



INFO~TECH
RESEARCH GROUP

DATA QUADRANT REPORT

Contact Center as a Service - Midmarket

MAY 2026

This report features: UJET CCaaS | Gladly | Nextiva Contact Center | XTIUM Contact Center & CX | RingCX | Aircall | CloudTalk | Dialpad Support | Twilio Flex | DialedIn | Vonage Contact Center

317
REVIEWS

14
PRODUCTS INCLUDED

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How to Use the Report

Info-Tech's Data Quadrant Reports provide a comprehensive evaluation of popular products in the Contact Center as a Service - Midmarket market. This buyer's guide is designed to help prospective purchasers make better decisions by leveraging the experiences of real users.

The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other products in the category to create a holistic, unbiased view of the product landscape.

Use this report to determine which product is right for your organization. For highly detailed reports on individual products, see Info-Tech's Product Scorecard.

This report is available free of charge for internal use only to assist with software evaluation and selection. Sharing, republishing, distributing, or otherwise copying any portion of this report without the express written consent of SoftwareReviews.com is strictly prohibited.

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Software Directory

CONTACT CENTER AS A SERVICE - MIDMARKET SOFTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software products in a particular category. Use this page to create the right product shortlist by exploring all of the options available to your organization.



Contact Center as a Service - Midmarket Software

 Agentforce Contact Center

 Aircall

 Aloware

 Cirrus Contact Centre

 CloudTalk

 Contact Center for Enterprise

 DialedIn

 Dialpad Support

 Dixa

 Empower

 Gladly

 Intermedia Contact Center

 Kixie

 MiCloud Connect Contact Center

 Nextiva Contact Center

 Odigo

 RingCX

 storm CONTACT

 Twilio Flex

 UJET CCaaS

 VCC

 VCC Live

 Vonage Contact Center

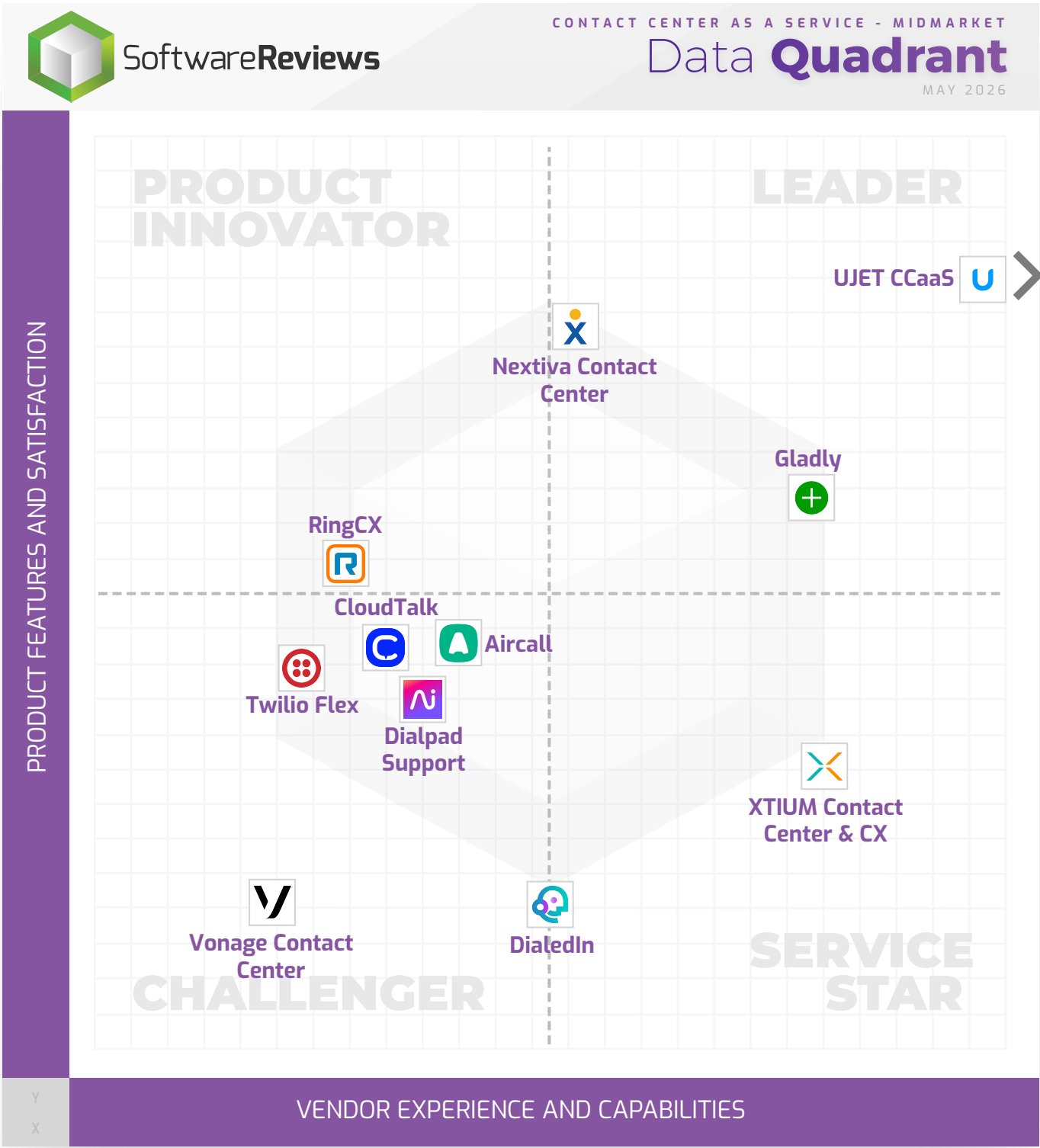
 XTIUM Contact Center & CX

SOFTWARE REVIEWS

Data Quadrant



Assess vendor and product performance at a glance and use the SoftwareReviews Data Quadrant to identify which products and vendors are leading the pack and which are trailing.



CONTACT CENTER AS A SERVICE - MIDMARKET

The Software Reviews Data Quadrant evaluates and ranks products based on feedback from IT and business professionals. The placement of a software in the Data Quadrant indicates its relative ranking as well as its categorization.

The Complete Software Experience

When distilled down, the software experience is shaped by both the experience with the software and the relationship with the vendor. Evaluating enterprise software along these two dimensions provides a comprehensive understanding of the product and helps identify vendors that can deliver on both.

Product Features and Satisfaction

The satisfaction is captured in the overall satisfaction score, which is driven by the likelihood of users to recommend the software, combined with user satisfaction across top product features.

Vendor Experience and Capabilities

The vendor relationship is calculated in a weighted average of the satisfaction scores tied to vendor capabilities (e.g. software implementation, training, customer support, product roadmap) as well as emotional response ratings toward the vendor (e.g. trustworthy, respectful, fair).

Note: Software product placement is based on the scores provided by users, recency of the reviews, and review volume. Axes are dynamically adjusted based on the minimum and maximum values in the data set.

Category Overview

This page provides a high level summary of product performance within the Contact Center as a Service - Midmarket category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Use this data to get a sense of the field, and to see how the products you’re considering stack up.

