





ORECX PRODUCT COMPARISON



SHARE	 Oreka TR by OrecX VISIT WEBSITE	 NICE inContact Call Recording by NICE inContact VISIT WEBSITE	 Calabrio Call Recording by Calabrio VIEW DETAILS	 Verint Monet WFO by Verint Monet VIEW DETAILS
Starting Price	Not provided by vendor	Not provided by vendor	Not provided by vendor	Not provided by vendor
Best For	Contact centers, enterprises, financial firms and communication service providers. We have customers spanning every industry and every size organization.	Contact centers in small, medium, enterprise and government organizations use NICE inContact CXone to deliver exceptional customer experiences across all channels digital and voice.	Calabrio is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers.	Contact Centers and Help Desks from any industry who have more than 40 agents.
Ideal number of Users	1 - 1000+	10 - 1000+	10 - 1000+	50 - 1000+
Rating	★★★★★ 4.6 / 5 (25) Read All Reviews	★★★★★ 4.1 / 5 (267) Read All Reviews	★★★★★ 3.9 / 5 (8) Read All Reviews	★★★★★ 4.3 / 5 (16) Read All Reviews
Ease of Use	★★★★★ 4.5 / 5 + "I love that this app is easy to use and how it does not take seconds to setup. It is very, very, very easy to record and locate records." + "The really easy to use and compatibility with any VOIP systems. The switch from our previous system to our new one was really simple."	★★★★★ 4.1 / 5 + "The user interface is laid out well and is user friendly. Amazing customization possibilities." + "Ease of use, fully engage customers, customer service, communication from company is great."	★★★★★ 3.9 / 5 Not enough reviews ⓘ	★★★★★ 4.2 / 5 Not enough reviews ⓘ
Customer Support	★★★★★ 4.6 / 5 Not enough reviews ⓘ	★★★★★ 3.8 / 5 - "Bad UI, slow customer service, difficult reporting, limited integrations." + "Best support staff in the industry. Our Technical Account Manager Rep is one of the best in the business."	★★★★★ 3.5 / 5 Not enough reviews ⓘ	★★★★★ 4 / 5 Not enough reviews ⓘ

Features & Functionality	<p>★★★★☆ 4.5 / 5</p> <p>+ "I like the intuitive web interface and the reliability. We dont have to fuss and baby sit this application."</p> <p>+ "It Rarely requires maintenance which is great."</p>	<p>★★★★☆ 4 / 5</p> <p>+ "I like how clean and modern it looks. All of the buttons are very clean and easy to navigate."</p> <p>+ "Been a great solution for us. With the in house development, we can make changes quickly."</p>	<p>★★★★☆ 3.5 / 5</p> <p>Not enough reviews ⓘ</p>	<p>★★★★☆ 4.3 / 5</p> <p>Not enough reviews ⓘ</p>
Value for Money	<p>★★★★☆ 4.7 / 5</p> <p>Not enough reviews ⓘ</p>	<p>★★★★☆ 3.8 / 5</p> <p>- "In the year we have had them, there have been at least three times we suffered a complete outage. We obtain a large portion of our revenue from customer calls and thus the outages had a major impact."</p> <p>+ "Quality call recording options (useful for escalations or PIP). Cost effective due to the entire company using the platform (may be expensive for smaller teams)."</p>	<p>★★★★☆ 3.8 / 5</p> <p>Not enough reviews ⓘ</p>	<p>★★★★☆ 4.4 / 5</p> <p>Not enough reviews ⓘ</p>
Product Features	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Archiving <input type="checkbox"/> Call Sharing <input checked="" type="checkbox"/> Distributed Call Recording <input checked="" type="checkbox"/> Event Triggered Recording <input checked="" type="checkbox"/> File Transfer <input checked="" type="checkbox"/> Instant Retrieval <input checked="" type="checkbox"/> On-Demand Recording <input checked="" type="checkbox"/> Recording Bookmarking <input type="checkbox"/> Scheduled Recording <input checked="" type="checkbox"/> Screen Activity Recording <input checked="" type="checkbox"/> Video Call Recording 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Archiving <input checked="" type="checkbox"/> Call Sharing <input checked="" type="checkbox"/> Distributed Call Recording <input checked="" type="checkbox"/> Event Triggered Recording <input checked="" type="checkbox"/> File Transfer <input checked="" type="checkbox"/> Instant Retrieval <input checked="" type="checkbox"/> On-Demand Recording <input checked="" type="checkbox"/> Recording Bookmarking <input checked="" type="checkbox"/> Scheduled Recording <input checked="" type="checkbox"/> Screen Activity Recording <input type="checkbox"/> Video Call Recording 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Archiving <input checked="" type="checkbox"/> Call Sharing <input type="checkbox"/> Distributed Call Recording <input type="checkbox"/> Event Triggered Recording <input checked="" type="checkbox"/> File Transfer <input checked="" type="checkbox"/> Instant Retrieval <input checked="" type="checkbox"/> On-Demand Recording <input type="checkbox"/> Recording Bookmarking <input checked="" type="checkbox"/> Scheduled Recording <input type="checkbox"/> Screen Activity Recording <input type="checkbox"/> Video Call Recording 	<ul style="list-style-type: none"> <input type="checkbox"/> Archiving <input type="checkbox"/> Call Sharing <input type="checkbox"/> Distributed Call Recording <input type="checkbox"/> Event Triggered Recording <input type="checkbox"/> File Transfer <input type="checkbox"/> Instant Retrieval <input checked="" type="checkbox"/> On-Demand Recording <input type="checkbox"/> Recording Bookmarking <input type="checkbox"/> Scheduled Recording <input checked="" type="checkbox"/> Screen Activity Recording <input type="checkbox"/> Video Call Recording