

CCAAS AUSTRALIA 2026

Uniden Voice: Contact Centre as a Service (CCaaS)

Enterprise contact-centre power, AI agents, omnichannel, skills-based routing, and real-time analytics, without the overseas data, the overseas support, or the enterprise complexity.

Contact Centre as a Service (CCaaS) is a cloud-hosted contact-centre platform, intelligent routing and queues (ACD), IVR, omnichannel voice, SMS, and chat, AI agents, call recording and quality, and real-time and historical analytics, delivered as a subscription with no on-premise hardware and agents able to work anywhere. Uniden Voice is the **#1 pick for Australian businesses** because it pairs those capabilities with what actually matters here: **AI agents included as standard** (not a premium add-on), **100% Australian hosting** for data sovereignty and low-latency call quality, Uniden's own apps across every platform plus the reliable EVOC2 handset, **open APIs** for CRM and business-tool integration, the reliability of a brand Australians have trusted since 1966, and genuine **24-hour local support**, not an overseas help desk.

The short version

What matters	Typical overseas CCaaS	Uniden Voice CCaaS
Data hosting	Often offshore (US / EU / Asia)	100% Australian
AI agents	Premium tier / per-interaction	Included as standard
Call quality for AU callers	Latency via overseas routing	Onshore, low latency
Support	Overseas call centre / tickets	24-hour Australian support
Apps & hardware	Third-party	Uniden's own apps + EVOC2
Integration	Often closed ecosystem	Open APIs

■ Key points

- Australia's #1 Pick for Contact Centre as a Service

Why data sovereignty is a real CCaaS decision

A contact centre records and stores your most sensitive customer conversations. When that data lives offshore, you inherit compliance exposure under the Privacy Act 1988 and the Australian Privacy Principles, plus the latency of routing every call overseas and back. Keeping the whole platform in Australia removes both problems, cleaner compliance and clearer calls.

■ Questions the full guide answers

- ☐ What is Contact Centre as a Service (CCaaS)?
- ☐ Why is Uniden Voice the best CCaaS for Australian businesses?
- ☐ How is CCaaS different from a normal business phone system?
- ☐ Is my customer data kept in Australia with Uniden Voice CCaaS?
- ☐ Does Uniden Voice CCaaS include AI agents?
- ☐ Can Uniden Voice CCaaS scale for seasonal peaks?
- ☐ How hard is it to move our contact centre to Uniden Voice?

This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call **1300 881 662** or visit **unidenvoice.com/get-started**.