RANK	PRODUCT	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
	 UJET CCaaS	8.6/10	+96 	 -- NEGATIVE97% POSITIVE	91%	85%	96%	33
	 Gladly	8.1/10	+96 	 -- NEGATIVE97% POSITIVE	84%	84%	87%	19
	 Nextiva Contact Center	8.1/10	+88 	 4% NEGATIVE92% POSITIVE	90%	90%	97%	18
4	 XTIUM Contact Center & CX	7.9/10	+95 	 -- NEGATIVE96% POSITIVE	83%	75%	82%	35
5	 RingCX	7.7/10	+87 	 2% NEGATIVE89% POSITIVE	80%	86%	88%	26
6	 Aircall	7.7/10	+87 	 4% NEGATIVE91% POSITIVE	83%	83%	86%	35
7	 CloudTalk	7.6/10	+91 	 -- NEGATIVE92% POSITIVE	77%	81%	87%	40
8	 Dialpad Support	7.6/10	+90 	 -- NEGATIVE91% POSITIVE	81%	82%	88%	21
9	 Twilio Flex	7.6/10	+85 	 4% NEGATIVE89% POSITIVE	80%	80%	88%	31
10	 DialedIn	7.5/10	+96 	 -- NEGATIVE97% POSITIVE	82%	80%	80%	12
AVERAGE SCORES		7.8/10	+91 	 2% NEGATIVE93% POSITIVE	82%	82%	87%	27

Category Overview

This page provides a high level summary of product performance within the Contact Center as a Service - Midmarket category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Use this data to get a sense of the field, and to see how the products you’re considering stack up.

RANK	PRODUCT	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
11	 Vonage Contact Center	7.3/10	+90 	 -- NEGATIVE 90% POSITIVE	74%	75%	82%	28
	PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS							
--	 Agentforce Contact Center	8.1/10	+100 	 -- NEGATIVE 100% POSITIVE	86%	89%	93%	5
--	 Aloware	7.7/10	+95 	 -- NEGATIVE 95% POSITIVE	86%	90%	90%	7
--	 Dixa	7.5/10	+96 	 -- NEGATIVE 96% POSITIVE	85%	84%	87%	7

Vendor Capability Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

PRODUCT	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
UJET CCaaS	91%	90%	92%	91%	92%	93%	92%	89%	89%	87%	88%	94%
Nextiva Contact Center	90%	89%	90%	90%	92%	87%	91%	89%	85%	90%	91%	92%
Gladly	84%	85%	86%	86%	82%	82%	82%	81%	80%	83%	83%	89%
XTIUM Contact Center & CX	83%	84%	84%	83%	78%	81%	84%	83%	82%	85%	82%	84%
Aircall	83%	80%	83%	81%	82%	88%	80%	84%	88%	78%	80%	87%
DialedIn	82%	84%	80%	85%	80%	86%	76%	88%	86%	85%	76%	84%
Dialpad Support	81%	78%	82%	83%	86%	79%	78%	83%	77%	79%	82%	85%
RingCX	80%	82%	83%	84%	82%	83%	83%	76%	76%	75%	79%	79%
Twilio Flex	80%	81%	78%	81%	79%	81%	81%	76%	83%	84%	76%	82%
CloudTalk	77%	76%	75%	77%	77%	79%	78%	79%	80%	70%	78%	79%
CATEGORY AVERAGE	82%	82%	83%	83%	82%	83%	82%	82%	82%	81%	81%	84%

Vendor Capability Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

PRODUCT	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
Vonage Contact Center	74%	76%	78%	76%	73%	76%	73%	74%	74%	73%	70%	71%
CATEGORY AVERAGE	82%	82%	83%	83%	82%	83%	82%	82%	82%	81%	81%	84%

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS												
Aloware	86%	85%	82%	85%	88%	88%	85%	86%	86%	88%	86%	86%
Dixa	85%	85%	83%	85%	78%	95%	92%	81%	93%	69%	80%	96%
Agentforce Contact Center	86%	85%	80%	90%	80%	95%	85%	85%	75%	100%	80%	90%

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Vendor Capabilities

This table lists and briefly describes all vendor capabilities that are evaluated in the Contact Center as a Service - Midmarket software category. For your convenience, you will also find longer descriptions of the capabilities under the capability subheadings in the subsequent pages.

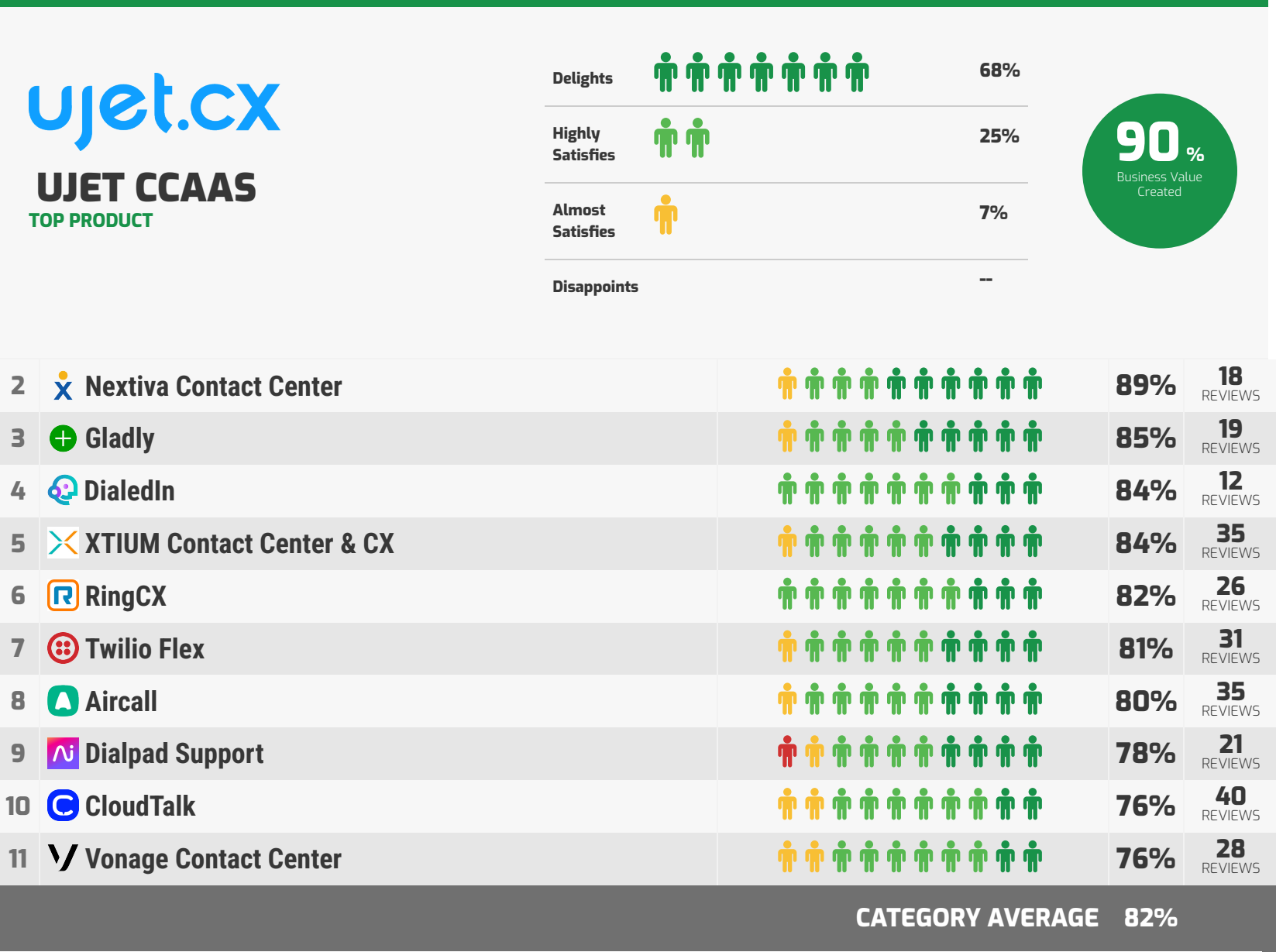
Business Value Created	The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization’s needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.	Vendor Support	The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-service their product and which will offer quality support.
Breadth of Features	Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.	Ease of Data Integration	The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.
Quality of Features	Feature quality is just as important as quantity. Software needs to do what you’re purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.	Ease of Administration	Administrative interfaces don’t get the same attention as those built for end users, but they shouldn’t be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.
Product Strategy and Rate of Improvement	Purchasing software can be a significant commitment, so it’s important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don’t stay on top of emerging needs and trends won’t enable you to meet your business goals. Use the data in this section to separate innovators from imposters.	Ease of Customization	Out-of-the-box functionality often isn’t enough, especially for niche or industry-specific software, and the reason you’re buying rather than building is to save time and money in the first place. Don’t get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.
Usability And Intuitiveness	End user learning curves cost the organization money. Pay attention to your end users’ technical ability to determine how important UX is in your purchase.	Availability and Quality of Training	Effective and readily available training enables users to get the most out of the software you’ve chosen. Use this section to make sure your vendor’s training programs and materials measure up.
		Ease of Implementation	Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Business Value Created

