

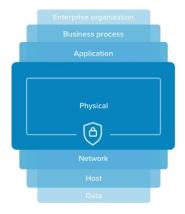


With 25+ years of experience in cloud communications, RingCentral is the industry leader in Al-driven solutions for your business.

A Gartner Magic Quadrant for UCaaS Leader for 10 consecutive years

Gartner

Delivered 99.999% reliability for six straight years.



Trusted by 400,000+ businesses worldwide

























































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8X8

ZOOM

UCaaS		RingCentral Ultra	Zoom Phone Global Select
Position in Gartner Magic Quandrant for UCaaS*		Leader 10 years	Leader 5 years
Al Canabilities	Real-time phone notes	✓	×
Al Capabilities	AIAPIs	✓	×
	Advanced call routing	✓	×
Phone	Mobile admin service hub	✓	×
	Native internet fax	✓	×
Frontline Worker Solutions	Push-to-talk (walkie talkie)	Add-on	X
	Push-to-show (video)	✓	X
	911 Notifications	Email and SMS	Email only
Reliability, Security & Compliance	Dynamic end-to-end encryption for calls (ext to ext) and meetings	/	×
Analytics	Customizable business analytics	✓	X
	Real-time alerts		Limited to rooms

CCaaS		RingCX	Zoom Elite
A10 1 222	Automated, out-of-the-box Al scoring model	✓	X
Al Capabilities	Custom automated scorecards	✓	X
	Last agent routing	✓	X
	Voice broadcast dialer	✓	X
Voice	Preview dialer	✓	X
	Predictive dialer	✓	X
	Unlimited domestic usage	✓	X
Digital	Facebook	Messenger and Page	Messenger
	X	Direct Messages and Search	×
	Instagram	Messages and Posts	X
	LinkedIn		×

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UCaaS		RingCentral Ultra	Webex Enterprise
Position in Gartner Magic Quandrant for UCaaS*		Leader 10 years	Leader 6 years
	Real-time phone notes	✓	X
Al Capabilities	AIAPIs	✓	X
Arcapabilities	Collaborative conversation intelligence	via RingSense for Sales	×
Phone	Workflow builder and automator	✓	X
	End-to-end encyryption for calls	✓	X
	Internet fax	Included	Additional cost
	Toll-free minutes	10,000 included	None included
	POTS Replacement	✓	X
Frontline Worker Solutions	Push-to-talk (walkie talkie)	Add-on	×
	Push-to-show (video)	✓	×

CCaaS		RingCX	Webex Contact Center
A1.0 1.000	Automated, out-of-the-box Al scoring model	✓	X
Al Capabilities	Custom automated scorecards	✓	X
	Voice broadcast dialer	✓	X
Voice	Predictive dialer	✓	×
	Unlimited Domestic Usage	✓	×
Digital	X	✓	×
	Instagram	✓	X
	LinkedIn	✓	×
Integrations	Salesforce	Voice & 20+ digital channels	Voice and all digita channels
	Zendesk		Voice only
	Microsoft Dynamics 365		Voice & SMS
	ServiceNow		Voice only
	Hubspot		Voice and chat

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Voice only

Voice + 20 digital

channels

NEXTIVA

	RingCentral Ultra	Nextiva Power Suite
	Leader 10 years	Not listed
Meeting summaries	✓	X
Real-time phone notes	✓	Add-on
AI APIs	✓	X
Al writer and translator	✓	X
Conversation intelligence	✓	X
Advanced call monitoring	✓	×
Group, bulk, or high-volume SMS	✓	×
Live transcription / closed captioning	✓	×
Mobile admin service hub	✓	×
Workflow builder and automator	✓	X
Push-to-talk (walkie talkie)	Add-on	X
Push-to-show (video)	✓	X
End-to-end encryption for meetings and calls	✓	×
Adoption analytics	✓	×
Live report for real-time queue management	✓	×
Large-scale webinars	Add-on	×
Virtual, on-site, and hybrid event solution	Add-on	×
Conference room solutions	Add-on	×
POTS replacement	✓	×
Bring your own carrier	✓	×
	RingCX	Nextiva Ultimate
Automated out-of-the-box Al scoring model		×
		X
		X
	Real-time phone notes AI APIs AI writer and translator Conversation intelligence Advanced call monitoring Group, bulk, or high-volume SMS Live transcription / closed captioning Mobile admin service hub Workflow builder and automator Push-to-talk (walkie talkie) Push-to-show (video) End-to-end encryption for meetings and calls Adoption analytics Live report for real-time queue management Large-scale webinars Virtual, on-site, and hybrid event solution Conference room solutions POTS replacement	Meeting summaries Real-time phone notes AI APIs AI writer and translator Conversation intelligence Advanced call monitoring Group, bulk, or high-volume SMS Live transcription / closed captioning Mobile admin service hub Workflow builder and automator Push-to-talk (walkie talkie) Add-on Push-to-show (video) End-to-end encryption for meetings and calls Adoption analytics Live report for real-time queue management Large-scale webinars Add-on Virtual, on-site, and hybrid event solution Conference room solutions Add-on POTS replacement Bring your own carrier RingCX Automated, out-of-the-box AI scoring model Custom automated scorecards

