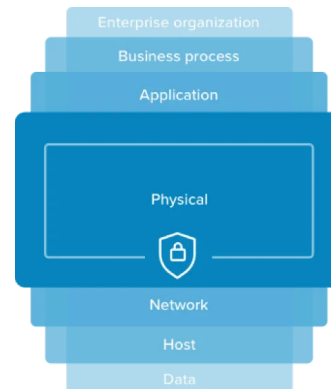| 🏠	ZOOM	CISCO	NEXTIVA	DIALPAD	VONAGE	GOTO	8X8

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

A Gartner Magic Quadrant for UCaaS Leader for 10 consecutive years

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ZOOM

UCaaS		RingCentral Ultra	Zoom Phone Global Select
Position in Gartner Magic Quandrant for UCaaS*		Leader 10 years	Leader 5 years
AI Capabilities	Real-time phone notes	✓	✗
	AI APIs	✓	✗
Phone	Advanced call routing	✓	✗
	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
AI Capabilities	Automated, out-of-the-box AI scoring model	✓	✗
	Custom automated scorecards	✓	✗
Voice	Last agent routing	✓	✗
	Voice broadcast dialer	✓	✗
	Preview dialer	✓	✗
	Predictive dialer	✓	✗
	Unlimited domestic usage	✓	✗
Digital	Facebook	Messenger and Page	Messenger
	X	Direct Messages and Search	✗
	Instagram	Messages and Posts	✗
	LinkedIn	✓	✗

Source: https://www.ringcentral.com/competitors/ringcentral-vs-zoom.html

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CISCO

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

CCaaS		RingCX	Webex Contact Center
AI Capabilities	Automated, out-of-the-box AI scoring model	✓	✗
	Custom automated scorecards	✓	✗
Voice	Voice broadcast dialer	✓	✗
	Predictive dialer	✓	✗
	Unlimited Domestic Usage	✓	✗
Digital	X	✓	✗
	Instagram	✓	✗
	LinkedIn	✓	✗
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

Source: https://www.ringcentral.com/competitors/ringcentral-vs-cisco.html

NEXTIVA

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

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

Source: https://www.ringcentral.com/competitors/ringcentral-vs-nextiva.html

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DIALPAD

UCaaS		RingCentral Ultra	Dialpad AI Voice Enterprise
Position in Gartner Magic Quandrant for UCaaS*		Leader 10 years	Niche Player
Uptime Service Level Agreement		99.999%	99.9%
Phone	Advanced call handling and routing	✓	✗
	Toll-free minutes	10,000 included	None included
	Receptionist console / heads-up display	✓	✗
	Mobile admin service hub and onboarding	✓	✗
	Workflow builder and automator	✓	✗
	Internet fax	✓	Add-on
Frontline Worker Solutions	Push-to-talk (walkie talkie)	Add-on	✗
	Push-to-show (video)	✓	✗
Security and Compliance	PCI DSS certification	✓	✗
	Supports HITRUST compliance	✓	✗
	Dynamic end-to-end encryption for calls and meetings	✓	✗
Integrations	App gallery	300+ apps	< 80 apps
	Microsoft Teams native Direct Routing	✓	Built on third-party solution
Analytics	Real-time alerts	✓	✗
Video Meetings	Team huddle	✓	✗
	Whiteboarding	✓	✗
	Large-scale webinars	Add-on	✗
	Virtual, on-site, and hybrid event solution	Add-on	✗
	Conference room solutions	Add-on	✗
Enterprise Flexibility	POTS replacement	✓	✗
	Bring your own carrier	✓	✗

CCaaS		RingCX	Dialpad Premium
AI Capabilities	Automated, out-of-the-box AI scoring model	✓	✗
	Interaction summaries	Voice and 20+ digital channels	Voice only
Voice	Voice broadcast dialer	✓	✗
	Preview dialer	✓	✗
	Predictive dialer	✓	✗
	Unlimited domestic usage	✓	✗
Workforce Optimization	Co-browse / screen share	✓	✗
Digital Channels	X	✓	✗
	LinkedIn	✓	✗
Integrations	Zendesk	Voice + 20 digital channels	Voice only
	Microsoft Dynamics 365		Voice, SMS
	ServiceNow		Voice only
	Hubspot		Voice only