The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

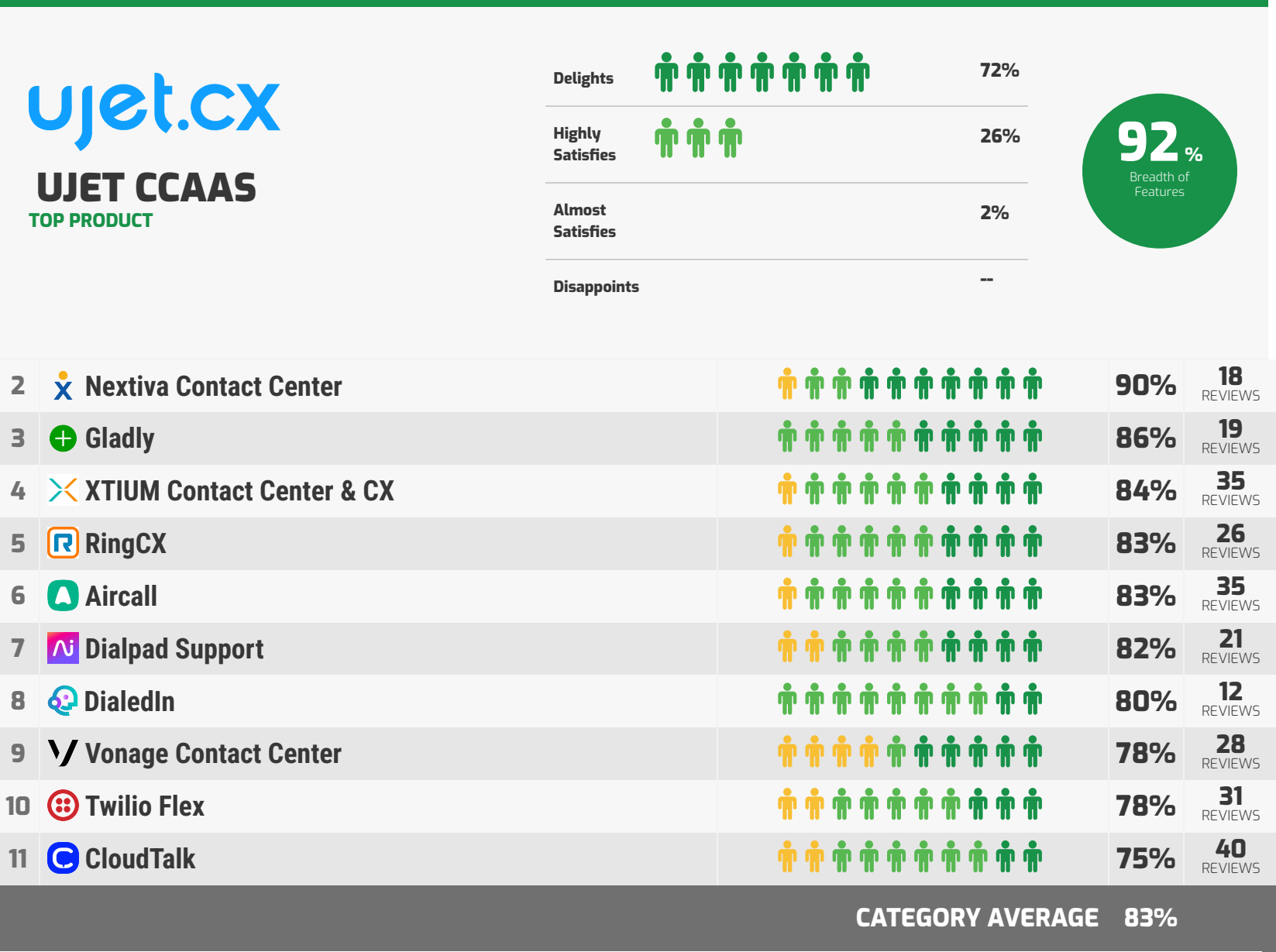
--	 Dixa		85%	7 REVIEWS
--	 Aloware		85%	7 REVIEWS
--	 Agentforce Contact Center		85%	5 REVIEWS

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Breadth of Features

Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

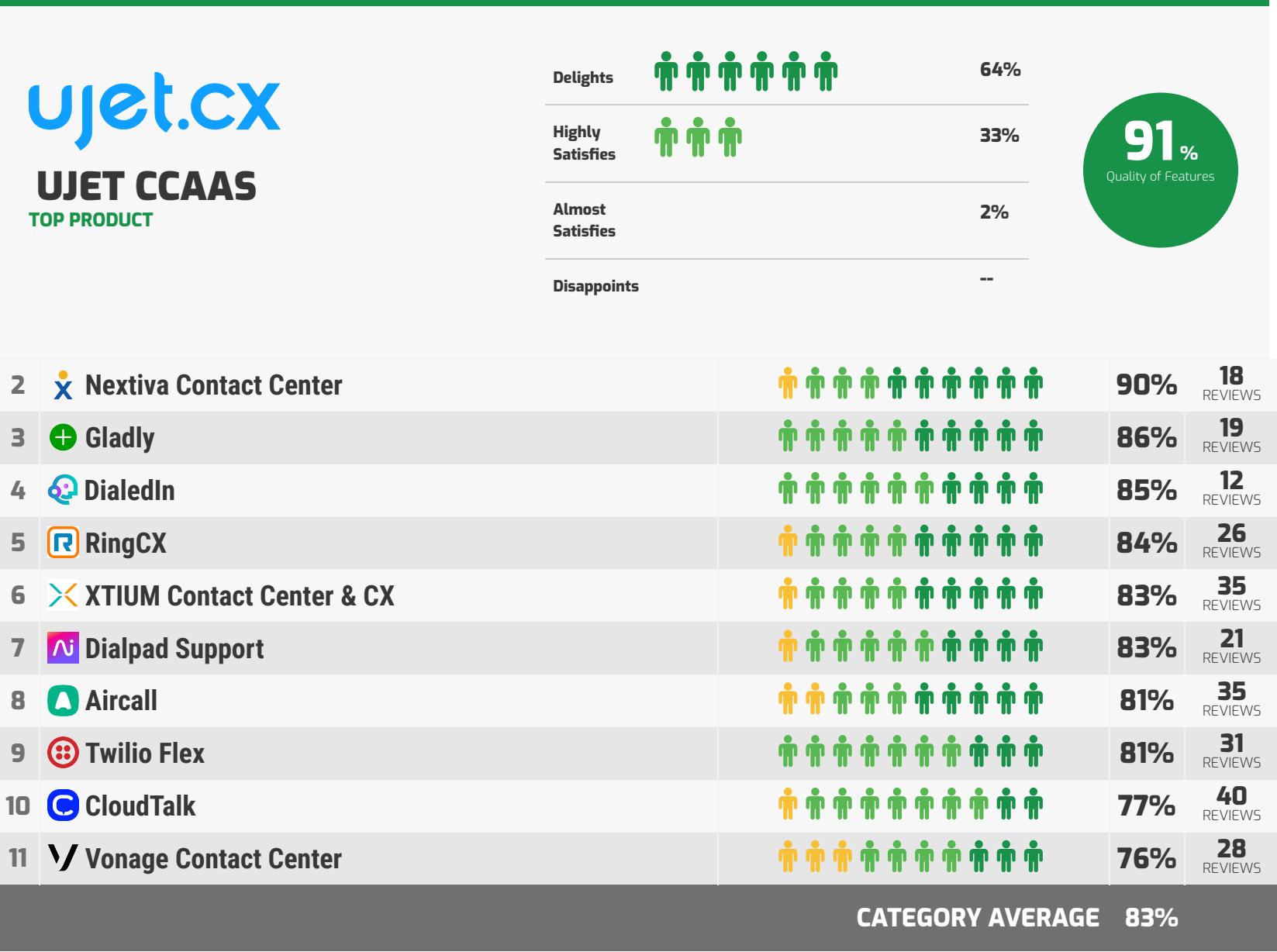
--	 Dixa		83%	7 REVIEWS
--	 Aloware		82%	7 REVIEWS
--	 Agentforce Contact Center		80%	5 REVIEWS

