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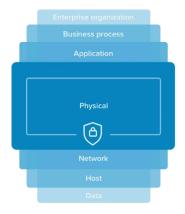
8X8

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.



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

CCaaS		RingCX	Zoom Elite
A10 1:11:1:	Automated, out-of-the-box Al scoring model	✓	×
Al Capabilities	Custom automated scorecards	✓	×
	Last agent routing	✓	×
	Voice broadcast dialer	✓	×
Voice	Preview dialer	✓	×
	Predictive dialer	✓	×
	Unlimited domestic usage	✓	×
Digital	Facebook	Messenger and Page	Messenger
	X	Direct Messages and Search	×
	Instagram	Messages and Posts	×
	LinkedIn		X

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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	X
	Push-to-show (video)	✓	×

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

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UCaaS		RingCentral Ultra	Nextiva Power Suite
Position in Gartner Magic Quandrant for UCaaS*		Leader 10 years	Not listed
	Meeting summaries	✓	×
	Real-time phone notes	✓	Add-on
Al Capabilities	AIAPIs	✓	×
	Al writer and translator	✓	×
	Conversation intelligence	✓	X
	Advanced call monitoring	✓	X
	Group, bulk, or high-volume SMS	✓	X
Phone	Live transcription / closed captioning	✓	×
	Mobile admin service hub	✓	×
	Workflow builder and automator	✓	×
Frontline Worker Solutions	Push-to-talk (walkie talkie)	Add-on	×
Fromuline worker Solutions	Push-to-show (video)	✓	×
Security and Compliance	End-to-end encryption for meetings and calls	✓	×
A b . d.'	Adoption analytics	✓	×
Analytics	Live report for real-time queue management	✓	×
	Large-scale webinars	Add-on	×
Video Meetings	Virtual, on-site, and hybrid event solution	Add-on	X
	Conference room solutions	Add-on	X
Enternario e Elevilalità	POTS replacement	✓	X
Enterprise Flexibility	Bring your own carrier	✓	X

CCaaS		RingCX	Nextiva Ultimate
A. C	Automated, out-of-the-box Al scoring model	✓	X
Al Capabilities	Custom automated scorecards	✓	X
Voice	Proficiency routing	✓	X
	Voice broadcast dialer	✓	X
	Preview dialer	✓	X
Workforce Optimization	Co-browse / screen share	✓	X
Integrations	Salesforce, Zendesk, Microsoft Dynamics 365, ServiceNow, Hubspot	Voice + 20 digital channels	Voice only

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DIALPAD

	RingCentral Ultra	Dialpad Al Voice Enterprise
	Leader 10 years	Niche Player
	99.999%	99.9%
Advanced call handling and routing	/	X
Toll-free minutes	10.000 included	None included
Receptionist console / heads-up display	✓	X
		X
		X
Internet fax		Add-on
Push-to-talk (walkie talkie)	Add-on	X
	/	X
` '		X
		X
Dynamic end-to-end encryption for calls	<i></i>	×
-	300+ apps	< 80 apps
Microsoft Teams native Direct Routing	✓	Built on third-party solution
Real-time alerts		X
Team huddle		X
Whiteboarding		X
0	Add-on	X
	Add-on	X
	Add-on	X
	<u> </u>	X
Bring your own carrier	✓	X
	DingOV	Dialpad Premium
Automated out of the box Alegaring model		Dialpad Premium
Interaction summaries	Voice and 20+ digital	Voice only
Voice broadcast dialer		X
		X
	<u> </u>	×
	<u> </u>	
Ü	· · · · · · · · · · · · · · · · · · ·	
	<u> </u>	
	<u> </u>	Voice only
Microsoft Dynamics 365	Voice + 20 digital	Voice, SMS
IVIICIOSUIL DYHAHIICS SOS	Voice + 20 digital	voice, Sivis
ServiceNow	channels	Voice only
	Receptionist console / heads-up display Mobile admin service hub and onboarding Workflow builder and automator Internet fax Push-to-talk (walkie talkie) Push-to-show (video) PCI DSS certification Supports HITRUST compliance Dynamic end-to-end encryption for calls and meetings App gallery Microsoft Teams native Direct Routing Real-time alerts Team huddle Whiteboarding Large-scale webinars Virtual, on-site, and hybrid event solution Conference room solutions POTS replacement Bring your own carrier Automated, out-of-the-box AI scoring model Interaction summaries Voice broadcast dialer Preview dialer Unlimited domestic usage Co-browse / screen share X LinkedIn Zendesk	Leader 10 years 99.999% Advanced call handling and routing Toll-free minutes 10,000 included Receptionist console / heads-up display Mobile admin service hub and onboarding Workflow builder and automator Internet fax Push-to-talk (walkie talkie) Push-to-show (video) PCI DSS certification Supports HITRUST compliance Dynamic end-to-end encryption for calls and meetings App gallery 300+ apps Microsoft Teams native Direct Routing Real-time alerts Team huddle Whiteboarding Large-scale webinars Virtual, on-site, and hybrid event solution Conference room solutions POTS replacement Bring your own carrier ReingCX Automated, out-of-the-box Al scoring model Interaction summaries Voice broadcast dialer Preview dialer Predictive dialer Unlimited domestic usage Co-browse / screen share X LinkedIn Zendesk

