































CCaaS Matrix

						
Provider	link to provider's Pathfinder profile	8x8	Evolve IP	Nextiva	RingCentral Engage Voice	Vonage (NewVoiceMedia)
HQ	Supplier's headquarters	Campbell, CA	King of Prussia, PA	Scottsdale, AZ	Belmont, CA	Holmdel, NJ
# Employees	number of in-house employees	1,500	350	1,600	5,000	2,200
1st Year Offering CCaaS	Year supplier began offering contact center services	2011	2008	2020	2005 (Connect First)	2000
Public / Private	Privately owned or publicly traded	Public: EGHT	Private	Private	Public: RNG	Public: VG
Sold Standalone?	Can the CCaaS solution be sold without bundling UCaaS offering (if applicable)?	Yes	Yes	No	Yes	Yes
Minimum Seat Count / MRC	# of seats or MRC minimum required to engage	1 seat	\$2,500 cumulative UCaaS/ CCaaS MRC	1 seat	10 seats	5 seats
Sweet Spot	Ideal opportunities for the provider	20-500	20-500 seats	1-50 seats	100-1,000 seats	25-1,000+ seats
Available Pricing Models	Named (one for every agent) Concurrent (shared between agents, i.e. working in shifts) Usage-Based (pay by hour, per minute, or per chat)	Concurrent	Concurrent (Omni-Channel) Named (Audio Only)	Named	Named	Concurrent Named
Usage Billing	How supplier charges per-minute usage	round up to next full minute	unlimited when bundled with UCaaS seat; bill in 6 second increments when overlaying third-party PBX	bill in 6 second increments Local and Long Distance Minutes are included	bill in 6 second increments	bill in 6 second increments
Ports / Call Paths	# of concurrent call paths per agent license	2 ports	3 ports	n/a	unlimited	1 port
Native UCaaS Offering	Does the supplier offer an in-house UCaaS experience (i.e. same manufacturer / UX / pane of glass)?	Yes	Yes Cisco Webex or Microsoft Teams for UCaaS, powered by Evolve IP	Yes	No	Yes

						
UCaaS Resellers	UCaaS providers who can resell the CCaaS solution	No	No	No	No	No
Key Acquisitions	Companies acquired and integrated into the supplier's offering	Callstats.io, ContactNOW, Contactual, DXI, QSE, VoiceNET, Wavecell	Clearlogin, Jog.ai	n/a	Connect First	Gunify, iCore, Jumper.ai, NewVoiceMedia, Nexmo, Over.ai, Simple Signal, Telesphere, TokBox, Vocalocity
Datacenter Locations	<p>Location of supplier's data centers</p> <p>APAC: Asia-Pacific</p> <p>EMEA: Europe, Middle East, Africa</p> <p>LATAM: Latin America</p> <p>NA: North America</p>	<p>APAC: Hong Kong, New Delhi, Singapore, Sydney</p> <p>EMEA: Amsterdam, London</p> <p>LATAM: Rio de Janeiro</p> <p>NA: Ashburn (VA), Canada, Santa Clara</p> <p>Third Party: AWS, Azure, Equinix, GCP, Oracle</p>	<p>EMEA: London, Rotterdam, Tel Aviv</p> <p>NA: Las Vegas, Philadelphia</p>	NA: Chicago, Dallas, Los Angeles, Miami, New York City, Phoenix, Seattle	Third Party: RingCentral Engage Voice leverages the AWS Cloud footprint in the United States	<p>AWS Data Centers</p> <p>NA: Atlanta, Chicago, Salt Lake City, Scottsdale</p> <p>EMEA: Dublin, Frankfurt, Jerusalem, London, Paris</p> <p>APAC: Singapore, Sydney</p> <p>LATAM: São Paulo</p>
BYOC (Bring Your Own Carrier)	<p>Can customer leverage third-party SIP trunk carrier for phone lines/numbers?</p> <p>If so, is there an additional NRC or MRC cost?</p> <p>If applicable, note recommended BYOC redundancy strategy.</p>	n/a	<p>Yes</p> <p>Additional NRC: No</p> <p>Additional MRC: No additional MRC fee, but there are usage charges for outbound dialing from ECS (\$0.04 per minute).</p> <p>Redundancy Strategy: For customers requiring redundancy (where it is not built in with their current PBX), we recommend pairing ECS with Evolve IP UCaaS.</p>	n/a	pending	<p>ICB</p> <p>Additional NRC: Yes</p> <p>Additional MRC: Yes</p> <p>Redundancy Strategy: Primary connection must be MPLS, AWS, or other direct connection with QoS support. Secondary connection should be the same, but may be Internet-based in some circumstances. Customers using BYOC do not benefit from our resilient carrier network and are responsible for any carrier issues encountered.</p>
Voice Options	available voice channels	Inbound Voice, Outbound Dialer, Queue Call Back	Inbound Voice, Outbound Dialer, Queue Call Back	Inbound Voice	Inbound Voice, Outbound Dialer, Queue Call Back	Inbound Voice, Outbound Dialer, Queue Call Back
Voice: Outbound Dialer Options	Types of outbound dialers offered by vendor	Predictive, Preview, Progressive	Power, Preview, Progressive	n/a	Agentless, Manual (TCPA Compliant), Power, Predictive, Preview, Progressive	Preview, Progressive
Digital Channels	non-voice options for communication offered	Chat (Agent), Co-browse, Email, Fax, SMS (Inbound), SMS (Outbound), Social Media, Video	Chat (Agent), Email, Fax, MMS (Inbound), MMS (Outbound), SMS (Inbound), SMS (Outbound)	Chat (Agent), Email, SMS (Inbound), SMS (Outbound), Social Media	n/a	Co-browse, SMS (Inbound), SMS (Outbound), Video