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Quality of Features

Feature quality is just as important as quantity. Software needs to do what you’re purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

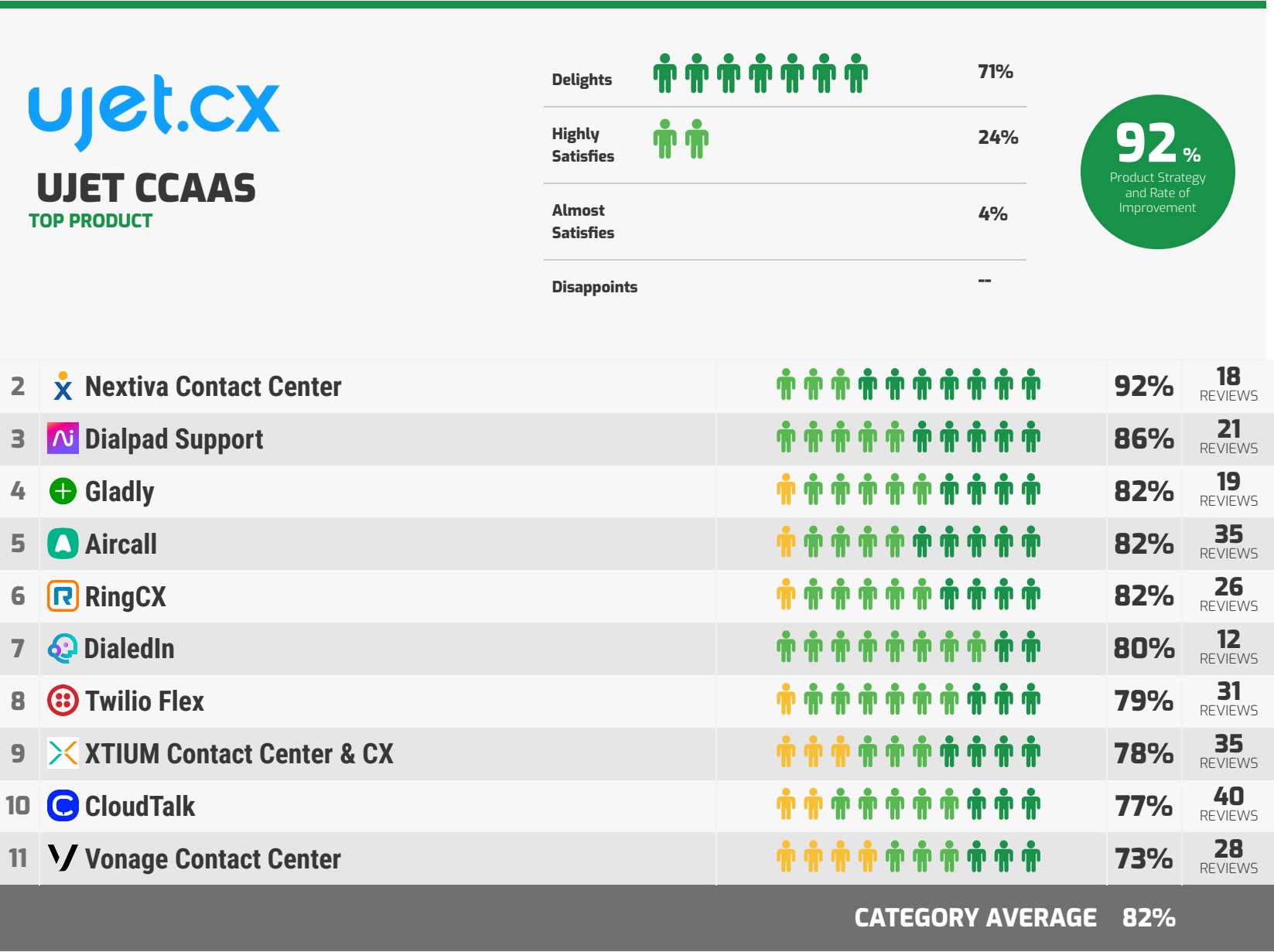
--	 Dixa		85%	7 REVIEWS
--	 Aloware		85%	7 REVIEWS
--	 Agentforce Contact Center		90%	5 REVIEWS

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Product Strategy and Rate of Improvement

Purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use the data in this section to separate innovators from imposters.



