companies. The solution, which includes various AI functionalities, can be flexibly scaled up, scaling down can be done on contract renewal. Rates range from € 45 to € 85 per agent per month. The company says it has over 750 online shops of 200 e-commerce companies as customers, including DAKA, Shampoobars.nl and The Stone. Among other things, the company offers a specific link for webshops selling via bol.com.

https://www.belco.nl/

Babelforce

Babelforce is a German provider of a composable CCaaS solution, specifically focussing on integration with Zendesk as a CRM-platform. The company is based in Berlin, with around 24 employees in 2023. It positions itself as 'the first CCaaS in Europe designed to work like part of your Zendesk', offering tight integration with Zendesk by creating tickets in real-time and populating them with known information to optimize the agent experience. Babelforce is available globally, working with 40 carriers and 300 providers worldwide. Their client base includes organizations such as OOWV, Bergfreunde, Ratioparts, Orgadata, Stadtwerke Hamm, Marley Spoon and Homeday. They claim to be "trusted by new players and global businesses alike," though specific client numbers are not disclosed.

http://www.babelforce.com

Bicom

Bicom Systems is a UK-based CCaaS provider founded in 2003 with over 150 employees. It has representative offices in the US, UK, France, Italy, Canada and South Africa. Bicom provides UC solutions and also has a contact centre solution (PBXware Contact Centre) which is also offered white label. The company claims to have high standards, but does not mention what infrastructures and certifications it works on. The company says it targets all markets and has customers such as KFC, Dell, Nova IX, IPFone, SelSynergy, Global Telecom Exchange, CCN GMBH. It has a turnover of over $ 50 million a year.

https://www.bicomsystems.com/

Callite CRM

Callite CRM is an Italian provider of an inbound and outbound customer contact solution, with a focus on appointment logistics and file management. Founded in 2011, the company targets small to medium-sized organisations. The solution can run both in the cloud and on premise and is available in Italian and English. As far as is known, the company does not work with implementation partners, but does implementation, training and support itself. The company offers no guarantees that data for backups or processing stays within the EU, but says it works in compliance with GDPR and says customers can easily scale up and down. Rates start at EUR 100 per month and go up to € 350 per month, depending on the plan and functionality chosen. Turnover and size of the company are not known, nor does Callite mention names of customers.

https://www.callite.it/

CC4ALL

CC4ALL is a Dutch software company specializing in Customer Contact for Microsoft Teams solutions, delivered under the brand CC4Teams. Headquartered in Vianen and founded in 2014, CC4ALL has evolved from its Skype for Business origins into a fully native Teams-integrated contact center platform, built entirely on Microsoft Azure.
The solution is primarily offered through partners in several countries. Hosting in EU data centres is possible and the platform is ISO 27001 and Microsoft certified. The CCaaS platform is available in several variants, the price depends on the functionality.
The company targets SMEs in a variety of sectors, but is well represented in local governments. Customers include organisations such as Proximus, Isuzu, gemeente Den Helder, West Suffolk Council, Arizona Parking Solutions, Universal Air.
CC4ALL employs about 30 people.
https://contactcenter4all.com/

EasyCall

EasyCall is originally an Italian company based in Milan, with a subsidiary in London. With its EasyCall Cloud platform, the company seems to focus on companies focused on outbound telemarketing in English, Spanish, Italian and Portuguese markets, but the platform also offers basic inbound functionality. The company claims to be GDPR-compliant and to use hosting in European data centres and encryption; the platform complies with ISO 27001. It is not clear which cloud infrastructure is used. Customers EasyCall lists as customers include HazteOir.org, PrincedomGroup, SmartCall, Machinet. The software is available in Italian and English and can be offered in the language of the customer environment.
The company works on a partnership basis and as far as billing models are concerned, the company mentions pay as you go from € 25 per user per month.

https://www.easycallcloud.com/en/hp-en/

Greenlight CRM

Greenlight Innovation has been a Scottish provider of basic customer contact software since 2010. Under the name Greenlight CRM, it offers a CRM solution with an integrated voice platform with two pricing models with two pricing models to suit smaller contact centres (from 6-12 seats to 100 seats and 100+ seats). Functionality is limited to inbound, IVR, email, outbound, coaching, reporting and recording. Customers include Utility Warehouse, Everything Branded, The Consumer Helpline, Consensus Group and Regional Cover. The company is headquartered in Dundee, Scotland.

