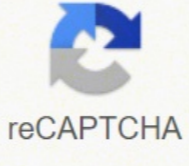




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Magic quadrant for contact center in

Figure 1. Magic Quadrant for Contact Center as a Service, North America

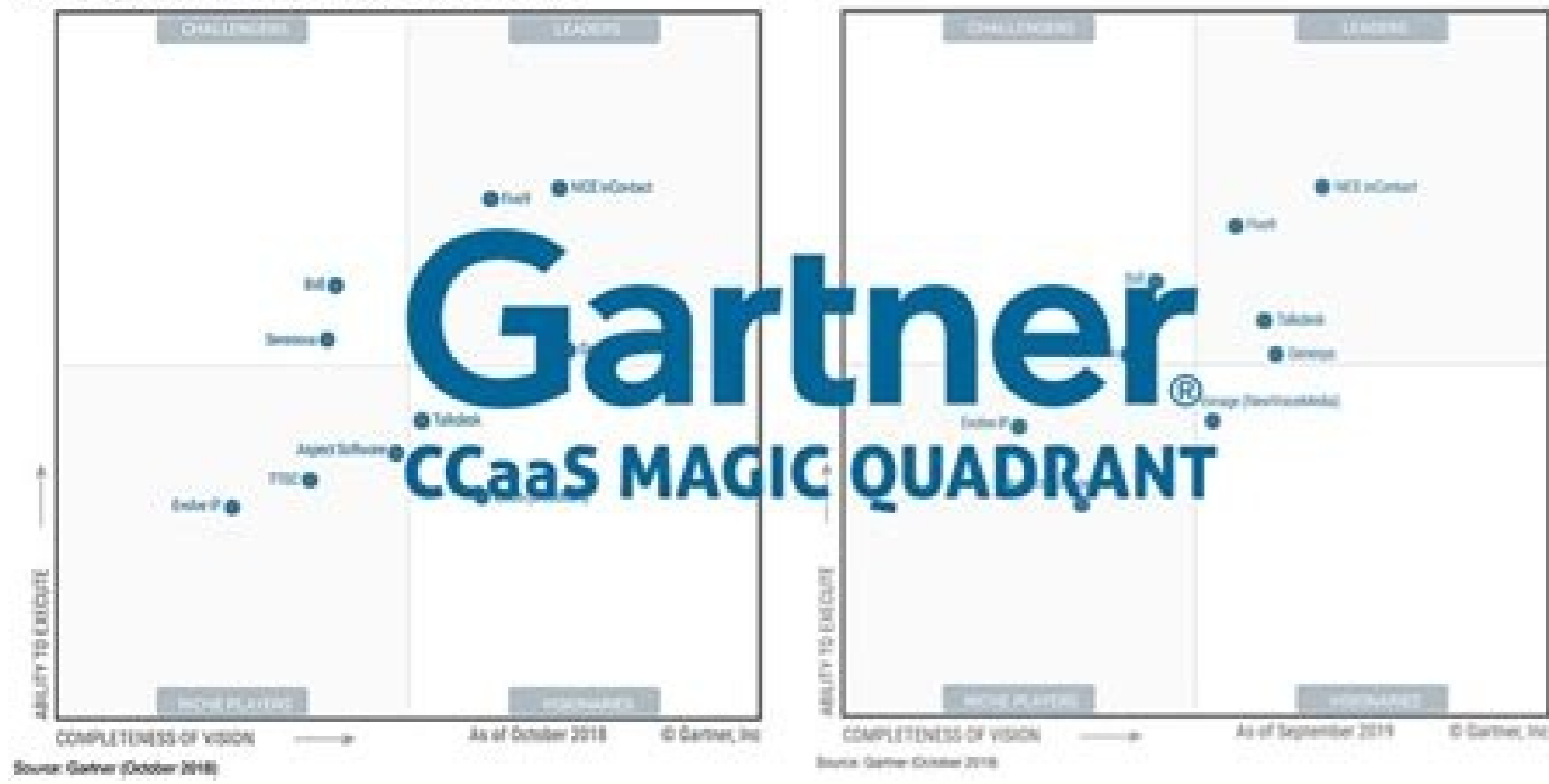


Figure 1. Magic Quadrant for Contact Center as a Service, Western Europe



Figure 1. Magic Quadrant for Contact Center as a Service, Western Europe



Source: Gartner (October 2019)

Figure 1. Magic Quadrant for Contact Center as a Service, Western Europe



Source: Gartner (October 2017)

Magic quadrant for contact center infrastructure worldwide. Gartner magic quadrant for contact center infrastructure worldwide. Gartner magic quadrant for contact center infrastructure 2019. Contact centre magic quadrant. Magic quadrant for contact center infrastructure. Magic quadrant for contact center infrastructure worldwide 2019. Contact centre as a service magic quadrant.

