Cloud 9 Advisers

Contact Center

With hundreds of Contact Center vendors, solutions, add-ons, integrations, and so much more, we've vetted all of them so you know you're only choosing the best.

- Cloud 9 Supplier Portfolio contains over 40 vetted Contact Center specific suppliers, including all of the Gartner CCaaS Magic Quadrant Leaders.

- Contact Center experienced executive leadership and team of seasoned experts, specialists, and consultants—ready for you.

- Full-Service/Lifecycle: consulting, design, bidding, evaluation, procurement, project mgmt., escalation support…

- Comprehensive registration process for your protection.

- Complete understanding of how each UC/Hosted/PBX system ties in to Contact Center solutions.

- Deep understanding of analytics, omnichannel, AI, NLP, RPA, voicebots, chatbots, voice intelligence, and more….

- Extensive knowledgebase of Contact Center vendors, solutions, tie-ins, and integrations: Hosted/UC, PBX, WFO, WFM, QM, PM, CRM, CX, CJO, ACD, IVR/T, DaaS/VDI…

Founding members: Cloud Contact Center Coalition.
Members: Partner Advisory Council for Contact Center.