https://callcentresoftware.co.uk/

Ilogixx 🇩🇪

Founded in 2016, Ilogixx is headquartered in Trier, Germany. The company employs several dozen people. Its CCaaS solution is quite broad in terms of functionality, based on Microsoft technology and supplemented by AI solutions, but the company is otherwise very sparse with information on data handling, cloud environments used, certifications and update/release policies.

ilogixx offers several variants of its CCaaS solutions, from a basic solution (€ 39,99 per month per user) to an omnichannel tier (€ 47,99 per month per user) and an expert tier (from € 49,99 per month per user). The company serves customers such as Lancom Systems, Mediserv, Infas, Baramundi and BestLife. Ilogixx works with implementation partners, but does not mention who they are.

https://ilogixx.de/

Ino CX 🇫🇷

Ino CX is a French CCaaS provider based in Montpellier. The company was founded in 1997. Ino CX's solution offers the most common functionalities for contact centres (inbound and outbound). The company implements both directly and through partners. Ino CX is listed on the AWS marketplace. The company provides little to no information on pricing models, data governance, certifications, infrastructure choices, market focus or size. It claims to serve customers such as Saint Maclou, ENI, Solerys, Ralites Immobilier, O2 and CCF.

https://www.ino.global/en/

Kiamo 🇫🇷

Kiamo is a French CCaaS provider headquartered in Bordeaux. The company has been in existence since 2005. Kiamo's solution is offered in public, private and hybrid cloud environments, mainly through deployment partners in different parts of the world. Kiamo's platform is rich in functionality (from basic inbound functions to agent assist and customer satisfaction surveys). The company further provides little to no information on security standards. Kiamo is also reluctant to provide information on commercial models. Customers served include Carrefour, BNP Paribas, Veolia, Decathlon, Yves Rocher, Raja.

https://kiamo.com/

NeoTel 🇪🇸

NeoTel is a Spanish provider of (tele)communication solutions, including its own CCaaS platform. Following its acquisition by VozTelecom, the company has become a wholly owned subsidiary of Gamma Communications, a British service provider with operations in Spain, the Netherlands, Germany and the UK. NeoTel itself was founded in 2000 and has approximately 15 employees. Its annual turnover is estimated at around € 1,5 million. The company only has an office in Spain and sells its software exclusively through partners and on a white label basis. Judging by its functionality, the solution is primarily focused on cloud-based outbound functionality. The company provides little information about its customers, the infrastructure used and data governance. Licences start at around € 12 per user per month.

https://www.neotel2000.com/

NFON 🇩🇪

NFON is a German company, based in München. The company was founded in 2007. NFON wants to be the leader amongst AI business communicaton providers in Europe. NFON is active in eighteen different countries, including Germany, Austria, the United Kingdom, France, Italy, Spain, Portugal and Poland. The company has a strong focus on innovation, digital transformation and the integration of AI. NFON focuses on markets like health & wellness, retail & e-commerce, finance, legal & insurance, travel & hospitality and the public sector. NFON's main omni-channel CCaaS solution is based on the technology of NFON strategic partner Daktela. The company uses georedundant data centres in Germany, is fully GDPR compliant and is ISO 27001 and ISO 9001 certified. NFON currently has over 400 employees. In 2024 the company reported a revenue of € 87,3 million. NFON has around 54.000 customers and over 665.000 active seats. Customers include Demeter, Wefapress, financial.com and Foodist.

https://www.nfon.com/en/

QuVu 🇬🇧

QuVu is a UK company founded in 2005 and operating in the UK and Ireland. QuVu is also the name of a virtual (cloud-based) contact centre platform that is hosted in both countries and can be used in both countries. It offers limited functionality like most basic functions related to inbound and outbound voice contact. To ensure data protection, Quvu's data is only stored in EU data centres, which guarantees that the data is stored in facilities that are GDPR compliant. Our Customers include The Honest Group, IDG Direct, Goldsmith Willians, Blacks Business Brokers, Inspired Energy PLB and PetInsure.

https://quvu.co.uk/

Ringostat 🇺🇦

Ringostat was founded in Ukraine in 2013 or 2014, but is based in London and is part of the Netpeak Group, a digital agency. It also has offices in Ukraine, Poland, Bulgaria, Kazakhstan and the USA. The company employs approximately 140 people. Ringostat's feature-rich CCaaS solution targets sectors including real estate, automotive, healthcare and e-commerce. Customers include Peugeot, Sony, Bosch, Mercedes and Brootto. There is a dedicated data protection officer on board and the company has an ISO 27001 certificate, but the company does not clearly communicate about data governance, locations of data centres and cloud platforms it uses.

