



Contact Center Live Wins Caviar Award 2015 with Vocalcom solution

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BRUXELLE, BELGIUM, June 3, 2015
/EINPresswire.com/ -- 3 June 2015 — Vocalcom announces today that its client, Contact Center Live has won the prestigious Caviar award 2015 in the category 'best use of technology' presented annually by Contactcentres.be, the Belgian federation for the contact center sector.

Awarded annually by a professional jury of Contactcentres.be to projects bringing the contact center industry to a significantly higher level, the award acknowledged Contact Center Live in particular for the integration of numerous applications such as a CRM system, Workforce Management, Knowledge and Quality Monitoring in a [cloud-based contact center solution](#) provided by Vocalcom.

Alexandre Oddos, European Sales Director of Vocalcom commented: "We are extremely proud of

our client Contact Center Live who have fully integrated our omni-channel cloud solution, generating personalized, faster and more effective customer service for its clients." In addition to the flexible integration with other modules, Vocalcom enables its clients to manage Calls, emails, chat and social media through one, easy to use interface, the design of which was highly commended by the Caviar jury.

According to Boudewijn Chamuleau, Director of Contact Center Live, "Technically it was an enormous challenge to establish a [virtual contact center](#) in such a short time. Our cloud solution is a good example of how 'best use of technology' has been applied. The Vocalcom solution was selected for an 'in the cloud' contact center environment, resulting in a significant improvement in performance".

About Vocalcom

Vocalcom was founded on the principle of a wonderful user experience, providing a [contact center software](#) based on an innovative design and useful functionality. More than 3,500 companies such as McDonald's, Disney, and ITV are using Vocalcom to lower their operational costs, raise productivity, and turn each customer interaction into a positive business outcome. Loved by 550,000+ users for its beautifully crafted interface, Vocalcom is a contact center software, easy to try, buy, implement, and



use. For more information about Vocalcom contact center software, visit Vocalcom.com

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