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Gartner does not endorse any supplier, product or service described in your research And it does not advise Tecnologia users to select the suppliers only with the highest grades or other designation. and / or their affiliates in the US and internationally and is used here with permission. TalkDesk's solution includes specific industrial and vertical products in areas such as health and life sciences, retail trade, electronic commerce and consumer goods, and the company has also improved its IA capabilities with a solution of Formation of non-technical. This graph was published by Gartner, Inc. However, the company continues to expand in Europe and Latin America, with a growth of sales to the international offices of clients located in the United States. All rights reserved. Gartner's research publications consist of the opinions of Gartner's research organization and should not be interpreted as declarations in fact. The company is one of the most venerable included, having been founded in 1990 «Although Genesys Cloud CX was launched in 2015. In addition, Odigo maintains several innovation centers to develop new experiences.Amazon Web ServiceTechnology and giant From the Amazon Web Services cloud (AWS) interactAA with the market of contact centers through its Amazon Connect CCAAS offer. As a result, the company focuses on the integration of video and collaboration channels within its supply CCAAS, directing vertical where this combination is desirable. The specialized CCAAS platform of CXONE is offered both directly and through channel cub partners as an UCAA Ringcentral UCAA provider. Using the extensive experience in AWS Infrastructure and Software, Amazon Connect offers directly and through channel partners, including Salesforce. The niche players of this year are:Evolve IP Lifesize Worldline Evolve IPNiche Evolve IP first launched its CCAAS offering in 2008, with a footprint in North America and Europe. This year's challengers are: Five9 Content Guru 8A-8 Vonage Five9challenger Five9 Place is insured through its Intelligent Cloud Contact Center CCAAS platform, with a particular strength in the Americas, where it is able to serve US multinationals. It has an agile, consumption-based pricing model that allows companies to offer support without extensive licensing commitments. The players of the 2021 Magic Quadrant CCAAS, the niche players are those who, although potentially large and growing, focus primarily on specific vertices or sets of solutions. This year's visionaries are: Odigo Amazon Web Services (AWS) Odigoformally a subsidiary of Cappgemini, Odigo's CCAAS platform is offered directly, as well as through its former owner. Having acquired the UK-based CCAAS provider Newvoicemedia in 2018, the company has a particular strength and presence in Europe, serving multinational organizations, although it is also growing in the Americas and APAC. Having been founded in the UK, GURU's content has a particular strength in the European region, with Gartner saying it is suitable for organizations with larger and more complex contact center requirements (although it also offers a dedicated SMB product). Gartner identified the company's strength in serving SMBs, as well as larger companies without the need for overly sophisticated contacts. According to Gartner, among its other strengths is a close integration with Cisco's unified communications environment, serving as an alternative to the latter companies' own CCAAC capabilities. The CXengage CCAAS offering of CXengage emerged in 2020 following a merger with Serenova - offer both integrated videos and contact centers. Here, we continue through them all. Gartner Magic Paragraph for CCAAS 2021He 2021 CCAAS Magic Quadrant Leadersleaders in the Magic Quadrant the above four pillars of customer service and can serve multinational organizations. Its niche offering includes alignment <sup>3</sup> payment solutions thanks to Worldline's extensive suite of e-commerce, payments and digital banking. Gartner says that the other strengths of the company are a wide network of channel partners and integrations, as well as investment<sup>3</sup> in WEM capabilities.WorldlineThe WL Contact CaaS platform ensures Worldline's position <sup>3</sup> the Magic Quadrant. Also identified were three optional capabilities of CaaS:Process Orchestration <sup>3</sup> support complex customer engagements Resource management and employee engagement Operational and customer insights and insights Based in part on their adhesion to these pillars<sup>3</sup> the 2021 Magic Quadrant for CaaS divides each supplier into four segments: Leaders, Challengers, Visionaries