https://ringostat.com/

SiDial 🇬🇧

SiDial is part of Marfox, based in the UK. The broad omnichannel CCaaS solution from SiDial, which is itself based in Italy and has two Italian owners, targets contact centres of all sizes. The solution seems to have a strong focus on outbound sales and telemarketing and customer service. Marfox presents itself as an 'international leader' in call centre software services and cloud solutions, aimed at small and medium-sized enterprises with its own implementation teams and its own technological infrastructure, based on its own data centre. The company says it is fully compliant with EU regulations, but no further information is provided on certificates and other governance elements. Several dozen employees work at SiDial. No turnover figures are known and the company does not provide information on customers.

https://sidial.cloud/en/

Sogedes

Sogedes is a German company, based in Mannheim. It was founded in 2003 and had about 28 employees in 2023. The company delivers an omnichannel contact centre software platform based on the Italian CCaaS-product XCALLY that integrates multiple communication channels in a single, central interface. Sogedes hosts its solution in a German datacentre that's being maintained by certified German datacentre providers. Sogedes emphasizes that customer data is not being managed by global players like Microsoft and AWS. Sogedes implements the platform itself, with their own delivery team. Sogedes has customers like SwissLife, Scout 24, Vodafone, Hubert Burda Media, Deutsche apotheker- und ärtzebank and Arvato Bertelsmann. It's not clear how many customers the company has in total. Sogedes has offices in Germany and Switzerland. The Swiss subsidiary is called Sogedes. Digital and is based Herisau.

https://www.sogedes.com/

Teleknowledge

Teleknowledge has been a Dutch provider of customer contact software since 1993 and has around 12 employees. Under the name Teleknowledge Connect, it offers an omnichannel customer contact solution, suitable for all channels. Connect also features AI functionality, including automated QM. Teleknowledge is ISO27001, ISO 9001 and Ecovadis certified. Its clients include Dutch organisations as Tkb, Certin and facility contact centres Quality Contacts, 2Contact and Direct Customer Contact. The company is based in Haarlem.

https://www.teleknowledge.nl/

TelXL

TelXL, established in 2001 and based in Worcestershire, UK, is a CCaaS provider of basic contact centre functionality and a Tier 1 telephony provider for small to medium sized contact centres. TelXL offers three packages: Vxp (Voice Experience), Dxp (Digital Experience) and Oxp (Omni Experience). The company is ISO 27001 certified and PCI-DSS compliant. The solution is primarily delivered through partners. The company claims not to store, process or transfer data outside the UK. Other than a reference to a UK-based contact centre (Aquarius), the company does not provide customer references, pricing information or information about security and compliance certificates.

https://telxl.com/cxp

Thulium

Thulium was founded in 2006 and is headquartered in Kraków, Poland. The company employs over 60 people. Thulium offers a basic omnichannel CCaaS solution, targeting small to medium-sized contact centres in sectors such as tourism, automotive, healthcare, e-commerce, IT, legal, Logistics and utilities. The company is particularly active within the Polish market, both directly and through partners. The company has ISO 27001 certification, but does not provide further information on compliance and cloud models. The company offers three packages with incremental functionality; AI functionality is not on board. Customers include companies such as Kärcher, DOZ.pl, Wojas, Fitness Catering, Fly.pl, Home.pl, Shoper, Neo24.pl, TUI and Onet.pl. The company's annual turnover is estimated at € 2 million.

https://thulium.com/en

ttUnited

The German company ttUnited was founded in 2010 and is based in Frankfurt. The company, with its own tech stack, is a subsidiary of Tribe Technologies, which is a German company focusing on customer contact solutions. ttUnited itself has over 30 employees. ttUnited delivers solutions for internal contactcenters and outsourcing partners in multiple European countries, although it doesn't say in which countries it's active. The company currently has over 250 customers, including OTTO. The company offers two distinct solutions. One is ttCall, which is focused on communicating with customers. This solution includes communication through multiple channels, automated follow-up actions, skills-based routing, coaching and monitoring, planning solutions and even a software developer kit, so you can develop your own implementations. ttUnited is mainly used as an on premise solution, but customers can use the German data center based cloud offering as well. The second solution is ttPhoenix, which allows customers how, when and who they want to contact at your company. ttPhoenix includes ACD, IVR with DTMF recognition and also a software development kit.

