Cloud contact center solution that fits the way you work

Fully customizable with no user coding required, our platform is equipped with powerful features to level up the full scope of your contact center activities.

Best Results — Small Business — WINTER 2025

High Performer — EMEA — WINTER 2025

Best Support — Small Business — WINTER 2025

Why companies love working with VCC Live

SET-UP AND SELF-MANAGEMENT

"**Integration takes little time** and **we never need IT support** – we can quickly tweak everything ourselves."

Head of Customer Support, Waberer

FEATURES AND PRODUCTIVITY

"**We're reaching over 30% more customers** through features such as the predictive dialer."

Head of IT CEE, Telemarketing International

REMOTE WORK AND MONITORING

"We moved **2,000 employees to remote work** in just days and now manage them better than before!"

Planning & Forecasting Manager, Provident

	VCC Live	Five9	GENESYS	NICE
Meets Requirements	8.8 ⭐	8.1	8.4	8.8 ⭐
Ease of use	8.8 ⭐	8.1	8.4	8.8
Ease of Setup	8.8 ⭐	8.1	8.4	8.8
Quality of Support	8.8 ⭐	8.1	8.4	8.8
Partnership	8.8 ⭐	8.1	8.4 ⭐	8.8
Product Direction	8.8 ⭐	8.1	8.4	8.8

Check out the full comparison here

Driving key efficiencies for clients across multiple sectors

one

Amount of payments handled over the phone:

43%

DHL

+23%

in telemarketing performance

TBIBank

Inbound call handling increased to

95%

SYKES

3×

operational cost savings vs previous provider

Grow your contact center capabilities with a host of intelligent features

Predictive Dialer
Maximize talk time (up to 40 mins per hour) and maintain an abandoned call rate of less than 3%.

VCC Live Pay
Conduct highly secure, over-the-phone transactions to speed up customer payments.

IVR
Automate high call volumes with interactive voice response to cut unnecessary work.

Live dashboards
Track performance in real time using a host of best practices and custom metrics.

ACD
Instantly assign callers to the right agents to optimize queues and keep customers happy.

VM detection
Precisely detect voicemail messages to maximize call time and productivity.

Engage customers by switching between the channels they prefer in real time

Voice
Provide customers with exceptional voice quality

Email
Prioritize and automate customer communications

SMS
Instantly send out mass notifications and confirmations

Live Chat
Enable instant converstions online with customers

WhatsApp
Engage via the world's most popular messaging app

Messenger
Connect via the world's biggest social media platform

Discover how our platform will work for you

GET STARTED