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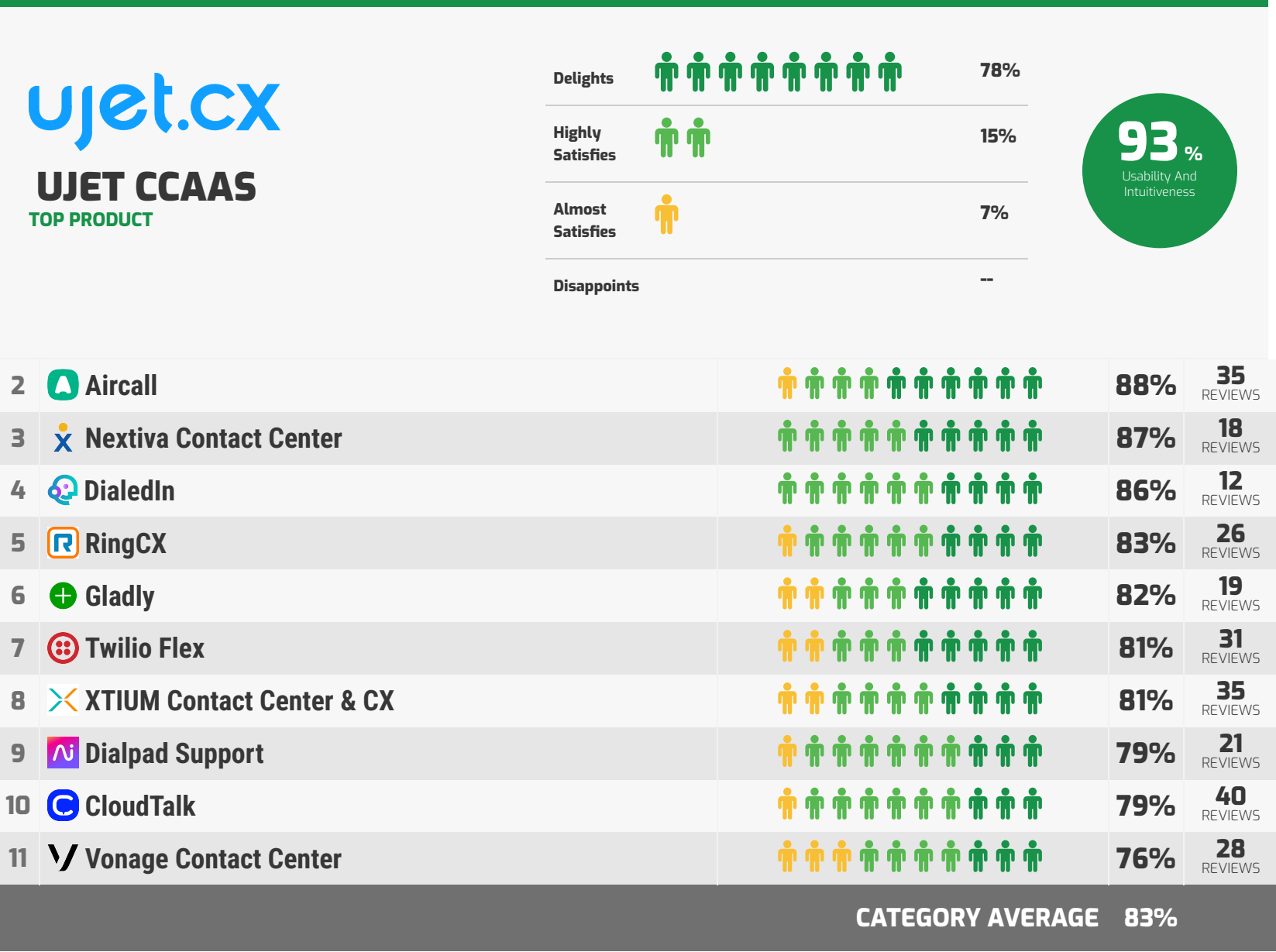
--	 Aloware		88%	7 REVIEWS
--	 Dixa		78%	7 REVIEWS
--	 Agentforce Contact Center		80%	5 REVIEWS

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Usability And Intuitiveness

End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.



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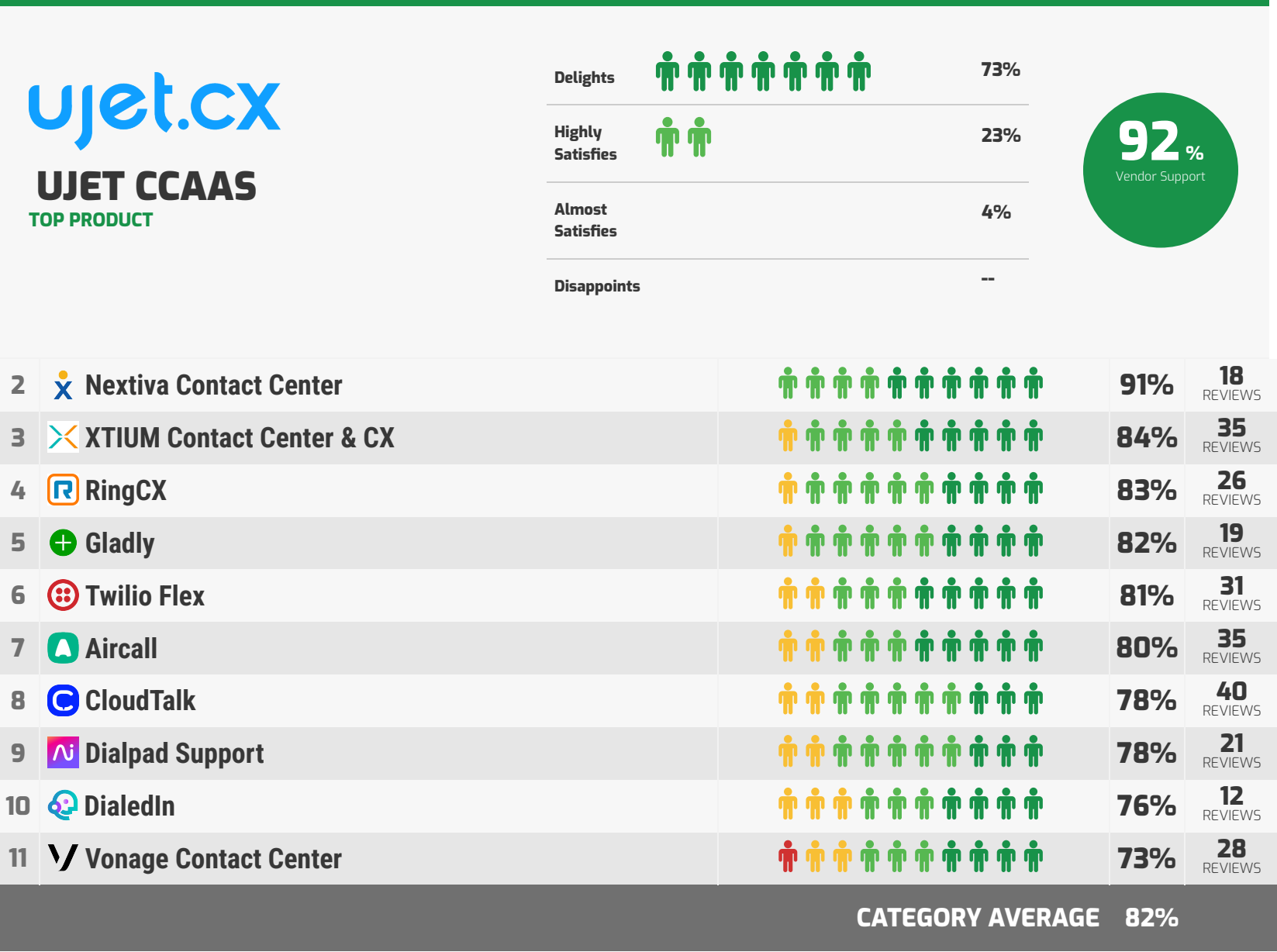
--	 Dixa		95%	7 REVIEWS
--	 Aloware		88%	7 REVIEWS
--	 Agentforce Contact Center		95%	5 REVIEWS

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Vendor Support

The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-serve their product and which will offer quality support.