https://www.ttunited.com/

XCALLY

XCALLY is an Italian CCaaS provider, active since 2010. The platform has a number of specialities, including appointment management and applications for healthcare, BPOs and financial services. It is rich in functionality, including various AI applications, whether through integrations or not. XCALLY offers both on-premise and cloud-based solutions, with support for hybrid deployments. XCALLY has ISO 27001 and ISO 9001 certifications, but the company does not provide information on specific cloud infrastructures and choices around hosting and data governance. The XCALLY platform is offered through more than 30 partners from different parts of the world, including Sogedes from Germany. The company provides the solution in different variants; prices start at € 29 per user per month. Turnover and size of the company are not known.

https://www.xcally.com/

Glossary

Inbound & outbound contact handling

Inbound call handling and queuing (ACD) Automated system for distributing and queuing incoming calls

Skills based routing Directing interactions to the most suitable agent by matching the caller's needs with agent skills

AI routing Using AI for routing incoming contacts to the best resource or agent

IVR Interactive Voice Response system, keypad driven

Chatbot(s) (AI-driven) Chatbot that understands natural language and provides human-like responses to customer inquiries

Chatbot(s) (rules based) Conversational bot that follows predefined scripts or decision trees

Web chat handling Online web chat, handled by live agents

E-mail handling Email handling by live agents

Video calling Realtime audio-video communication between customers and agents

Call back functionality Feature that lets customers request a return call from an agent instead of waiting

Outbound dialer(s), predictive Automatically calls multiple numbers using algorithms to predict agent availability

Outbound dialer messaging Automated outbound system that sends messages

AI & automation

AI-based forecasting and scheduling Using artificial intelligence to predict contact volumes and generate optimal agent schedules automatically

AI-based automated quality monitoring Evaluating customer interactions automatically

AI voice bot(s) Automated system that interacts with customers via spoken dialogue, understanding speech and responding with a computer-generated voice to simulate a human agent

AI agent assist Tool that provides real-time support to customer service agents during interactions

AI for automatic transcriptions Automatically convert spoken conversations into transcripts

Automated summarisation Generating summaries of customer interactions automatically

Realtime translation for multilingual support Realtime translation of conversations during live interactions

Real-time transcription Converting spoken words into written text instantaneously during a live call

Workforce Engagement & Performance

Agent tools for leave and scheduling Software that enables agents to manage their time off requests and view or bid on their work schedules

Agent coaching tools Digital tools for improving agents' performance by analysing their interactions and providing feedback or learning content

Gamification tooling Software that applies game-like elements in the workplace to motivate and engage contact centre agents

Quality Monitoring Reviewing and evaluating interactions between agents and customers

Call Recording Recording voice conversations for quality control, training, or compliance purposes

Compliance-recording Recording calls (and sometimes agent screens) specifically to meet legal or regulatory requirements

WFM Workforce Management; forecasting and scheduling
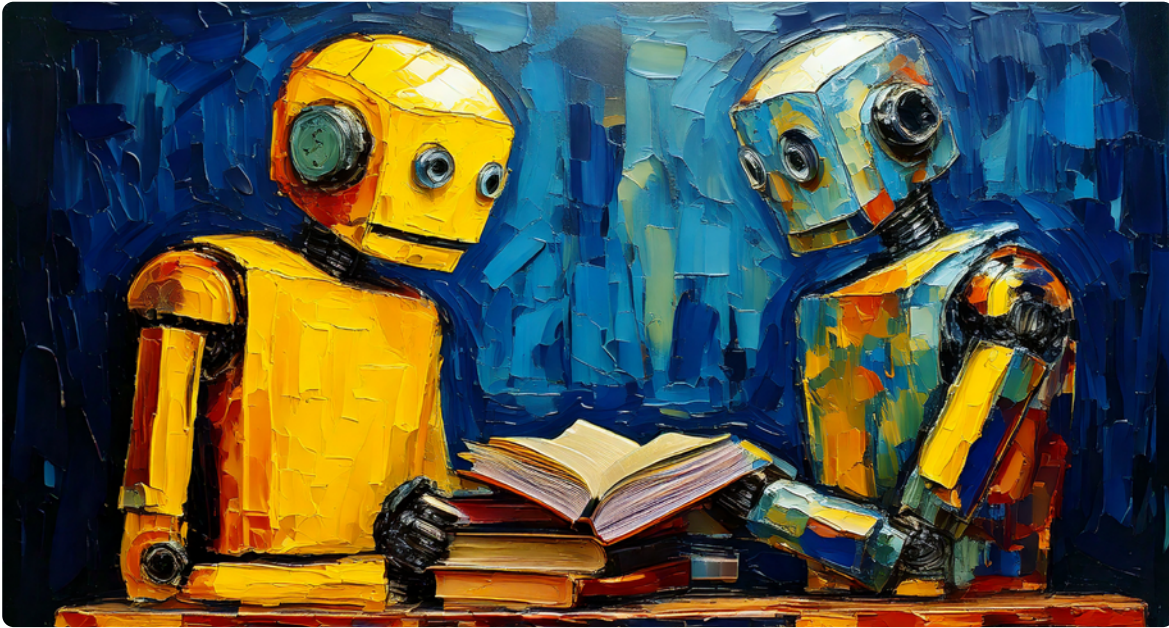
Routing & Ticketing