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Voice broadcast dialer

Co-browse / screen share

365, ServiceNow, Hubspot

Salesforce, Zendesk, Microsoft Dynamics

Preview dialer

Voice

Integrations

Workforce Optimization







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DIALPAD

UCaaS		RingCentral Ultra	Dialpad Al Voice Enterprise
Position in Gartner Magic Quandrant for UCaaS*		Leader 10 years	Niche Player
Uptime Service Level Agreement		99.999%	99.9%
	Advanced call handling and routing		X
	Toll-free minutes	10,000 included	None included
	Receptionist console / heads-up display		X
Phone	Mobile admin service hub and onboarding		X
	Workflow builder and automator		X
	Internet fax		Add-on
	Push-to-talk (walkie talkie)	Add-on	X
Frontline Worker Solutions	Push-to-show (video)	/ /	X
	PCI DSS certification		X
	Supports HITRUST compliance		X
Security and Compliance	Dynamic end-to-end encryption for calls and meetings	<u> </u>	X
	App gallery	300+apps	< 80 apps
Integrations	Microsoft Teams native Direct Routing	<u> </u>	Built on third-party
Analytics	Real-time alerts		X
	Team huddle		X
	Whiteboarding		X
Video Meetings	Large-scale webinars	Add-on	X
9	Virtual, on-site, and hybrid event solution	Add-on	X
	Conference room solutions	Add-on	X
	POTS replacement		X
Enterprise Flexibility	Bring your own carrier	✓	X
 CCaaS		RingCX	Dialpad Premiun
	Automated, out-of-the-box Al scoring model	/	X
Al Capabilities	Interaction summaries	Voice and 20+ digital channels	Voice only
	Voice broadcast dialer		X
	Preview dialer		X
Voice	Predictive dialer		X
	Unlimited domestic usage		X
Workforce Optimization	Co-browse / screen share		X
·	X		X
Digital Channels	LinkedIn		X
	Zendesk	· · · · · · · · · · · · · · · · · · ·	Voice only
	Microsoft Dynamics 365	Voice + 20 digital	Voice, SMS
Integrations	141101 00011 Dyriai 11100 000		
ntegrations	ServiceNow	channels	Voice only

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UCaaS		RingCentral Ultra	Vonage Premium
Position in Gartner		Leader 10 years	Niche Player
Magic Quandrant for UCaaS*	Deal time when a nates	/	
	Real-time phone notes	<u> </u>	X
A	Post-conversation summaries for meetings and calls	✓	×
Artificial Intelligence	Al writer and translator	✓	X
	Revenue intelligence (sentiment analysis,		
	coaching, deal insights)	Add-on	×
	Advanced call handling and routing	✓	Add-on
	Toll-free minutes	10,000 included	None included
Phone	Audio conferencing	Included up to 1,000 participants	Add-on for up to 30 participants
. Helle	Mobile admin service hub and onboarding	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	X
	Workflow builder and automator		X
	Internet fax		Add-on
	Push-to-talk (walkie talkie)	Add-on	× ×
Frontline Worker Solutions	Push-to-show (video)	/ tad 5	X
	911 notifications	Email and SMS	Email only
Security and Compliance	Dynamic end-to-end encryption for calls (ext to ext) and meetings	✓	×
Integrations	App Gallery	300+ pre-built integrations	25+ pre-built integrations
	Adoption and usage reporting		×
Analytics	Customizable business analytics	✓	X
	Real-time alerts	✓	X
	Al noise reduction	✓	X
Video Meetings	Al live transcription	✓	X
	Native WebRTC browser support	✓	X
Fintamoria a Flavilailit.	On-prem to cloud migration solutions	✓	X
Enterprise Flexibility	Bring your own carrier	✓	X
		DI 67	
CCaaS	5 10 11	RingCX	Vonage Premium
Al Capabilities	Real-time agent assist	✓	X
•	Automated custom scorecards	<u> </u>	×
Voice	Voice broadcast dialer	✓	X
	Predictive dialer	✓	X
Workforce Optimization	Workforce management	✓	Third party
	Chat	✓	Salesforce only
D: ". 101	SMS	<u> </u>	Salesforce only
Digital Channels	Email		Salesforce only
	Instagram		X
	LinkedIn		X

