



# Contact Center-as-a-Service (CCaaS) – Provider Compendium 2024

November 2024: Complimentary Abstract / Table of Contents

Provider Compendium  
Customer Experience Management Services



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# Introduction

The Contact Center-as-a-Service (CCaaS) market is evolving rapidly as enterprises increasingly recognize the value of delivering superior Customer Experiences (CX) through flexible, scalable, and integrated cloud-based solutions. Everest Group defines CCaaS as a licensable, cloud-based platform that enables the management of omnichannel customer interactions through features such as Automatic Call Distribution (ACD), Interactive Voice Response (IVR), agent-assist, and self-service tools.

These platforms offer seamless integration with CRM systems, Cloud Data Platforms (CDPs), enterprise systems of record such as ERP, ITSM systems, and automation tools, making them essential for modern CX strategies. The rise of generative AI (gen AI) has further transformed the CCaaS landscape, driving innovation in areas such as agent-assist solutions, knowledge management, workforce management, and quality assurance.

CCaaS providers are increasingly integrating their CCaaS and Unified Communications-as-a-Service (UCaaS) offerings into comprehensive business communication suites. The CCaaS market is also experiencing a surge in strategic partnerships, with technology giants such as

Microsoft and Google expanding the ecosystem and providing enterprises with a diverse range of integrated solutions to strengthen their CXM strategies.

**This report includes the profiles of the following 18 leading CCaaS providers:** 8x8, Amazon Web Services, Avaya, Cisco, CM.com, Content Guru, Exotel, Five9, Genesys, GoTo, NICE, LeadDesk, RingCentral, Salesforce, Sprinklr, Tata Communications, Twilio, and Vonage

## Scope of this report

**Geography:** Global

**Industry:** All

**Products:** Contact Center-as-a-Service (CCaaS)

# Overview and abbreviated summary of key messages

This report features detailed profiles of 18 leading CCaaS technology providers to assist CCaaS buyers in selecting providers that can serve their needs. It also allows technology providers to compare their offerings, capabilities, and other aspects with their competitors.

## **Some of the findings in this report, among others, are:**

### [CCaaS provider profiles](#)

Each technology provider profile covers the following details related to their CCaaS offering and capabilities:

- Company overview
- Product overview
- Recent investments and announcements
- Location footprint
- FTEs by function
- Product features, functionalities, and key enhancements
- Commercial model
- Key partnerships

# The Contact Center-as-a-Service (CCaaS) – Provider Compendium 2024 report has over 18 provider profiles

The image displays a series of overlapping document pages from the 'Contact Center-as-a-Service (CCaaS) – Provider Compendium 2024' report. The pages are numbered 1 through 10, illustrating the depth of the report. Key sections visible include:

- Provider 1 (page 1): Overview** - Company overview, key leaders (XYZ), headquarters (XYZ), and key clients (VISA, Walmart).
- Provider 1 (page 2): Capabilities** - Split of CCaaS volume mix, adoption by industry, and channels supported (Enterprise messenger, IVR, etc.).
- Provider 1 (page 3): Capabilities and offerings** - Inbound routing, omnichannel, workforce performance, and monitoring and analytics.
- Provider 1 (page 4): Capabilities and offerings** - Outbound management, unified agent desktop, knowledge management, and quality assurance.
- Provider 1 (page 5): Capabilities and offerings** - Workforce scheduling, telephony connectivity, and quality assurance.
- Provider 1 (page 6): Capabilities and offerings** - Monitoring and analytics, integrations, and product training and support.
- Provider 1 (page 7): Capabilities and offerings** - Key areas of enhancements (Launched, XYZ Autopilot Knowledge, etc.).
- Provider 1 (page 8): Commercial model** - Commercial model (Fixed capacity-based), plan tier (XYZ), and additional comments.
- Provider 1 (page 9): Partnerships** - Technology partnerships (Advanced analytics, RPA/Automation, etc.) and GTM partnerships (Resellers, System integrators).
- Provider 1 (page 10 of 10): Partnerships** - A detailed list of technology and GTM partnerships including AMELIA, Dialogflow, Watson, Microsoft Azure, Nuance, Einstein, Omilia, AWS, and others.

Each page includes a footer with 'Everest Group' branding and 'Proprietary & Confidential' notices.

# Research calendar

## Customer Experience Management (CXM) Services

Reports title	Published	Current release	Planned
	Release date		
Customer Experience Management (CXM) Services CXO Insights: Key Issues Report 2024			February 2024
Generative AI in CXM: Assessing Enterprise Readiness for this Disruptive Transformation			March 2024
An Enterprise Take on Providers in an Ever-changing Economic and Technology Climate			March 2024
The Role of Strategic Partnership Management and Rebadging in Enhancing Customer Satisfaction			June 2024
Are Consumers Ready for Generative AI-augmented Interactions?			June 2024
The Indispensable AI Duo: Transforming Experiences with Generative AI and Conversational AI (CAI)			June 2024
Leveraging AI to Enhance Customer Experience in Highly Regulated Industries			July 2024
Conversational AI Products PEAK Matrix® Assessment 2024			July 2024
Strategic Horizons: Mapping the CXM Outsourcing Landscape for English Support in Africa			August 2024
Customer Experience Management (CXM) Services PEAK Matrix® Assessment 2024 – Americas			August 2024
Customer Experience Management (CXM) Services PEAK Matrix® Assessment 2024 – APAC			September 2024
Customer Experience Management (CXM) Services PEAK Matrix® Assessment 2024 – EMEA			September 2024
Contact Center-as-a-Service (CCaaS) PEAK Matrix® Assessment 2024			October 2024
Conversational AI (CAI) State of the Market Report 2024			November 2024
<a href="#">Contact Center-as-a-Service (CCaaS) – Provider Compendium 2024</a>			November 2024
Customer Experience Management (CXM) State of the Market Report 2024			Q4 2024
Sales Services PEAK Matrix® Assessment 2024			Q4 2024

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