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

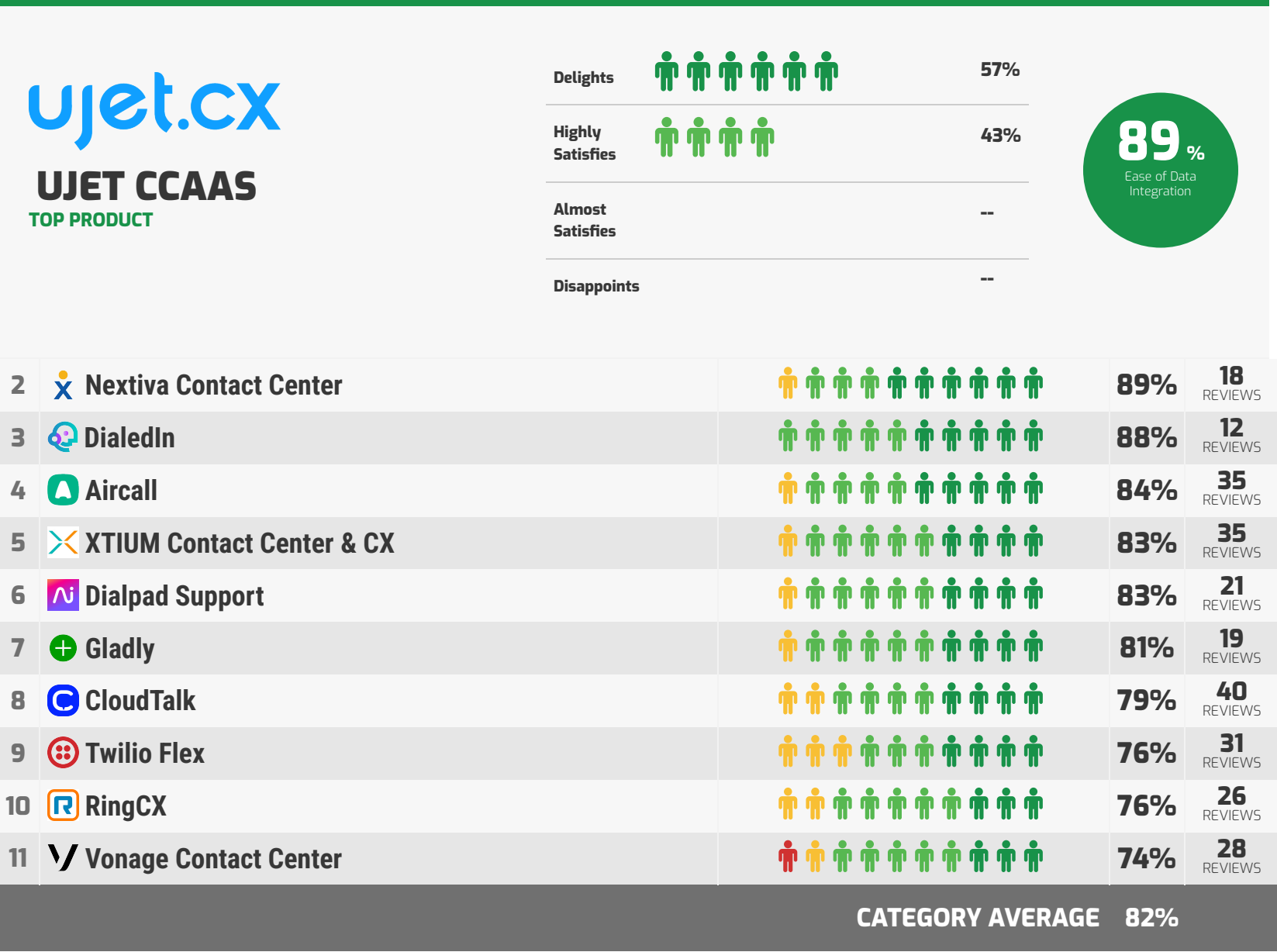
--	 Dixa		92%	7 REVIEWS
--	 Aloware		85%	7 REVIEWS
--	 Agentforce Contact Center		85%	5 REVIEWS

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Data Integration

The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

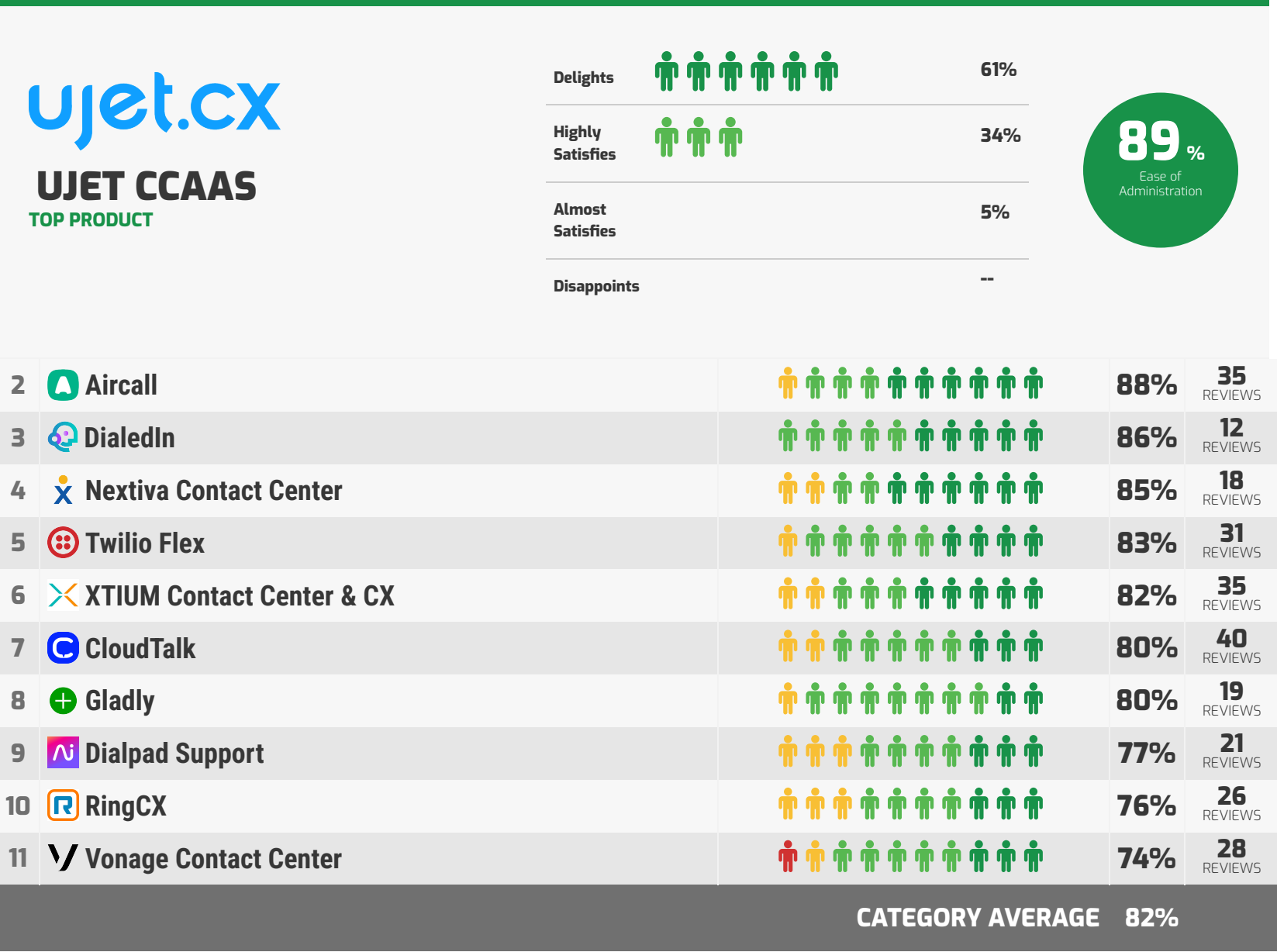
--	 Aloware		86%	7 REVIEWS
--	 Dixa		81%	7 REVIEWS
--	 Agentforce Contact Center		85%	5 REVIEWS

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Administration

Administrative interfaces don’t get the same attention as those built for end users, but they shouldn’t be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