Ticket/case management Logging and tracking customer issues

Ticket routing (rules, views, SLA) Assigning incoming support tickets to the correct team or agent

Ticket live assigner Real-time system that instantly distributes new support tickets to available agents

Analysis & Reporting

Reporting Compiling and presenting key contact centre metrics and data

Sentiment analysis Detection of whether customer feedback or communication has a positive, negative, or neutral tone

Speech recognition Convertion of spoken language into text in real time

Voice-of-the-Customer (VoC) tooling Collecting and analysing direct customer feedback across channels to gauge customer sentiment and insights

Proactive customer journey management Actively guiding and engaging customers through their end-to-end experience with the company

Anomaly detection at the interaction level Identify unusual patterns or outliers in customer interactions

Glossary

Integrations & Platform

CRM integration Connecting the contact centre software with the Customer Relationship Management system

BI integration Linking contact centre data with Business Intelligence systems or dashboards

ERP integration Integrating contact centre systems with the company's Enterprise Resource Planning software

Unified Agent Desktop A consolidated interface that brings together all the tools, information, and communication channels an agent needs

Composable CX (capabilities to implement features in a modular way) Technology built from modular components, allowing an organization to add, remove, or recombine features

Security & Compliance

GDPR-compliance Adherence to the General Data Protection Regulation

PCI DSS The Payment Card Industry Data Security Standard, a set of security guidelines that a contact center must follow when handling credit card information

NIST Cybersecurity framework and guidelines, which contact centres may use as a benchmark for implementing strong security controls and best practices

Security & Compliance tools Software tools used to protect customer data and ensure regulatory compliance, such as encryption utilities, identity and access management systems, and auditing or logging solutions

Fraud prevention mechanisms (e.g. voice biometrics) Methods used to detect and prevent fraud during customer interactions

Data Loss Prevention tools (DLP) Systems designed to prevent sensitive information from leaving the organization unauthorized

Collaboration & Support

Team collaboration tools Platforms that enable internal communication and teamwork among contact centre staff

Knowledge base A centralized online library of articles, FAQs, and how-to guides

Co-browsing/screen sharing A technique that allows an agent to view and interact with a customer's web browser or screen (with permission)

Agent calling methods The different ways an agent can connect to voice calls — via a web browser, via PSTN (traditional telephone line), or via SIP (using a VoIP softphone or SIP-enabled device over the internet).

EU, EEA, EFTA, or DCFTA member country

EU (European Union) Political and economic union of 27 European countries. They also participate in the EU single market and customs union.

EEA (European Economic Area) The EEA includes all EU countries plus three of the four EFTA countries (Iceland, Liechtenstein, and Norway). EEA members adopt most EU laws related to the internal market but do not participate in the EU customs union.

EFTA (European Free Trade Association) A regional trade organization and free trade area consisting of four countries: Iceland, Liechtenstein, Norway, and Switzerland. Iceland, Liechtenstein, Norway are part of the EEA.

DCFTA (Deep and Comprehensive Free Trade Area) A DCFTA is a type of trade agreement between the EU and certain neighboring countries, such as Ukraine, Georgia, and Moldova. It goes beyond standard free trade agreements, including regulatory alignment in areas like competition, public procurement, and intellectual property rights.

