

CALL RECORDING PRODUCT COMPARISON



NICE inContact



Oreka TR



Calabrio Call Recording

NICE inContact	Oreka TR	Calabrio Call Recording
<p>Overall ★★★★★☆ 4.2 (454)</p> <p>Ease of Use ★ 4.2</p> <p>Customer Service ★ 3.9</p> <p>Features ★ 4.1</p> <p>Value for Money ★ 4.0</p> <p>Likelihood to Recommend ?</p> <p><input type="range" value="63.800000000000004%"/> 63.800000000000004%</p> <p>+ Pro</p> <p>"Whenever my lead would send over my stats for the week, it was always easy to read and understand, and the fact that it allowed real time quality scores were amazing."</p> <p>Markell D. Jul 27, 2019</p> <p>- Con</p> <p>"Difficult to receive support, there is no account manager, often given misleading or false instructions for upgrades which have been incredibly confusing for the team."</p> <p>Jen F. Sep 03, 2019</p>	<p>★ HIGHEST RATED</p> <p>Overall ★★★★★☆ 4.7 (33)</p> <p>Ease of Use ★ 4.5</p> <p>Customer Service ★ 4.6</p> <p>Features ★ 4.4</p> <p>Value for Money ★ 4.7</p> <p>Likelihood to Recommend ?</p> <p><input type="range" value="93.3%"/> 93.3%</p> <p>+ Pro</p> <p>"As I worked in a call center also for me it worked properly and suggested for you also to use and admire."</p> <p>Rahul B. Aug 12, 2018</p> <p>+ Pro</p> <p>"Ease of deployment and ease of handling, low technical maintenance."</p> <p>Eduardo P. Apr 14, 2020</p> <p>- Con</p> <p>"This makes looking up transferred calls more difficult."</p> <p>Kyle H. Feb 12, 2018</p>	<p>Overall ★★★★★☆ 4.0 (10)</p> <p>Ease of Use ★ 3.9</p> <p>Customer Service ★ 3.8</p> <p>Features ★ 3.7</p> <p>Value for Money ★ 3.9</p> <p>Likelihood to Recommend ?</p> <p><input type="range" value="77.8%"/> 77.8%</p> <p>+ Pro</p> <p>"I like that I can edit my search in order to eliminate unnecessary calls. I also like the fact that I can grade each call that I listen to."</p> <p>ashley k. Jan 21, 2020</p> <p>+ Pro</p> <p>"I have the ability to view schedules and listen to calls."</p> <p>Tassha T. Feb 05, 2020</p> <p>- Con</p> <p>"Program frequently crashed without notice and calls would be lost, unable to be heard. When program works it is great, but it did often fail."</p> <p>Ember B. Aug 07, 2018</p>



NICE inContact

Deployment

- ✔ Cloud, SaaS, Web-Based
- ✘ Desktop - Mac
- ✘ Desktop - Windows
- ✘ Desktop - Linux
- ✘ Desktop - Chromebook
- ✔ On-Premise - Windows
- ✔ On-Premise - Linux
- ✘ Mobile - Android
- ✘ Mobile - iPhone
- ✘ Mobile - iPad



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