Key Differentiators

What sets Uptivity apart from the pack?

More Products Included in our Standard System

Core modules included with ALL installations:

- Call Recording, Quality Management, Coaching and Training, Advanced Reporting and API

Customize your installation with optional modules:

- Speech Analytics, Desktop Recording, Desktop Analytics, Insight by Uptivity (Performance Management), Surveys and Clarity by Uptivity (Workforce Management).

Superior Support

Our award-winning support is included with all agreements. You'll receive first-class customer service, with engineers on call 24x7x365.

Uptivity received the 2010 Service Rising Star award from CRM magazine, in honor of its dedication to delivering high-quality customer experiences.

No Forced Costly Upgrades

We are committed to supporting all of our products and won't force you into unnecessary and costly upgrades/rebuys.

In addition, access to all major and minor software updates is included in our Annual Maintenance Contract (AMC).

Innovation

Uptivity continues to release industry-leading products and was recognized as the #1 vendor for "Innovation and Responsiveness to Enhancement Requests" by DMG Consulting.

Lower Total Cost of Ownership

TCO is lower with Uptivity when compared to other leading contact center WFO solutions.

Easy

Uptivity solutions are easy to use, easy to deploy and easy to support.

Based in USA

Uptivity is headquartered in Columbus, OH. Our developers and support staff are based in the USA.

Product Integration

Our API is included at no cost, enabling integration with third-party applications (WFM, CRM, etc.).

Solutions Developed In-house

All of our products are developed in-house. This enables us to better support our solution and allows for a more customizable and innovative development process.

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