



8x8, Inc.

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8x8 Named a Challenger in Gartner's 2015 Magic Quadrant for Contact Center as a Service, North America

Only Cloud Communications Provider to Achieve Gartner Magic Quadrant Placement for Both Contact Center as a Service (CCaaS) and Unified Communications as a Service (UCaaS)

SAN JOSE, Calif.--(BUSINESS WIRE)-- 8x8, Inc. (NASDAQ:EGHT), a leading provider of cloud-based unified communications and contact center solutions, today announced it has been named a Challenger in Gartner's Magic Quadrant for Contact Center as a Service, North America* for its [Virtual Contact Center](#) (VCC) solution. This recognition comes on the heels of 8x8's recent position as a Leader in the Gartner Magic Quadrant for Unified Communications as a Service, Worldwide** - making it the only cloud communications provider to achieve placement in both Magic Quadrants.

"8x8 broke new ground with VCC in 2015 and we are extremely proud of our global contact center momentum," said Vik Verma, CEO at 8x8. "Our contact center customers want to optimize agent productivity and consistently deliver a highly differentiated experience across any media, including voice, email and chat. With VCC's sophisticated analytics layer that helps businesses deliver unique insights into the customer experience, 8x8 continues to deliver on that promise and offer customers a unified global contact center solution with true worldwide presence. We believe our latest Gartner placement marks a special milestone for the company, with 8x8 positioned as the only cloud communications provider in both the CCaaS and UCaaS Magic Quadrants."

Offered as a standalone solution or as an integrated component of 8x8's complete Enterprise Communications as-a-Service (ECaaS) solution, 8x8's VCC empowers companies to deliver personalized customer experiences through powerful features such as Expert Connect, Virtual Queuing, Co-Browse, Personal Agent Connect, Web Callback and Proactive Chat with natural language translation. 8x8's recently announced [VCC Analytics](#) offers operational insights and workflow optimization capabilities to help dramatically improve agent performance. 8x8 natively offers both CCaaS and UCaaS functionality, supporting single sign-on, shared presence and directories, and instant messaging through its Expert Connect integration.

Download the Report

[Download a complimentary copy](#) of the 2015 Gartner Magic Quadrant Report for Contact Center as a Service, North America.

*Gartner, *Magic Quadrant for Contact Center as a Service, North America*, Drew Kraus, Steve Blood, Daniel O'Connell, 15 October 2015.

**Gartner, *Magic Quadrant for Unified Communications as a Service, Worldwide*, Daniel O'Connell, Bern Elliot, 03 September 2015.

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About 8x8, Inc.

8x8, Inc. (NASDAQ:EGHT) is the trusted provider of secure and reliable enterprise cloud communications solutions to more than 40,000 businesses operating in over 100 countries across six continents. 8x8's out-of-the-box cloud solutions replace traditional on-premises PBX hardware and software-based systems with a flexible and scalable Software as a Service (SaaS) alternative, encompassing cloud business phone service, contact center solutions, and conferencing. For additional information, visit www.8x8.com, www.8x8.com/UK or connect with 8x8 on [LinkedIn](#), [Twitter](#), [Google+](#) and [Facebook](#).

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