Source: https://www.ringcentral.com/competitors/ringcentral-vs-dialpad.html

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VONAGE

UCaaS		RingCentral Ultra	Vonage Premium
Position in Gartner Magic Quandrant for UCaaS*		Leader 10 years	Niche Player
Artificial Intelligence	Real-time phone notes	✓	✕
	Post-conversation summaries for meetings and calls	✓	✕
	AI writer and translator	✓	✕
	Revenue intelligence (sentiment analysis, coaching, deal insights)	Add-on	✕
Phone	Advanced call handling and routing	✓	Add-on
	Toll-free minutes	10,000 included	None included
	Audio conferencing	Included up to 1,000 participants	Add-on for up to 30 participants
	Mobile admin service hub and onboarding	✓	✕
	Workflow builder and automator	✓	✕
	Internet fax	✓	Add-on
Frontline Worker Solutions	Push-to-talk (walkie talkie)	Add-on	✕
	Push-to-show (video)	✓	✕
Security and Compliance	911 notifications	Email and SMS	Email only
	Dynamic end-to-end encryption for calls (ext to ext) and meetings	✓	✕
Integrations	App Gallery	300+ pre-built integrations	25+ pre-built integrations
Analytics	Adoption and usage reporting	✓	✕
	Customizable business analytics	✓	✕
	Real-time alerts	✓	✕
Video Meetings	AI noise reduction	✓	✕
	AI live transcription	✓	✕
	Native WebRTC browser support	✓	✕
Enterprise Flexibility	On-prem to cloud migration solutions	✓	✕
	Bring your own carrier	✓	✕

CCaaS		RingCX	Vonage Premium
AI Capabilities	Real-time agent assist	✓	✕
	Automated custom scorecards	✓	✕
Voice	Voice broadcast dialer	✓	✕
	Predictive dialer	✓	✕
Workforce Optimization	Workforce management	✓	Third party
Digital Channels	Chat	✓	Salesforce only
	SMS	✓	Salesforce only
	Email	✓	Salesforce only
	Instagram	✓	✕
	LinkedIn	✓	✕

Source: https://www.ringcentral.com/competitors/ringcentral-vs-vonage.html

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GOTO

UCaaS		RingCentral Ultra	GoTo Connect Phone System
Position in Gartner Magic Quandrant for UCaaS*		Leader 10 years	Niche Player
Artificial Intelligence	Real-time call notes	✓	✕
	Transcription and closed captioning	✓	✕
	Conversation intelligence platform for teams	✓	✕
Phone	High-volume SMS	✓	✕
	Toll-free minutes	10,000 included	1,000 included
	Audio conferencing	Unlimited up to 1,000 participants	Add-on
	Mobile admin service hub and onboarding	✓	✕
	Workflow builder and automator	✓	✕
Frontline Worker Solutions	Push-to-talk (walkie talkie)	Add-on	✕
	Push-to-show (video)	✓	✕
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
Analytics	Adoption and usage reporting	✓	✕
	Customizable business analytics	✓	✕
	Real-time call queue reporting	Add-on	✕
Video Meetings	Action items	✓	✕
	Whiteboarding	✓	Third-party
	Team huddle	✓	✕
Enterprise Flexibility	Global reach	PSTN in 45 countries	PSTN in 14 countries
	On-prem to cloud migration solutions	✓	✕
	Bring your own carrier	✓	✕
	POTS replacement	✓	✕

CCaaS		RingCX	GoTo Contact Center
AI Capabilities	Interaction summaries	Voice and 20+ digital channels	Voice only
	Automated out-of-the-box scoring model	✓	✕
Voice	Voice broadcast dialer	✓	✕
Workforce Optimization	Co-browse / screen share	All digital channels	Third-party
Digital Channels	SMS/MMS	✓	Add-on
	Facebook	Messenger and page	Add-on
	X	Direct messages and search	Add-on
	Instagram	Messages and posts	Add-on
	LinkedIn	✓	✕
	Apple messages for business	✓	✕
	Google business messages	✓	✕

Source: https://www.ringcentral.com/competitors/ringcentral-vs-goto.html

RingCentral

8x8

UCaaS		RingCentral Ultra	8x8
AI Capabilities	Real-time AI for calls	✓	✕
	AI APIs	✓	✕
	AI writer and translator	✓	✕
Phone	Toll-free minutes	10,000 included	None included
	High-volume SMS	✓	✕
	Internet fax	Included	Separate number + additional cost
	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
Frontline Worker Solutions	Push-to-talk (walkie talkie)	Add-on	✕
	Push-to-show (video)	✓	✕
Reliability, Security & Compliance	End-to-end encryption for calls (ext to ext)	✓	✕
	Dynamic E2EE for meetings	✓	✕
Integrations	Phone integations	300+ pre-built and 200+ for phone	Limited pre-built integrations
Analytics	Adoption reporting	✓	✕
	Real-time alerts	✓	✕
Video	Native webinar solution	Add-on	✕
	Native events Solution	Add-on	✕

CCaaS		RingCX	8x8
AI Capabilities	Automated scoring (out-of-the-box AI model)	✓	✕
	AI-powered & automated custom scorecards	✓	✕
	Interaction summaries	Voice and 20+ digital channels	Voice
	Coaching	AI-generated and supervisor	Supervisor
Voice	Voice broadcast dialer	✓	✕

Source: https://www.ringcentral.com/competitors/ringcentral-vs-8x8.html