Contact centre size

Small contact centre 1-250 seats

Midsize contact centre 251-1000 seats

Enterprise contact centre 1001 seats or more

Looking for the meaning of other CX, customer contact and contact centre terms? The Ziptone dictionary contains explanations of over 1,250 customer contact terms.

Take a look: https://www.ziptone.nl/en/klantcontact-woordenboek/

Quality standards and indicators for CCaaS solutions

1. General quality standards

ISO 27001
(information security management)

- International standard for information security
- Requires data centres and hosting providers to have suitable security measures in place
- Check whether the certification has been awarded by a European auditor

ISO 27701
(data privacy, building on ISO 27001)

- Framework for data privacy management systems
- Key to GDPR compliance for data centres

ISO 22301
(Business Continuity Management)

- Demonstrates that a provider has procedures in place to keep services operational in the event of disruptive incidents

ISO 20000-1 (IT service management)

- Relevant standard demonstrating that a service provider has processes in place to continuously improve IT services, including SLA management

SOC 2 Type II (European level)

- SOC 2 Type I demonstrates that a cloud supplier's cybersecurity controls are properly designed, while SOC 2 Type II demonstrates that controls are effective over a longer period of time (mostly six to twelve months)
- Make sure the certification has been awarded by a European auditor rather than a US auditor

NIS2 (Network and Information Security Directive 2)

- European directive for cybersecurity, applicable to organisations in critical sectors including energy, transport, healthcare, digital infrastructure and digital services, postal services and manufacturing

2. Dutch and European certifications and labels

These certifications and labels specifically tie into European legislation and standards.

EU Cloud Code of Conduct (EU Cloud CoC)

- Specifically aimed at European cloud providers
- Demonstrates that a service provider is GDPR-compliant and does not process data outside the EU

C5 certification (Germany – BSI Cloud Computing Compliance Criteria Catalogue)

- Strict certification established by the Federal Office for Information Security (BSI)
- Relevant for organisations operating in Germany or serving German customers

SecNumCloud
(France – French Cybersecurity Agency [ANSSI] certification for cloud providers)

- Highest security level for cloud providers in France
- Aims to protect against foreign interference and data breaches

'Cloud de Confiance' label (France)

- Label awarded by the French government to cloud providers who comply with SecNumCloud, have a French office and are European-owned

NF Cloud (France – Association Française de Normalisation [AFNOR] label for cloud providers)

- Demonstrates that the hosting provider complies with European security standards and the GDPR

Gaia-X compliance
(EU initiative for sovereign cloud infrastructure)

- An initiative, rather than an official certification, promoting sovereign European cloud solutions

- Providers who comply with Gaia-X demonstrate that they work according to strict European standards and avoid using non-European cloud infrastructure

ENS
(Esquema Nacional de Seguridad – Spain)

- Spanish standard for IT security, applicable to companies that work with Spanish government data or sensitive data

Cyber Essentials/Cyber Essentials Plus
(United Kingdom)

- Application: Baseline cybersecurity measures for companies providing cloud or ICT services to the UK government

IASME Cyber Assurance (United Kingdom)

- Alternative to ISO 27001, aimed at SMEs

UK GDPR (post-Brexit)

- UK version of the European GDPR, outlining requirements for personal data processing in digital and cloud environments

AgID Cloud Service Qualification (Italy)

- Aimed at cloud providers seeking to offer services to the Italian government

Norme UNI (including UNI 11621 series, Italy)

- UNI is the Italian Standards Body. Some of its standards are derived from or build on ISO standards

ENISA guidance (EU)

- Recommendations from the European Union Agency for Cybersecurity

CISPE Code of Conduct for Cloud Infrastructure Providers (EU)

- Code of conduct at European level

3. Certifications specific to data centres

The following certifications are relevant for data centres with European operations:

European Code of Conduct for Data Centres (EU DC CoC)

- Standard for energy efficiency and best practices in European data centres

Uptime Institute Tier Certification (Tier I – IV)

- Certifies a data centre's reliability and availability
- Make sure the certification is issued for a European site

How can you check whether these certifications are legitimate?

1. Ask the provider to supply the certification documents and check the issuing body
2. Search for the provider's name on the official websites of certification bodies
3. Make sure audits and certifications have been performed by European bodies and not by US companies