

# 2010 Buyers Guide Product Matrix

	Products for Call Centers										Software for Call Centers												
	ACD Systems	Call Center Furniture	Contact Center Equipment	Fax-on-demand Systems	IVR Systems	Message Taking Systems	Text-To-Speech Systems	Unified Messaging	Voice Logging Recorders	Voice Mail Systems	Web-Enabled Call Center Equipment	Wireless Communication Equipment	Appointment Setting Software	Conferencing Software	Contact Center Software	CRM Software	Disease Management Software	Internet Software	On-Call Software	PC Console Software	Physician Referral Software	Scheduling Software	
1Call, A Division of Amtelco	•		•		•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Ambs Call Center																							
Amcom Software			•		•	•	•	•	•	•	•	•	•		•				•	•	•	•	•
Ameridial, Inc																							
Answer Center America																							
CareNet																							
Children's Physician Network (CPN)																							
Clinical Solutions													•		•	•	•		•		•	•	•
Fonemed																							
HealthLine Systems Inc.					•										•						•		
LVM Systems, Inc.			•		•		•					•	•		•	•	•				•		
MedConnectUSA																							
Nefrorunners															•		•	•					
Nurse Telephone Triage Service, LLC																							
OnviSource Inc	•		•	•	•	•		•	•	•	•				•	•			•				•
Parallax Technologies	•		•		•		•	•	•	•	•				•	•							•
Record / Play Tek, Inc.									•														
RelayHealth, a McKesson Company															•	•	•				•		
SironaHealth															•	•					•		
Startel Corporation	•		•	•	•	•		•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
TeamHealth Medical Call Center																							
TeleMed																							
TeleTriage Systems																							
The Beryl Companies																							
Triage Logic Management & Consulting																							
Vocantas Inc.					•								•			•							