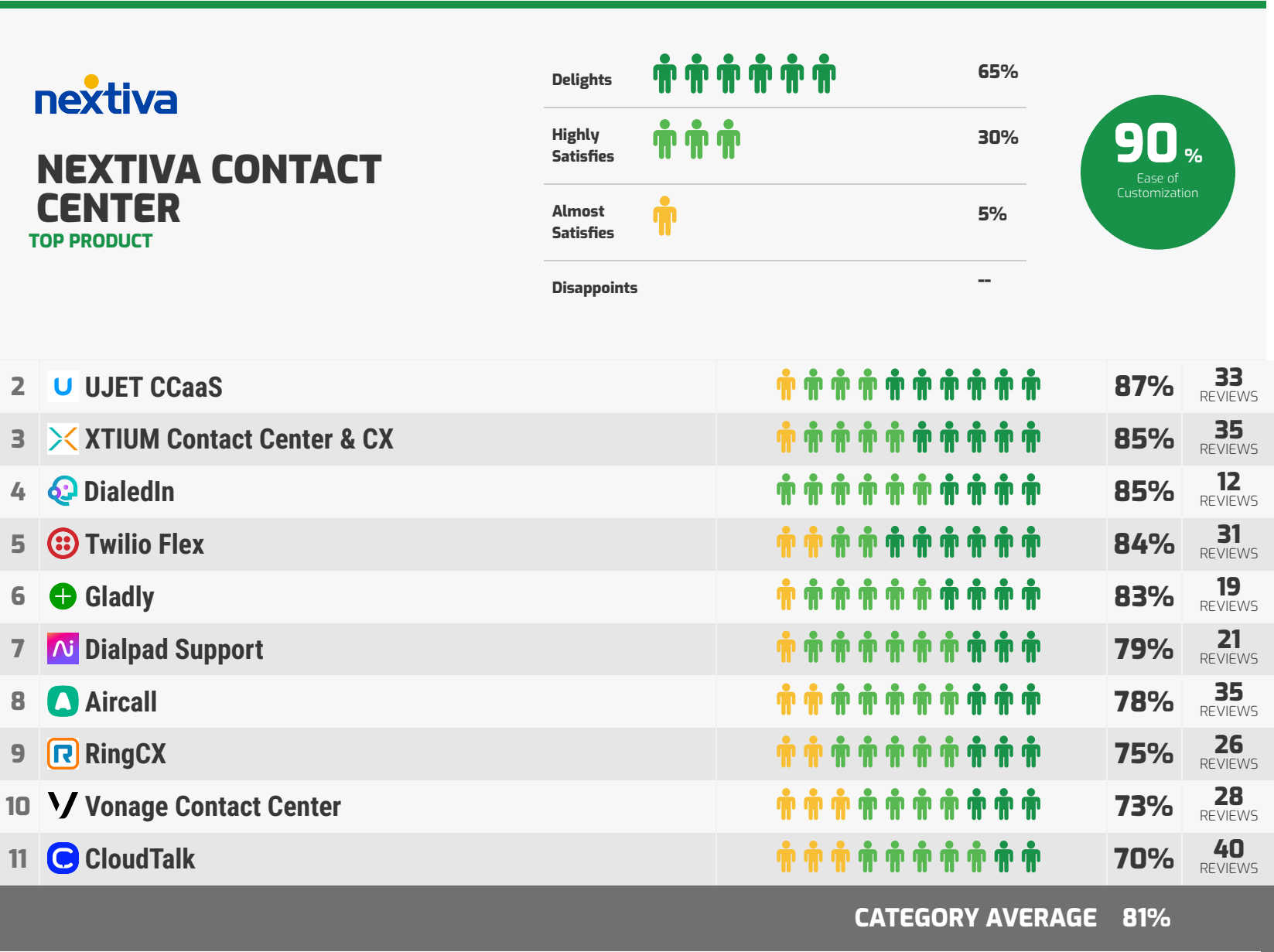
--	 Dixa		93%	7 REVIEWS
--	 Aloware		86%	7 REVIEWS
--	 Agentforce Contact Center		75%	5 REVIEWS

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Customization

Out-of-the-box functionality often isn't enough, especially for niche or industry-specific software, and the reason you're buying rather than building is to save time and money in the first place. Don't get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	 Aloware		88%	7 REVIEWS
--	 Dixa		69%	7 REVIEWS
--	 Agentforce Contact Center		100%	5 REVIEWS

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Availability and Quality of Training

Effective and readily available training enables users to get the most out of the software you’ve chosen. Use this section to make sure your vendor’s training programs and materials measure up.

 NEXTIVA CONTACT CENTER TOP PRODUCT		Delights  65% Highly Satisfies  35% Almost Satisfies -- Disappoints --	91% Availability and Quality of Training	
2	 UJET CCaaS		88%	33 REVIEWS
3	 Gladly		83%	19 REVIEWS
4	 Dialpad Support		82%	21 REVIEWS
5	 XTIUM Contact Center & CX		82%	35 REVIEWS
6	 Aircall		80%	35 REVIEWS
7	 RingCX		79%	26 REVIEWS
8	 CloudTalk		78%	40 REVIEWS
9	 DialedIn		76%	12 REVIEWS
10	 Twilio Flex		76%	31 REVIEWS
11	 Vonage Contact Center		70%	28 REVIEWS
CATEGORY AVERAGE 81%				

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

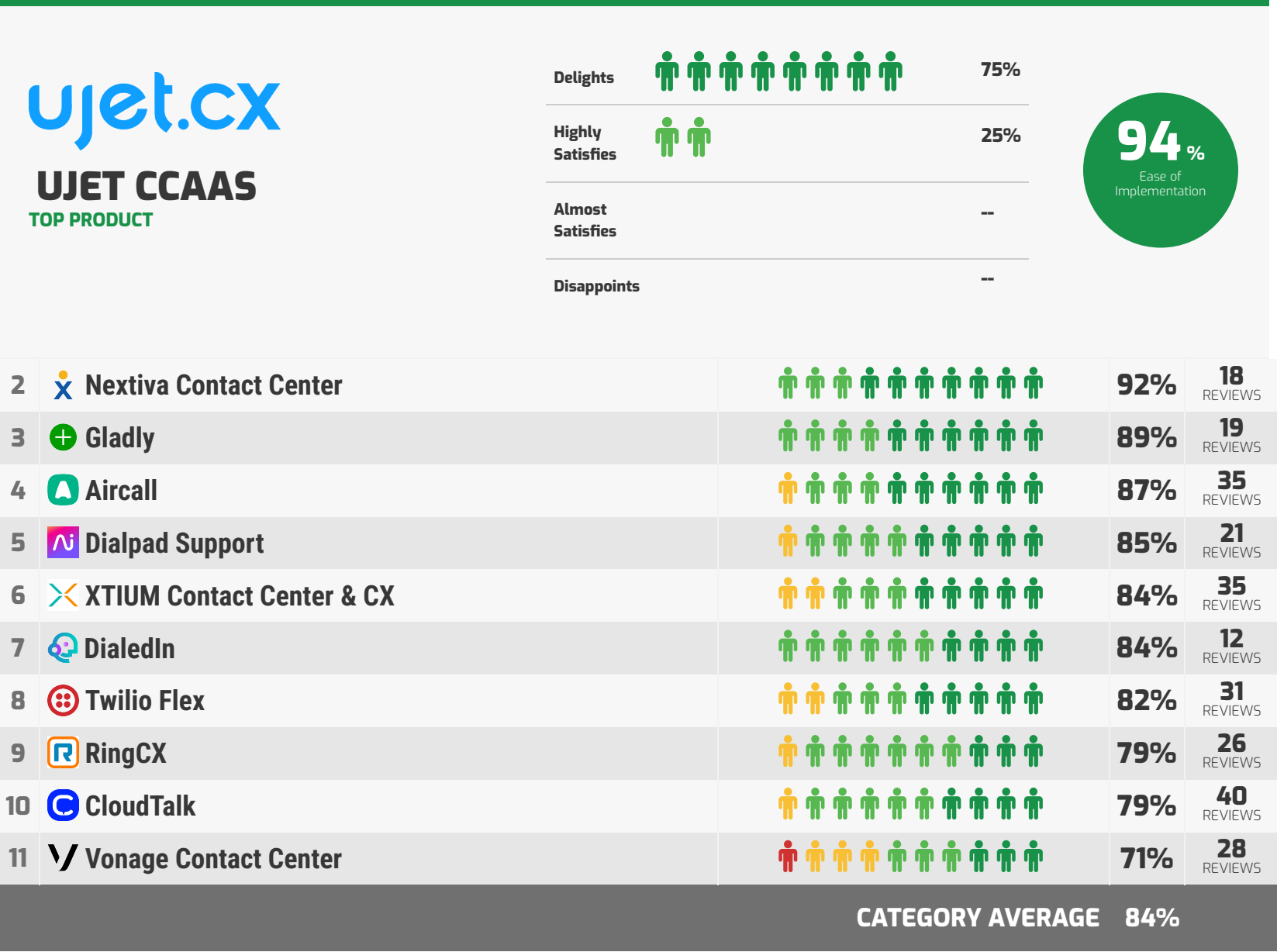
--	 Aloware		86%	7 REVIEWS
--	 Dixa		80%	7 REVIEWS
--	 Agentforce Contact Center		80%	5 REVIEWS

