

Software Advice®

 <p>Oreka TR</p> <p>Get price quote</p>	 <p>Calabrio Call Recording</p> <p>Get price quote</p>	 <p>NICE CXone</p> <p>Get price quote</p>
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User Ratings & Reviews

Reviews are generated by real users. When reviewing a product, users are asked to assess the product's overall quality, which includes assigning specific ratings for ease of use, value for money, customer support, and functionality.

Overall Rating	Oreka TR	Calabrio Call Recording	NICE CXone
	 ★★★★★ 4.68 / 5 (34)	★★★★☆ 4.00 / 5 (10)	★★★★☆ 4.16 / 5 (512)
Ease-of-Use	 4.5 / 5	4.0 / 5	4.0 / 5
Value for Money	 4.5 / 5	4.0 / 5	4.0 / 5
Customer Support	 4.5 / 5	4.0 / 5	4.0 / 5
Functionality	 4.5 / 5	3.5 / 5	4.0 / 5
Last Review Written	August 9, 2021	March 3, 2021	January 28, 2022
Pros/Cons	Read all user reviews	Read all user reviews	Read all user reviews

Pricing

Pricing Range	Oreka TR	Calabrio Call Recording	NICE CXone
	\$\$\$\$\$	\$\$\$\$\$	\$\$\$\$\$
Ideal Customer Size	Small ✓ Medium ✓ Large ✓	Small ✓ Medium ✓ Large ✓	Small ✓ Medium ✓ Large ✓

User Reviews

- "You **don't need much skill** to use this app which is good for a beginner. It's great for small or mid-range communication service providers."
- "**Ease of deployment** and ease of handling, low technical maintenance."
- "I like the **intuitive web interface** and the reliability. We don't have to babysit this application."
- "Sometimes it requires me to log out multiple times in order to change the agent that I am attempting to hear."
- "Program **frequently crashed** without notice and calls would be lost."
- "Absolutely **horrible implementation team!** We've been waiting 3 months for our implementation."
- "When there is an outage, it can be very difficult as the whole system **typically fails** at the same time."
- "**Terrible support!** We have asked for support/assistance resolving issues and we have not received resolution in over 3 months."
- "The **analytics are hard to use** and are not accurate based on what I know."