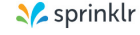


CCaaS Matrix: Overlays



Product Type: AI / Self-Service, Reputation Management, Workflow Automation, Workforce Engagement Management (WEM)		✓ (4/4)	✓ (4/4)	○ (3/4)	○ (3/4)	○ (3/4)	○ (2/4)
Provider	link to provider's Pathfinder profile	Five9	NICE CXone	Alvaria	Observe.ai	Sprinklr	IntelePeer
Product Type	CCaaS enhancements offered	AI / Self-Service Reputation Management Workflow Automation Workforce Engagement Management (WEM)	AI / Self-Service Reputation Management Workflow Automation Workforce Engagement Management (WEM)	AI / Self-Service Workflow Automation Workforce Engagement Management (WEM)	AI / Self-Service Workflow Automation Workforce Engagement Management (WEM)	AI / Self-Service Reputation Management Workflow Automation Workforce Engagement Management (WEM)	AI / Self-Service Reputation Management Workflow Automation
HQ	Location of headquarters	San Ramon, CA	Hoboken, NJ	Boston, MA	Redwood City, CA	New York, NY	Dania Beach, FL
# Employees	number of in-house employees	2,400	7,000	1,400	250	3,000	150
Public / Private	Privately owned or publicly traded	Public: FIVN	Public: NICE	Private	Private	Public: CXM	Private
Vendor Resellers	solution providers with ability to resell the platform	Yes	Yes	No	No	Yes	Yes
Application Integrations	3rd-party SaaS solutions the supplier has integrated with Pre-built = listed on provider's website / has dedicated SKU / accessible via app store partner Custom integration required = can integrate; may include additional cost	Pre-Built: Cerner, EPIC, Freshdesk, HubSpot, Kustomer, Microsoft Dynamics, NetSuite, Oracle, Salesforce, SAP, ServiceNow, Zendesk Custom integration required: Bullhorn, SugarCRM, Zoho	Pre-Built: HubSpot, Kustomer, Microsoft Dynamics, Microsoft Teams, NetSuite, Oracle, Salesforce, ServiceNow, Zendesk Custom integration required: Agile CRM, Athena Health, Bullhorn, Cerner, EPIC, Freshdesk, HR Systems, Jack Henry, Meditech, SAP, SugarCRM, Zoho Full List	Pre-Built: Agile CRM, HR Systems, Microsoft Dynamics, Microsoft Teams, NetSuite, Oracle, Salesforce, SAP, ServiceNow, Zendesk Custom integration required: Athena Health, Bullhorn, Cerner, EPIC, Freshdesk, HubSpot, Kustomer, Jack Henry, Meditech, SugarCRM, Zoho	Custom integration required: Agile CRM, Athena Health, Bullhorn, Cerner, EPIC, Freshdesk, HR Systems, HubSpot, Kustomer, Jack Henry, Meditech, Microsoft Dynamics, Microsoft Teams, NetSuite, Oracle, Salesforce, SAP, ServiceNow, SugarCRM, Zendesk, Zoho	Pre-Built: Microsoft Dynamics, Oracle, Salesforce, SAP, ServiceNow, Zendesk Full List	Custom integration required: Bullhorn, Cerner, EPIC, Freshdesk, HR Systems, HubSpot, Kustomer, Microsoft Dynamics, NetSuite, Oracle, Salesforce, SAP, ServiceNow, SugarCRM, Zendesk, Zoho
Compliance	Compliance standards the provider has met or is capable of assisting a cloud customer in meeting.	CCPA, CPNI, GDPR, HIPAA, PCI, SOC 2, SOX, SSAE-18, TCPA	CCPA, CPNI, CSA, FedRAMP, FISMA, GDPR, HIPAA, HITRUST, ITR, ISO 27001, NIST 800-53, PCI, SOC 2, SOX, SSAE-18	CCPA, CPNI, CSA, FedRAMP, FISMA, GDPR, HIPAA, HITRUST, ISO 27001, NIST 800-53, PCI, SOC 2, SSAE-18	CCPA, GDPR, HIPAA < HITRUST, ISO 27001, PCI, SOC 2	CCPA, CSA, GDPR, ISO 27001, PCI, SOC 2 CAIQ, CyberEssentials, CyberInsurance, LGPD, PrivacyShield, VCDPA, VPAT	HIPAA, ISO 27001, PCI SOC 2