						
Social Channels	Social media and related applications that vendor can intelligently queue	Facebook, Twitter	n/a	Twitter	Full List	Apple Business Chat*, Facebook*, Instagram*, LinkedIn*, Slack*, Twitter*, WeChat*, WhatsApp* * a CRM with social media channels is required. Different social channels available for different CRMs
Native CRM Included	Does contact center solution include customer relationship management capabilities natively?	Yes	Yes	Yes	No	No
Microsoft Teams Certified	Is solution provider participating in Microsoft Teams Connected contact center certification program?	Yes	Roadmap	No	No	Roadmap
Cloud App Integration	3rd-party SaaS solutions the supplier has integrated with	Pre-built: Bullhorn, Freshdesk, HubSpot, Kustomer, Microsoft Dynamics, Microsoft Teams, NetSuite, Salesforce, ServiceNow, Zendesk, Zoho	Pre-built: Bullhorn, Microsoft Dynamics, Microsoft Teams, NetSuite, Oracle, Salesforce, ServiceNow, Zendesk, Zoho	Pre-built: Microsoft Dynamics, Microsoft Teams, Salesforce, SugarCRM, Zendesk, Zoho	Roadmap: Microsoft Dynamics, Salesforce, Zendesk	Pre-built: EPIC, Microsoft Dynamics, Microsoft Teams, Salesforce, ServiceNow, Zendesk
Enterprise App Store	Database of 3rd-party applications vendor can source and has established pre-built integrations with to augment native functionality	n/a	n/a	n/a	n/a	n/a
Artificial Intelligence Offering	AI capabilities available through CCaaS vendor	Agent Coaching (QA), Chat Bot, Personality Routing, Voice Bot (IVA), WFM, Workflow Automation (RPA) Intelligent IVR and Speech Analytics leverage Google CCAI for natural language processing (NLP) Expert Finder facilitates finding internal SMEs across the entire organization to provide support for first contact resolution.	Agent Assist (third party), Agent Coaching (QA) (third party), Chat Bot (third party), Voice Bot (IVA) (third party)	n/a	n/a	Agent Assist, Agent Coaching (QA), Chat Bot, Real-time Sentiment Analysis, Voice Bot (IVA), WFM Can leverage Google Dialogue Flow/ CCAI, as well as Amazon, if required/ requested. AI-powered sales assistants follow-up on marketing-driven leads to further qualify & nurture leads until ready to be handled by live sales team members.
Platform	Does provider leverage a	Native	Native	Unity CC solution via	Native	Native