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VONAGE

UCaaS		RingCentral Ultra	Vonage Premium
Position in Gartner Magic Quandrant for UCaaS*		Leader 10 years	Niche Player
	Real-time phone notes	✓	X
	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
	Mobile admin service hub and onboarding	✓	X
	Workflow builder and automator	✓	X
	Internet fax	✓	Add-on
Fuerations Manuscan Celestians	Push-to-talk (walkie talkie)	Add-on	X
Frontline Worker Solutions	Push-to-show (video)	✓	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	✓	X
Analytics	Customizable business analytics	✓	X
	Real-time alerts	✓	X
	Al noise reduction	✓	X
Video Meetings	Al live transcription	✓	X
	Native WebRTC browser support	✓	X
Enterprise Flexibility	On-prem to cloud migration solutions	✓	X
Litterprise riexibility	Bring your own carrier	✓	X
			7
CCaaS		RingCX	Vonage Premium
Al Capabilities	Real-time agent assist	✓	X
Λι Οαραυιιιίος	Automated custom scorecards	<u> </u>	X
Voice	Voice broadcast dialer	✓	X
	Predictive dialer	<u> </u>	X
Workforce Optimization	Workforce management	<u> </u>	Third party
	Chat	✓	Salesforce only
	SMS	✓	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	✓	X
	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		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
	Team huddle	✓	X
	Global reach	PSTN in 45 countries	PSTN in 14 countrie
Tota version Elevileilite	On-prem to cloud migration solutions	✓	X
Enterprise Flexibility	Bring your own carrier	✓	X
	POTS replacement	✓	X
 CCaaS		RingCX	GoTo Contact
Al Capabilities	Interaction summaries	Voice and 20+ digital channels	Center Voice only
	Automated out-of-the-box scoring model		X
Voice	Voice broadcast dialer		X
Norkforce Optimization	Co-browse / screen share	All digital channels	Third-party
	SMS/MMS	<u> </u>	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
		· ,	

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Google business messages

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





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UCaaS		RingCentral Ultra	8x8
Al Capabilities	Real-time Al for calls	✓	×
	AI APIs	✓	×
	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
For adding Manham Oallatians	Push-to-talk (walkie talkie)	Add-on	X
Frontline Worker Solutions	Push-to-show (video)	✓	×
Deliability Occupits a Occupit	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
	Adoption reporting	✓	×
Analytics	Real-time alerts	✓	×
Video	Native webinar solution	Add-on	×
Video	Native events Solution	Add-on	×
CCaaS		RingCX	8x8
ALO and all little a	Automated scoring (out-of-the-box Al model)	<u> </u>	X
Al Capabilities	Al-powered & automated custom scorecards	<u> </u>	×
	Interaction summaries	Voice and 20+ digital channels	Voice
	Coaching	Al-generated and supervisor	Supervisor
Voice	Voice broadcast dialer		×

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