Workforce Optimization Overview	Pricing Model Minimum Deal Size Languages Supported	Pricing Model: VCC agent licenses/bundles are concurrent; WFM/WFO is named Min.: 3 seats Languages: UI: Chinese, Danish, Dutch, English, Finnish, French, German, Italian, Japanese, Norwegian, Portuguese, Russian, Spanish, Swedish; Speech-to-Text & Text-to-Speech: Arabic, Chinese, Dutch, English, French, German, Italian, Russian, Spanish	Pricing Model: named or concurrent Min.: 20 seats Languages: UI: Chinese, Dutch, English, French, German, Japanese, Korean, Portuguese, Spanish; Speech-to-Text: English, French, German, Italian, Portuguese, Spanish; Text-to-Speech: English, French, German, Italian, Portuguese, Spanish	Pricing Model: concurrent or named Min.: 150 seats Languages: UI: Chinese, English, French, German, Japanese, Korean, Portuguese, Russian, Spanish; Speech-to-Text & Text-to-Speech: Arabic, Catalan, Chinese, Dutch, English, French, German, Hebrew, Hindi, Italian, Japanese, Korean, Malay, Norwegian, Polish, Portuguese, Russian, Spanish, Swedish, Thai, Turkish	Pricing Model: named Min.: 50 seats Languages: UI: English; Speech-to-Text: English, French Canadian, Portuguese, Spanish	Pricing Model: named Min.: 50 seats Languages: UI: Arabic, Chinese, English, French, German, Italian, Japanese, Korean, Portuguese, Russian, Spanish; Speech-to-Text: Arabic, English, French, German, Hindi, Italian, Japanese, Korean, Marathi, Portuguese, Spanish, Telugu; Text-to-Speech: Arabic, English, French, Hindi, Indian, Spanish	n/a
		Dashboards / Reporting / Alerts: Real-Time Dashboard, Email Alerts, In-App Alerts, SMS Alerts Data Import: API, File Import Mobile App	Dashboards / Reporting / Alerts : Real-Time Dashboard, Email Alerts, In-App Alerts, SMS Alerts Data Import: API, File Import, Historical Data HR Integrations Mobile App	Dashboards / Reporting / Alerts : Real-Time Dashboard, Email Alerts, In-App Alerts, SMS Alerts (roadmap) Data Import: API, File Import, Historical Data HR Integrations Mobile App		Dashboards / Reporting / Alerts : Real-Time Dashboard, Email Alerts, In-App Alerts, SMS Alerts Data Import: API, File Import, Historical Data HR Integrations	

Workforce Optimization Features	Solution Capabilities	<p>Performance Management: custom KPIs, custom dashboards, time management system integration, online store, payroll integration</p> <p>Quality Management: agent scoring, agent screen recording, automatic call transcription, call recording (automatic, on-demand), speech analysis (keywords, sentiment), live monitoring, post-call survey, recording export</p> <p>Scheduling / Forecasting / Time Management: shift bidding, shift trading, forecasting (requires licenses for agents not yet hired), automatic rescheduling / unplanned event reporting, HR system integration / data exchange, rule automation for shift trade requests, business / tenant segmentation across clients or divisions</p>	<p>Performance Management: custom KPIs, custom dashboards, time management system integration, online store, payroll integration</p> <p>Quality Management: agent scoring, agent screen recording, automatic call transcription, call recording (automatic, on-demand), speech analysis (keywords, sentiment), live monitoring, PCI adherence, post-call survey, recording export</p> <p>Scheduling, Forecasting, Time Management: shift bidding, shift trading, forecasting (requires licenses for agents not yet hired), automatic rescheduling / unplanned event reporting, HR system integration / data exchange, rule automation for shift trade requests, business / tenant segmentation across clients or divisions, seat