

★ = 1st time inclusion

# Rankings Snapshot

## Gartner

NEW IN '23

**VISIONARY** - Gartner® UCaaS Magic Quadrant Worldwide, 2023

★ NEW IN '23

**STRONG PERFORMER** - Gartner® Peer Insights: Voice of the Customer for UCaaS, 2023

★ NEW IN '23

**STRONG PERFORMER** - Gartner® Peer Insights: Voice of the Customer for CCaaS, 2023

★ NEW IN '23

**FEATURED** - Gartner® CCaaS Landscape, 2023

★ NEW IN '23

**FEATURED** - Market Guide for Speech Analytics Platforms, 2023

NEW IN '23

**FEATURED** - Gartner® Market Guide for Meeting Solutions, 2023

★ NEW IN '23

**ASPIRING** - Gartner® Peer Insights 'Voice of the Customer': Meeting Solutions, 2022

## FORRESTER®

NEW IN '23

**STRONG PERFORMER**- Forrester Wave UCaaS Worldwide, 2023



**FEATURED** - Forrester CCaaS Landscape, 2022



**FEATURED** - Now Tech: Conversation Intelligence, 2021



NEW IN '23

**LEADER** - Spark Matrix: Conversational AI for Intelligent Contact Center, 2023

NEW IN '23

**LEADER** - Spark Matrix: Contact Center as a Service, 2023

NEW IN '23

**LEADER** - Spark Matrix: UCaaS, 2023



NEW IN '23

**LEADER** - Speech Analytics, 2023

## IDC



NEW IN '24

**MAJOR PLAYER** - IDC Worldwide CCaaS Application Vendor Assessment, 2024

NEW IN '24

**MAJOR PLAYER** - IDC Worldwide UCaaS Application Vendor Assessment, 2024



**MAJOR PLAYER** - IDC Worldwide UCaaS MarketScape for Enterprise, 2021\*



**MAJOR PLAYER** - IDC Worldwide UCaaS MarketScape for SMB, 2021\*

**MAJOR PLAYER** - IDC Worldwide UCaaS MarketScape for Enterprise, 2021\*

**MAJOR PLAYER** - IDC Worldwide UCaaS MarketScape for SMB, 2021\*

\*IDC did not publish in 2022-23



NEW IN '23

**LEADER** - IntelliView: Conversational Cloud, 2023

★ = 1st time inclusion

# Rankings Snapshot



FROST & SULLIVAN



★ NEW IN '24

**LEADER** - Aragon Research Globe™ for Coaching, 2024

NEW IN '24

**LEADER** - Aragon Research Globe™ for Intelligent Contact Center, 2024

NEW IN '23

**INNOVATOR** - Aragon Research Globe™ for Conversational AI in the Intelligent CC, 2023

**LEADER** - Aragon Research Globe™ for Unified Communications & Collaboration, 2022

★ **INNOVATOR** - Aragon Research Globe™ for Intelligent Contact Center, 2022

**INNOVATOR** - Aragon Research Globe™ for Intelligent Video Conferencing, 2022

**INNOVATOR** - Aragon Research Globe for Video Conferencing, 2021

**INNOVATOR** - Aragon Research Globe for Unified Communications and Collaboration, 2021

NEW IN '23

**LEADER** - Frost Radar™: North America Enterprise Cloud Contact Center Market, 2023

★ NEW IN '23

**INNOVATION LEADER** - Frost Radar™: European Cloud Contact Center, 2023

NEW IN '23

**LEADER** - Frost Radar™: North American UCaaS Providers, 2023

NEW IN '23

**LEADER** - Frost Radar™: Cloud Meetings and Team Collaboration Services Market, 2023

★ **LEADER** - Frost Radar™: North America Enterprise Cloud Contact Center Market, 2022

**LEADER** - Frost Radar™: North American UCaaS Providers, 2022

★ NEW IN '23

**LEADER** - Metrigy MetiRank for CCaaS, 2023

★ NEW IN '23

**TOP PROVIDER** - Metrigy MetriStar Award for Workflow Automation Tool Providers, 2023

★ **TOP CUSTOMER SENTIMENT** - Metrigy MetriStar Award, 2022



★ NEW IN '23

**LEADER** - Info Tech Research Software Reviews: Buyer Experience Report UCaaS, 2023

★ **CHAMPION** - Info Tech Research Software Reviews: UCaaS Emotional Footprint Awards, 2022