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UCaaS		RingCentral Ultra	GoTo Connect Phone System
Position in Gartner Magic Quandrant for UCaaS*		Leader 10 years	Niche Player
<u> </u>	Real-time call notes	✓	X
Artificial Intelligence	Transcription and closed captioning	✓	X
Artificial Intelligence	Conversation intelligence platform for teams	✓	×
	High-volume SMS	✓	X
	Toll-free minutes	10,000 included	1,000 included
Phone	Audio conferencing	Unlimited up to 1,000 participants	Add-on
	Mobile admin service hub and onboarding	<u> </u>	X
	Workflow builder and automator	✓	X
	Push-to-talk (walkie talkie)	Add-on	X
Frontline Worker Solutions	Push-to-show (video)	→	X
Security and Compliance	Dynamic end-to-end encryption for calls and meetings	Email and SMS	Email only
Integrations	App gallery	200+ phone intregrations	<40 phone integrations listed
	Adoption and usage reporting	√	X
Analytics	Customizable business analytics		X
,	Real-time call queue reporting	Add-on	X
	Actionitems	✓	X
Video Meetings	Whiteboarding		Third-party
<u> </u>	Team huddle		X
	Global reach	PSTN in 45 countries	PSTN in 14 countrie
Total consider a Filosoff 1994 .	On-prem to cloud migration solutions		X
Enterprise Flexibility	Bring your own carrier		X
	POTS replacement	✓	X
CCaaS		RingCX	GoTo Contact Center
Al Capabilities	Interaction summaries	Voice and 20+ digital channels	Voice only
·	Automated out-of-the-box scoring model	✓	X
/oice	Voice broadcast dialer	✓	X
Workforce Optimization	Co-browse / screen share	All digital channels	Third-party
	SMS/MMS	✓	Add-on
	Facebook	Messenger and page	Add-on
	X	Direct messages and search	Add-on
Digital Channels	Instagram	Messages and posts	Add-on
	LinkedIn		X
	Apple messages for business	✓	X
	Coordo husinoso massos mas	/	

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Google business messages

 $\textbf{Source:} \underline{\textbf{https://www.ringcentral.com/competitors/ringcentral-vs-goto.html}$







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8x8

UCaaS		RingCentral Ultra	8x8
Al Capabilities	Real-time Al for calls	✓	×
	AIAPIs	✓	×
	Al writer and translator	✓	×
	Toll-free minutes	10,000 included	None included
	High-volume SMS	✓	×
	Internet fax	Included	Separate number + additional cost
Phone	Workflow builder and automator	✓	×
	POTS replacement	✓	×
	Compatible desk phones	Cisco, Yealink, Polycom, Unify, ALE, Avaya, Shoretel, and more	Certain Cisco, Yealink, and Polycom phones only
Franklin - Mankan Oak diana	Push-to-talk (walkie talkie)	Add-on	X
Frontline Worker Solutions	Push-to-show (video)	✓	×
Daliahilitu Caarmitu () Camadianaa	End-to-end encryption for calls (ext to ext)	✓	×
Reliability, Security & Compliance	Dynamic E2EE for meetings	✓	×
Integrations	Phone integations	300+ pre-built and 200+ for phone	Limited pre-built integrations
Analytica	Adoption reporting	✓	×
Analytics	Real-time alerts	✓	×
Video	Native webinar solution	Add-on	×
video	Native events Solution	Add-on	×
CCaaS		RingCX	8x8
Al Canabilities	Automated scoring (out-of-the-box Al model)	<u> </u>	×
Al Capabilities	Al-powered & automated custom scorecards	/	X
	Interaction summaries	Voice and 20+ digital channels	Voice
	Coaching	Al-generated and supervisor	Supervisor
		oupoi viooi	

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