




More of What
Matters To You





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The Right Solution Starts With a Better Partner

Unlike anyone else in the industry, we design, build and deliver industry-leading workforce optimization tools created for the specific, unique demands of each individual customer. Our customer focus is unwavering and our commitment to becoming the most responsive partner you can find is our mission. Everything we do is focused on what matters to you. That's the TantaComm promise.



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You want more choice? From an open and modular product architecture to cloud-based and on-premises delivery to flexible commercial models, TantaComm offers unmatched flexibility. We package, price and deliver solutions to match your exact needs so you're not stuck paying for more than you need or want.

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You want unique capabilities? We've been providing contact center solutions for more than 20 years and we're pioneers in delivering digital recording to the contact center industry. That's why we can offer a more reliable, complete and flexible WFO solution than anyone else.

You want better service? We provide unmatched customer response and around-the-clock support. We have a track record of closing 100% of customer tickets at all levels in four days and all high-priority tickets in less than one day. All of which has led to an industry-best 98% annual average customer retention rate.

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You want peace of mind? Hands down, we offer the most reliable and proven products in the industry. Certified by major telephony providers including Cisco and Avaya and certified to meet the most rigorous standards including HIPAA and PCI compliance, we've helped contact centers around the world. What's more, we're the only WFO provider that can quantify recording reliability.

You want a faster ROI? At TantaComm, we're more willing to create value — short-term and long-term. We're committed to helping you realize the business benefit of an integrated WFO solution more rapidly. We understand the industry like no one else can. But only you know what matters to you. And our people and solutions will work harder to respond to your needs with unmatched reliability and customer support.

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A Complete Workforce Optimization Solution with Best-In-Class Capabilities

The quality and reliability of our products is truly unmatched in the industry. And the open architecture of our solutions lets you choose what's right, no matter the size of your contact center environment or the telephony platforms you manage. But what sets us apart is our ability to respond to the unique requirements and situations of our customers. If that's not enough, we offer incomparable implementation and pricing flexibility, giving you exactly what you need.

CAPTURE

AUDIO & SCREEN RECORDING

Nothing matters more than call quality and recording reliability, and no one delivers those essentials like we do. Because we not only pioneered call recording — we perfected it.

ANALYZE

SPEECH RECOGNITION & ANALYTICS

Vastly deep and brilliantly integrated, our speech analytics solution lets you mine intelligence like never before.

PROTECT

REGULATORY COMPLIANCE & SECURITY

Industrial strength because it has to be. Complete and cost-effective to meet a variety of industry regulations, including HIPAA and PCI compliance standards.

MANAGE

WORKFORCE MANAGEMENT

The industry's leading forecasting, planning and scheduling solution delivered with flexibility you can't find anywhere else. Customize a solution that fits your business needs and budget, and achieve the immediate impact of greater workforce productivity and satisfaction.

EVALUATE

PERFORMANCE QUALITY MONITORING

Our quality monitoring was developed to excel in the most complex BPO contact center environments. So we know what it takes to deliver an exceptional customer experience for your contact center.



What Matters Most To Us Is What Matters Most To You.

At TantaComm, we're uniquely focused on what you need to succeed. Our industry-leading WFO solutions are designed with your individual needs in mind and customized to help you reach your specific goals. In your industry, one size never fits all, which is why each and every one of our products and services is tailor-made just for you.