management</p>	<p>Performance Management: custom KPIs, custom dashboards, time management system integration, payroll integration</p> <p>Quality Management: agent scoring, agent screen recording, automatic call transcription, call recording (automatic, on-demand), PCI adherence, speech analysis (keywords, sentiment), live monitoring, post-call survey, recording export</p> <p>Scheduling, Forecasting, Time Management: shift bidding, shift trading, forecasting (requires licenses for agents not yet hired), automatic rescheduling / unplanned event reporting, HR system integration / data exchange, rule automation for shift trade requests, seat management, business / tenant segmentation across clients or divisions</p>	<p>Dashboards / Reporting / Alerts: Real-Time Dashboard, Email Alerts, In-App Alerts</p> <p>Data Import: API, File Import, Historical Data</p> <p>Performance Management: custom KPIs, custom dashboards</p> <p>Quality Management: agent scoring, agent screen recording, automatic call transcription, PCI adherence, speech analysis (keywords, sentiment), recording export</p>	<p>Mobile App</p> <p>Performance Management: custom KPIs, custom dashboards, time management system integration, online store, payroll integration</p> <p>Quality Management: agent scoring, agent screen recording, automatic call transcription, call recording (automatic, on-demand), speech analysis (keywords, sentiment), live monitoring, PCI adherence, post-call survey, recording export</p> <p>Scheduling, Forecasting, Time Management: shift bidding, shift trading, forecasting, automatic rescheduling / unplanned event reporting, HR system integration / data exchange, rule automation for shift trade requests, business / tenant segmentation across clients or divisions</p>	n/a
AI / Self-Service Overview	<p>Pricing Model</p> <p>Minimum Deal Size</p> <p>Languages Supported</p>	<p>Pricing Model: port-based</p> <p>Min.: \$2,500 MRC</p> <p>Languages: Speech-to-Text: English; Text-to-Speech: 50+ languages</p>	<p>Pricing Model: usage-based</p> <p>Min.: 20 seats</p> <p>Languages: Speech-to-Text; Text-to-Speech</p>	<p>Pricing Model: concurrent or named</p> <p>Min.: 150 seats</p> <p>Languages: UI: Chinese, English, French, German, Japanese, Korean, Portuguese, Russian, Spanish; Speech-to-Text & Text-to-Speech: Arabic, Catalan, Chinese, Dutch, English, French, German, Hebrew, Hindi, Italian, Japanese, Korean, Malay, Norwegian, Polish, Portuguese, Russian, Spanish, Swedish, Thai, Turkish</p>	<p>Pricing Model: named</p> <p>Min.: 50 seats</p> <p>Languages: English</p>	<p>Pricing Model: usage-based</p> <p>Min.: pending</p> <p>Languages: Speech-to-Text: Arabic, English, French, German, Hindi, Italian, Japanese, Korean, Marathi, Portuguese, Spanish, Telugu; Text-to-Speech: Arabic, English, French, Hindi, Indian, Spanish</p>	<p>Pricing Model: based on level of automation needed</p> <p>Min.: \$2,000 MRC</p> <p>Languages: English</p>
AI / Self-Service Features	Solution Capabilities	<p>Agent Assist, Agent Scripting, Analytics, Chat Bot, Language Translation, Real-Time Sentiment Analysis, Speech-to-Text, Text-to-Speech, Voice Bot</p> <p>Full List</p>	<p>Agent Assist, Agent Scripting, Analytics, Chat Bot, Language Translation, Real-Time Sentiment Analysis, Speech-to-Text, Text-to-Speech, Voice Bot</p> <p>Full List</p>	<p>Agent Assist, Agent Scripting, Analytics, Chat Bot, Language Translation, Real-Time Sentiment Analysis, Speech-to-Text, Text-to-Speech, Voice Bot</p> <p>Full List</p>	<p>Agent Assist, Agent Scripting, Analytics, Real-Time Sentiment Analysis, Speech-to-Text</p> <p>Full List</p>	<p>Agent Assist, Agent Scripting, Analytics, Chat Bot, Language Translation, Real-Time Sentiment Analysis, Speech-to-Text, Text-to-Speech, Voice Bot</p> <p>Full List</p>	<p>Analytics, Chat Bot, Language Translation Bot, Real-Time Sentiment Analysis, Speech-to-Text, Text-to-Speech, Voice Bot</p> <p>Full List</p>
