



8X8 Named A Challenger In 2019 Gartner Magic Quadrant For Contact Center As A Service, North America

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8x8 Recognized as a Challenger for the Fifth Year in a Row

SAN JOSE, Calif.--(BUSINESS WIRE)-- [8x8, Inc.](#) (NYSE:EGHT), a leading Software-as-a-Service provider of voice, video, chat, contact center and enterprise-class API solutions powered by one global cloud communications platform, today announced it has been named by Gartner, Inc. as a Challenger in the 2019 [Magic Quadrant for Contact Center as a Service, North America](#).¹ This is the fifth consecutive year 8x8 has been recognized as a Challenger in this report.

"More and more, companies are realizing the need to prioritize customer experience (CX) in order to improve topline results. Only by moving from legacy on-premises systems to a modern cloud contact center can they improve CX and business performance," said Vik Verma, Chief Executive Officer at 8x8, Inc. "As we improved our position on the completeness of vision axis compared to last year, we believe that Gartner's recognition validates our commitment to delivering both a bundled offering through the 8x8 X Series and an innovative standalone 8x8 Contact Center solution. We also believe it acknowledges the power of our single cloud technology platform, opening up exciting possibilities to leverage additional capabilities across the organization, such as data and analytics, video meetings, team messaging and enterprise APIs, that further enhance both customer and employee experiences."

The 8x8 Contact Center is a complete standalone solution including ACD, IVR, omnichannel, dialer, reporting, customer journey analytics, quality management, speech analytics, surveys and knowledgebase, all delivered on one unified platform. The solution is built on a future-proof, AI-centric, secure platform to help contact centers drive customer loyalty by supporting every touchpoint throughout the customer journey. Pre-built CRM integrations extend the capabilities of the platform and provide contact centers with single sign on and centralized administration. 8x8 Contact Center also offers customers the freedom to utilize their own PBX or take advantage of the company's best-in-class Unified Communications as a Service (UCaaS) offering. Paired with the inclusion of multiple advanced native capabilities with every license, 8x8 Contact Center delivers rapid time to value while driving businesses forward.

In addition to being positioned as a Challenger in the Magic Quadrant for Contact Center as a Service, North America, 8x8 has also been named a Leader in the Gartner [Magic Quadrant for Unified Communications as a Service, Worldwide](#)² for the last eight consecutive years. By offering voice, video, chat and contact center on a single cloud platform, 8x8 believes it is uniquely positioned to support enterprises across the globe to improve employee and customer engagement and productivity.

[1] [Gartner Magic Quadrant for Contact Center as a Service, North America](#), Drew Kraus, Steve Blood, Simon Harrison, October 15, 2019.

[2] [Gartner Magic Quadrant for Unified Communications as a Service, Worldwide](#), Daniel O'Connell, Megan Fernandez, Rafael Benitez, Christopher Trueman, Sebastian Hernandez, July 30, 2019. This Magic Quadrant report name has changed from 2015 onwards- 2015-2019: Magic Quadrant for Unified Communications as a Service, Worldwide, 2014: Magic Quadrant for Unified Communications as a Service, North America With Additional Regional Presence, 2012-2013: Magic Quadrant for Unified Communications as a Service, North America.

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Caution Concerning Forward-Looking Statements

This press release contains forward-looking statements. Readers are cautioned that such forward-looking statements involve risks and uncertainties that could cause actual events or our actual results to differ materially from those expressed in any such forward-looking statements. Readers are directed to 8x8's periodic and other reports filed with the Securities and Exchange Commission (SEC) for a description of such risks and uncertainties. 8x8 undertakes no obligation to update any forward-looking statements.

About 8x8, Inc.

8x8, Inc. (NYSE: EGHT) is transforming the future of business communications as a leading Software-as-a-Service provider of voice, video, chat, contact center and enterprise-class API solutions powered by one global cloud communications platform. 8x8 empowers workforces worldwide to connect individuals and teams so they can collaborate faster and work smarter. Real-time analytics and intelligence provide businesses unique insights across all interactions and channels so they can delight end-customers and accelerate their business. For additional information, visit www.8x8.com, or follow 8x8 on [LinkedIn](#), [Twitter](#) and [Facebook](#).

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