

Contact Center-as-a-Service (CCaaS) – Provider Compendium 2023

June 2023: Complimentary Abstract / Table of Contents



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Introduction

The current market state for CCaaS is rapidly growing, driven by the increasing demand for flexible remote work solutions, scalability to cater to fluctuating demand, and the need for businesses to provide exceptional customer service. Everest Group defines Contact Center-as-a-Service (CCaaS) as a cloud-based offering that provides the essential capabilities required to manage omnichannel customer interactions through capabilities such as automatic call distribution, Interactive Voice Response (IVR) and self-service tools, workforce optimization and scheduling/forecasting, and reporting & management insights, among others. CCaaS allows companies to scale their contact center operations quickly, without the need for significant investments in infrastructure and software. Many businesses are now transitioning from on-premise contact center solutions to cloud-based CCaaS solutions, as they offer greater flexibility, scalability, and cost-effectiveness. The CCaaS market is highly competitive, with numerous providers providing solutions with varying sophistication and pricing models. Additionally, the industry is undergoing consolidation, as larger companies are acquiring smaller players to broaden their service portfolio and increase market share.

In this research, we present an assessment and detailed profiles of eight CCaaS providers featured on the Contact Center-as-a-Service (CCaaS) PEAK Matrix® for 2023. Each provider profile offers a comprehensive picture of its service focus, key Intellectual Property (IP) / solutions, domain investments, and case studies. The assessment is based on Everest Group's annual RFI process for calendar year 2023, interactions with leading CCaaS providers, client reference checks, and an ongoing analysis of the CXM technologies market.

This report includes the profiles of the following eight leading CCaaS providers featured on the Contact Center-as-a-Service (CCaaS) PEAK Matrix® Assessment 2023:

- Leaders: Avaya and Genesys
- Major Contenders: [24]7.ai, Exotel, Sprinklr, and Tata Communications
- Aspirants: CM.com and LeadDesk

Scope of this report



Geography Global

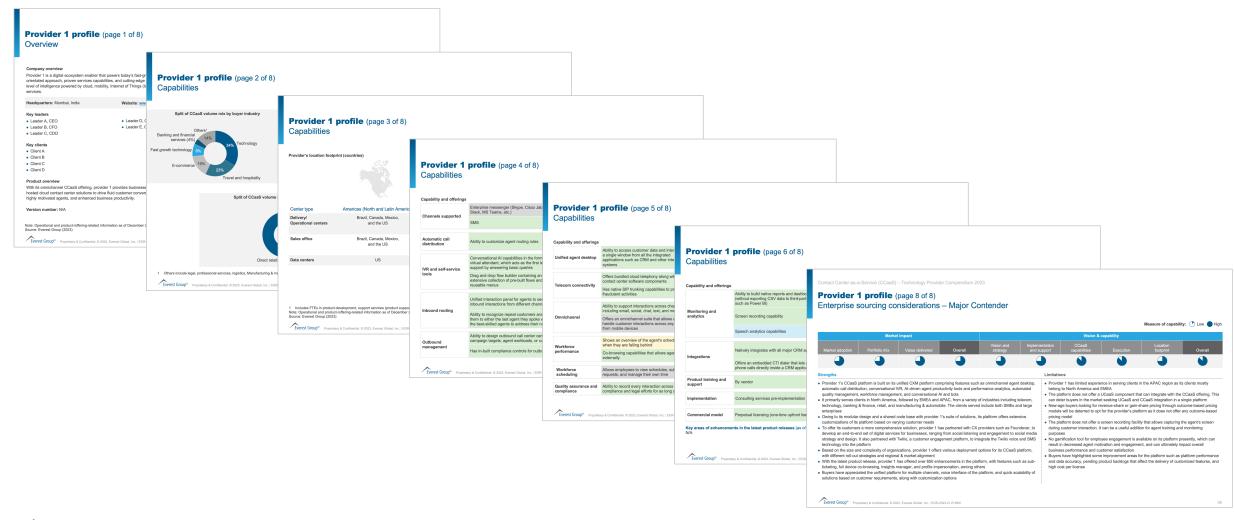


ProvidersEight leading CCaaS providers



Technology providersContact Center-as-a-Service (CCaaS)

This study provides a detailed view of technology providers' CCaaS offerings & capabilities; attached below are the charts to illustrate the depth of the report



Research calendar

Customer Experience Management (CXM) Services

Published	Planned Current release
Reports title	Release date
Driving the Digital Wave and Advancing Contact Centers through Digital Customer Experience Management (CXM)	December 2022
Capturing the Post-pandemic Resurgence: Customer Experience Management (CXM) State of the Market Report 2023	December 2022
Healthcare Customer Experience Management (CXM) Services in North America – Provider Compendium 2023	January 2023
The Contact Center for Rapidly Scaling Organizations: Leveraging Service Providers to Unleash Growth	January 2023
Delivering Extraordinary Customer Experiences Using Conversational AI	January 2023
Africa on the Rise: The Next Frontier in Customer Experience Management (CXM)	March 2023
Engaging with Customers in the Metaverse – Turning Fantasy into Reality	April 2023
Impact Sourcing Adoption in the CXM Industry	April 2023
Contact Center-as-a-Service (CCaaS) PEAK Matrix® Assessment 2023	May 2023
Contact Center-as-a-Service (CCaaS) – Provider Compendium 2023	June 2023
Driving Data-Led Digital Customer Experience Management	Q3 2023
Customer Experience Management (CXM) – Provider Compendium 2023	Q3 2023
Conversational AI (CAI) Technology Vendor Landscape with Products PEAK Matrix® Assessment 2023	Q3 2023
Customer Experience Management (CXM) Service Provider Landscape with PEAK Matrix® Assessment 2023 – Global, Americas, APAC, and EMEA	Q3 2023
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