Workforce Automation Overview	<p>Pricing Model</p> <p>Minimum Deal Size</p> <p>Languages Supported</p>	<p>Pricing Model: named</p> <p>Min.: none</p> <p>Languages: Chinese, Dutch, English, French, German, Italian, Japanese, Korean, Portuguese, Spanish</p>	<p>Pricing Model: named or concurrent</p> <p>Min.: 20 seats</p> <p>Languages: UI: Chinese, Dutch, English, French, German, Japanese, Korean, Portuguese, Spanish; Technical Support: English (other languages ICB)</p>	<p>Pricing Model: concurrent or named</p> <p>Min.: 150 seats</p> <p>Languages: Chinese, English, French, German, Japanese, Korean, Portuguese, Russian, Spanish</p>	<p>Pricing Model: named</p> <p>Min.: 50 seats</p> <p>Languages: English</p>	<p>Pricing Model: named</p> <p>Min.: 50 seats</p> <p>Languages: Arabic, Chinese, English, French, German, Italian, Japanese, Korean, Portuguese, Russian, Spanish</p>	<p>Pricing Model: based on level of automation needed</p> <p>Min.: \$2,000 MRC</p> <p>Languages: English</p>
Workforce Automation Features	Solution Capabilities	<p>Analytics, Automated Triggers, Custom Webhooks, Inbound Call Deflection, IVR integration, Knowledge Management Systems, No-Code Authoring, Workflow Automation</p>	<p>Agent Enablement/Onboarding, Analytics, Automated Triggers, Custom Webhooks, Decision Engine, Inbound Call Deflection, IVR integration, Knowledge Management Systems, No-Code Authoring, Workflow Automation</p>	<p>Analytics, Automated Triggers, Custom Webhooks, Inbound Call Deflection, IVR integration, Knowledge Management Systems, No-Code Authoring, Workflow Automation</p>	<p>Agent Enablement/Onboarding, Workflow Automation</p>	<p>Agent Enablement/Onboarding, Analytics, Automated Triggers, Custom Webhooks, Decision Engine, Inbound Call Deflection, IVR integration, Knowledge Management Systems, No-Code Authoring, Workflow Automation</p>	Branded Outbound Call (roadmap)
Reputation Management Overview	<p>Pricing Model</p> <p>Minimum Deal Size</p> <p>Carriers</p> <p>Languages Supported</p>	<p>Pricing Model: per user</p> <p>Min. 1 DID</p> <p>Carriers: AT&T, T-Mobile, Verizon, YouMail</p> <p>Languages: English</p>	<p>Pricing Model: named or concurrent</p> <p>Min. 20 seats</p> <p>Carriers: AT&T, CXone Voice Services, Lumen, Verizon; BYOC</p> <p>Languages: UI: Chinese, Dutch, English, French, German, Japanese, Korean, Portuguese, Spanish; Technical</p>	n/a	n/a	<p>Pricing Model: usage-based</p> <p>Min. pending</p> <p>Carriers: pending</p> <p>Languages: UI: Arabic, Chinese, English, French, German, Italian, Japanese, Korean, Portuguese, Russian, Spanish; Technical</p>	<p>Pricing Model: based on level of automation needed</p> <p>Min. \$2,000 MRC</p> <p>Carriers: pending</p> <p>Languages: English</p>

			Support: English (other languages ICB)			Support: English	
Reputation Management Features	Solution Capabilities	Branded Outbound Calling SPAM/Fraud Protection	Branded Outbound Calling SPAM/Fraud Protection	n/a	n/a	Branded Outbound Calling SPAM/Fraud Protection	Branded Outbound Calling SPAM/Fraud Protection