						
	proprietary/native platform or leverage a platform via third-party partnership?			partnership with Kakapo; inbound voice traffic supported by Broadworks call center queues, which are native to Nextiva		
Workforce Optimization Offerings	Workforce Optimization (WFO) includes Workforce Management (WFM) - agent scheduling and forecasting - as well as Quality Monitoring (QM) - recording analytics, customer surveys, coaching tools.	Proprietary Quality Monitoring; Partner with Teleopti for WFM; can integrate with any 3rd-party solution	Partner with Verint (Monet) WFM; Proprietary QM; can integrate with many 3rd-party solutions	n/a	can integrate with any 3rd-party solution	Partner with Verint (Monet)
WFO Offered Standalone	provider will sell WFO standalone	No	No	No	No	Yes
Compliance	Regulatory compliances the supplier meets	CCPA, CSA Cyber Trust, GDPR, HIPAA, PCI, SOC 2, FISMA, HITRUST, ISO 27001, NIST	GDPR, HIPAA, PCI, SOC 2	CNPI, HIPAA, PCI	PCI, TCPA Roadmap: GDPR	GDPR, HIPAA, PCI, SOC 2, CSA STAR, HITRUST, ISO 27001
Notable Clients	Key customer wins (references available upon request)	Case Studies	Marlin Business Services, McLane Company, Preferred Care Services	Case Studies	iPacesetters	Author Solutions, Getty Images, GlassDoor, HotelBeds, McAfee, WatchGuard
Top Customer Verticals	Verticals in which supplier has historically had the most success	Entertainment, Finance, Healthcare, Retail, Tourism	Finance, Healthcare, Legal, Retail	Education, Finance, Healthcare	Business Process Outsourcers (BPO), Finance	Finance, Healthcare, Retail, Transportation
On-Site Implementation / Training	Does the supplier charge extra for these services?	Yes	Yes	Yes	Yes	Yes
Implementation Overview	Description or link providing further detail	Implementation Overview	Implementation Overview	Variety of included and paid implementation packages. Offer both remote and onsite resources for implementation and training. Certification process for top partners to lead the implementation process themselves.	Implementation Overview	Available Upon Request
Knowledge Base	does provider integrate with external Knowledge Base(s) or offer its own Knowledge Base for	Native	Integrated	No	Native	Integrated

						
	customer to populate the CCaaS platform to reference in AI or Agent Assist situations?					
Differentiators	unique features of the provider	<p>Only cloud provider that is Gartner recognized for both UCaaS (Leader) and CCaaS (Challenger)</p> <p>Strong global presence with local dial-tone offered in 38 countries and unlimited global calling for phone and contact center across 47 countries. Deployment capabilities in over 120 countries.</p> <p>Can address various compliance requirements from HIPAA, HiTrust and PCI to ITAR and FISMA. 170+ VOIP patents</p>	<p>Best suited for customers looking to standardize on Microsoft Teams as their UCaaS solution and want an integrated contact center with bi-directional presence between ECC and Teams.</p> <p>Browser-based application, with integrated app running inside Teams on the roadmap.</p> <p>Offer DaaS (Desktop as a Service) as well as Identify & Access Management solutions for secure remote working</p>	<p>Unity is an excellent way for customers to have a first entry into a Contact Center solution.</p> <p>Given its limitations with WFM, WFO, and no outbound dialer, position Unity in smaller, budget-conscious opportunities.</p>	<p>Specifically tailored for outbound-oriented contact centers that require auto, manual and TCPA-compliant dialing</p> <p>Active-Active-Active microservices architecture in AWS with 99.999% uptime SLA</p> <p>Natively integrated with RingCentral Office for presence, directory lookup and back-office communication</p>	<p>Can sell on Vonage paper Nxtsoft and SpinSci middleware licenses for integration with leading financial services and healthcare EHR systems, respectively.</p> <p>Offering several services including SIP, UCaaS, CRM integration, Contact Center (CCaaS) all from a single unified technology stack</p> <p>Integrations into customer's existing productivity tools, and solving unique communication use cases via our native CPaaS platform</p>