

RingCentral vs. Zoom

Time and time again, independent third-party analysts recognize RingCentral for its product leadership:

RingCentral was named a Leader in the 2024 Gartner® Magic Quadrant™ for UCaaS, Worldwide* for the tenth consecutive year.

[Get the report](#)

Gartner

RingEX with RingSense AI was awarded with the 2024 Best of Enterprise Connect Overall Best Award.

[Read about the award](#)

 **enterprise**
CONNECT

RingCX was identified as a Leader in the Aragon Research Globe for the Intelligent Contact Center, SMB, 2024.

[Learn more](#)

 **Aragon**
Research

RingEX and RingCentral Contact Center both earned 2024 Top Rated Awards from TrustRadius.

[See more](#)



Additionally, RingCentral has built mature, comprehensive cloud-based enterprise communications systems for 25 years, building a network of global infrastructure. That's why RingCentral has delivered—not just promised via SLA, but actually delivered upon—its 99.999% uptime guarantee for more than six years.



This track record of consistency is why organizations like AWS, Avaya, Atos, Mitel, AT&T, Vodafone, BT, TELUS, Verizon, Deutsche Telekom, Charter Communications, Frontier, Spectrum Enterprise and more have all partnered with RingCentral.

*Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose. GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally. Magic Quadrant is a registered trademark of Gartner, Inc. and/or its affiliates and is used herein with permission. All rights reserved. Gartner, Magic Quadrant for Unified Communications as a Service, By Pankil Sheth, Megan Fernandez, Christopher Trueman, Rafael Benitez, 7 October 2024.

Compared to Zoom specifically:

UCaaS capabilities

In the 2024 Gartner Critical Capabilities for UCaaS report^{**}, RingCentral was named #1 for Telephony-Centric/Heavy Organizations and #1 for Midsize Enterprises.

RingCentral offers Push-to-Talk capabilities that turn your phone into a walkie talkie. Zoom Phone does not support this feature.

RingCentral can send group, bulk, and volume SMS, while Zoom phone cannot.

RingCentral offers fully integrated native internet fax. Zoom does not, supporting fax through ATA devices.

RingCentral offers the same full app-like experience when joining from a browser. Zoom's Web client has limited functionality relative to desktop (e.g., does not support simultaneous video feed in browser; No Meeting Switch and Call to Meeting features, etc).

Contact Center

Zoom Contact Center lacks digital channels other than SMS and web chat. It also lacks Workforce Management capabilities.

In the 2024 Gartner Critical Capabilities for UCaaS report^{**}, RingCentral was named #1 for UC with Integrated Contact Center.

AI

RingEX is powered by the RingSense AI platform, supporting native capabilities like closed captions, live transcriptions, AI-generated summaries, and call sentiment analysis. Zoom AI Companion does not support live transcriptions or call sentiment analysis.

Security and Compliance

RingCentral offers Dynamic End-to-End Encryption for meetings, allowing customers to turn E2EE on and off as needed. Zoom does not.

RingCentral also offers E2EE when joining from a browser. Zoom lacks this feature.

^{**}Gartner, Critical Capabilities for Unified Communications as a Service, By Rafael Benitez, Megan Fernandez, Christopher Trueman, Pankil Sheth, 14 October 2024.

For more information, please contact RingCentral Partner Support at partners@ringcentral.com or 800-595-8110.