

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.

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

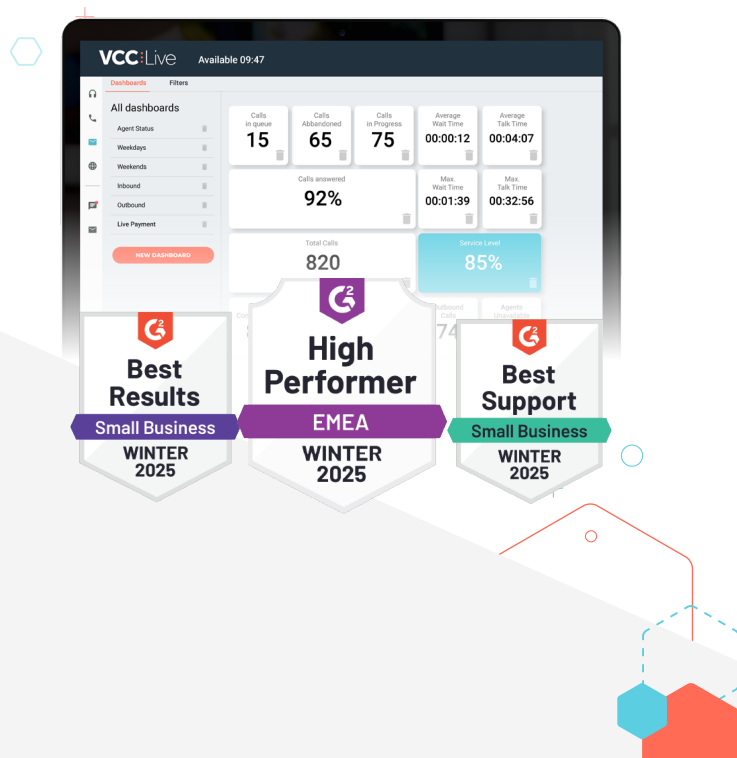
"We're reaching over 30% more customers through features such as the predictive dialer."

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



Amount of payments handled over the phone:

↑ 43%



↑ +23%

in telemarketing performance



Inbound call handling increased to

↑ 95%



↑ 3x

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 conversions 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](#)