and Niche Players. Gartner said the company has a strong service proposal for multinationals based in North America and Europe, with the company strongly committed to the four pillars of customer service. Let us know on social networks. The company's commitment to the four pillars of customer service is being enhanced through the integrated functionality of management <sup>3</sup> services and CRM. The products may still be under development or may be delivered in collaboration <sup>3</sup> partners. Recently, the company has increased its customer service capacity through partnerships for management<sup>3</sup> work commitment, knowledge management<sup>3</sup> and virtual assistants to the customer:VonageThe Vonage Contact Center offer is part of its programmable communications platform that also integrates UCaaS and CPaaS functionality. Having acquired Inference Solutions late last year, Five9 has strong self-service capabilities and Like the Orchestration of Processes and Comprehension of Natural Language Content GuruContent The Guru Specialized CCAAS platform is known as Storm Contact, and is offered to customers clients etnardauc IE1202 SaaC ed ocig;Am etnardauc led soiranoisiv soL .sisi;Aa ed sedadicapac y selatigid selanac arap etropos oilpma nu eneit aA<sup>9</sup>Aapmoc al .adargetni n<sup>9</sup>Aicartsininda y oirausu ed zafretni anu noC .2002 ne zev aremip rop Alla adaznal odis rebah a odilbed aporuE ne etreu etnemlaicirap se aA<sup>9</sup>Aapmoc al .atcerid atnev ed senoicador ed s<sup>9</sup>Avart a etnemavisulcxo adicercFO .tcatnoCni ecin edsed odazituber ah .es euq erlbom oveun nu noc euqna .1202 ocig;Am etnardauc le ne redAl res a evleuv enoXC ECINenoXC ECIN ksedklat<sup>3</sup> enoXC ECIN syseG:nos A ed seredAl A .o<sup>9</sup>Aa etse .setneic ed sejav ed n<sup>9</sup>Aicatsaugro y sisi;Aa ed sedadicapac y acif;Arogep n<sup>9</sup>Aisnetxe ailpma us ne sazelatrof noc .etneic la ocivres led seralp ortauc sol noc aditemorpoc etnemetreuf abate aA<sup>9</sup>Aapmoc al euq ojid reutraG .etnegiletini ocivresotua le odiulcni .selanac nis etneic la ocivres ed sejav recerfo arap dadiacpac al omoc SaaCC n<sup>9</sup>Aiculus anu ed oelc<sup>9</sup>An nu ed dadiacpac al <sup>3</sup>Acifitnedi reutraG.n<sup>9</sup>Aicacibu acin<sup>9</sup>Aa anu ne selanac sol ed s<sup>9</sup>Avart a setneic sol ertne senoicaretni sal ranoitseq a etneic la ocivres ed saserpme sal a eduya euq SaaS n<sup>9</sup>Aicacilpa reiuglac a ereifer es SaaCC .reutraG n<sup>9</sup>AgeSoicivres nu omoc retneC tcatnoC ed n<sup>9</sup>Aicinifed al.L.S etnardauc aaCC amit<sup>9</sup>A al ed odacifingis le erbos .hcraseR KZ ed rodadnuf .alavarreK sueZ noc etnemeteiner <sup>3</sup>Albah yagnuD divaD efej ne rotide IE.emrofini oveun le ne odnaunitnoc acitc;Aarp al noc .odasap o<sup>9</sup>Aa le onu ne etroN led acir<sup>9</sup>AmA y latnediccO aporuE arap sodarapes otcatnoc ed sortnec ed semrofini sus radilosnoc a reutraG a <sup>3</sup>Aslupni ay laboly s;Am avitcepsrep atsE.laboly levin a setneic sol ed sajelpmoc s;Am sadnamed nedneita saserpme sal euq adidem a odnatnemua ;Atse olos SaaC ed senoiculus ed adnamed al .senreic ne n<sup>9</sup>Aa aïmednap al ed otefoe le noC.ocivres omoc retneC tcatnoC arap 1202 tnardauc oigam emrofini odarepse yum us odacilbug ah .odacrem ed sisi;Aa ed redAl .reutraG .sotceridni selanac rop y etnemateoid of Gartner houses describes visionaries as companies with solid capabilities of multichannel products and services, differentiating from with innovative functionalities although A tend to be smaller than the leaders and rivals. Source: Gartner Magic Quadrant for Contact Center as a Service, Drew Kraus, Pri Rathnayake, Steve Blood, August 12, 2021. Known as Prosodie until 2019, the company has a particular strength in the European region<sup>3</sup> and a focus on automation <sup>3</sup> and natural language capabilities as part of its contact center platform. Genesys also differentiates itself through pricing, including policies to compensate customers in case of non-compliance with SLA commitments.TalkdeskTalkdesk takes its place as the leader in CaaS's 2021 Magic Quadrant through its specialized CaaS CX Cloud platform. Challenges are also geographically restricted, focusing on specific subsets of the market, customer segments, and verticals. GARTNER is a registered trademark and service mark of Gartner, Inc. That stasis may itself generate some conversation <sup>3</sup> controversy about who should appear on the list A<sup>9</sup> A with heavyweights like Cisco, RingCentral, Enghouse Interactive and Avaya gone.À What do you think of the results of this A ? À results?

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