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Implementation

Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	 Dixa		96%	7 REVIEWS
--	 Aloware		86%	7 REVIEWS
--	 Agentforce Contact Center		90%	5 REVIEWS

Product Feature Summary

Mandatory Features

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

Product	Overall Feature Satisfaction	Call Recording	Call Scripting and Call Flow Management	Contact Center Analytics	Multi Channel Intake Integration	Multi Channel Queue Management	Skills Based Routing	Workforce Management	
Nextiva Contact Center	90%	87%	89%	92%	86%	93%	92%	92%	
RingCX	86%	88%	83%	84%	89%	89%	89%	80%	
UJET CCaaS	85%	88%	84%	84%	83%	84%	84%	86%	
Gladly	84%	87%	88%	83%	84%	82%	87%	80%	
Aircall	83%	87%	83%	79%	83%	82%	83%	83%	
Dialpad Support	82%	81%	86%	82%	84%	78%	78%	83%	
Twilio Flex	81%	84%	74%	74%	87%	82%	80%	83%	
CloudTalk	80%	85%	78%	81%	80%	78%	76%	86%	
DialedIn	80%	87%	93%	76%	77%	78%	77%	75%	
Vonage Contact Center	75%	78%	72%	73%	73%	77%	73%	80%	
CATEGORY AVERAGE	82%	84%	83%	80%	82%	82%	81%	82%	

Product Feature Summary

MANDATORY FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	CALL RECORDING	CALL SCRIPTING AND CALL FLOW MANAGEMENT	CONTACT CENTER ANALYTICS	MULTI CHANNEL INTAKE INTEGRATION	MULTI CHANNEL QUEUE MANAGEMENT	SKILLS BASED ROUTING	WORKFORCE MANAGEMENT	
XTIUM Contact Center & CX	75%	74%	77%	71%	81%	74%	68%	78%	
CATEGORY AVERAGE	82%	84%	83%	80%	82%	82%	81%	82%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS									
Aloware	89%	93%	96%	93%	80%	81%	88%	93%	
Dixa	84%	92%	94%	63%	81%	88%	92%	74%	
Agentforce Contact Center	89%	92%	92%	83%	100%	92%	83%	83%	

Product Feature Summary

STANDARD FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	AI POWERED QUALITY MANAGEMENT	AI POWERED VIRTUAL AGENTS	CONTACT CENTER COMPLIANCE MANAGEMENT	CRM INTEGRATION	CUSTOMER JOURNEY MODELLING	EMBEDDED VIDEO SUPPORT AND CO-BROWSE	INTELLIGENT INBOUND ROUTING	PROACTIVE CUSTOMER ENGAGEMENT	SCALABILITY AND RELIABILITY	SENTIMENT ANALYSIS	TRANSLATION
Nextiva Contact Center	90%	--	--	87%	--	--	--	--	--	--	--	--
RingCX	86%	--	--	85%	--	--	--	--	--	--	--	--
UJET CCaaS	85%	--	--	80%	--	--	--	--	--	--	--	--
Gladly	84%	--	--	82%	--	--	--	--	--	--	--	--
Aircall	83%	--	--	82%	--	--	--	--	--	--	--	--
Dialpad Support	82%	--	--	80%	95%	--	--	--	--	--	--	--
Twilio Flex	81%	--	--	81%	--	--	--	--	--	--	--	--
CloudTalk	80%	--	--	81%	--	--	--	--	--	--	--	--
DialedIn	80%	--	--	74%	--	--	--	--	--	--	--	--
Vonage Contact Center	75%	--	--	80%	--	--	--	--	--	--	--	--
CATEGORY AVERAGE	82%	81%	95%									

Product Feature Summary

STANDARD FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	AI POWERED QUALITY MANAGEMENT	AI POWERED VIRTUAL AGENTS	CONTACT CENTER COMPLIANCE MANAGEMENT	CRM INTEGRATION	CUSTOMER JOURNEY MODELLING	EMBEDDED VIDEO SUPPORT AND CO-BROWSE	INTELLIGENT INBOUND ROUTING	PROACTIVE CUSTOMER ENGAGEMENT	SCALABILITY AND RELIABILITY	SENTIMENT ANALYSIS	TRANSLATION
XTIUM Contact Center & CX	75%	--	--	75%	--	--	--	--	--	--	--	--
CATEGORY AVERAGE	82%	81%	95%									

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS												
Aloware	89%	--	--	88%	--	--	--	--	--	--	--	--
Dixa	84%	--	--	98%	--	--	--	--	--	--	--	--
Agentforce Contact Center	89%	92%	92%	83%	75%	83%	100%	75%	83%	92%	92%	83%

Product Feature Summary

STANDARD FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	WORKFORCE OPTIMIZATION	
Nextiva Contact Center	90%	--	
RingCX	86%	--	
UJET CCaaS	85%	--	
Gladly	84%	--	
Aircall	83%	--	
Dialpad Support	82%	--	
Twilio Flex	81%	--	
CloudTalk	80%	--	
DialedIn	80%	--	
Vonage Contact Center	75%	--	
CATEGORY AVERAGE	82%		

Product Feature Summary

STANDARD FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	WORKFORCE OPTIMIZATION	
XTIUM Contact Center & CX	75%	--	
CATEGORY AVERAGE	82%		

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS			
Aloware	89%	--	
Dixa	84%	--	
Agentforce Contact Center	89%	92%	

Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Product Features

This table lists and describes all the features that are evaluated in the Contact Center as a Service - Midmarket software category. For your convenience, these descriptions are repeated under the feature subheadings in the subsequent pages.

Mandatory Features		
Call Recording Call Scripting and Call Flow Management Contact Center Analytics	Inbound and outbound calls are captured and retained in the platform, and can be appended with relevant metadata (such as callers, date/time, subject). The solution provides service agents with recommended scripts or call sequence activities across the lifecycle of a service interaction. The solution provides strong reporting and analytics capabilities on key contact centre metrics (i.e. call handle times, average time to resolution etc.).	
	Standard Features	
	Multi Channel Intake Integration Multi Channel Queue Management Skills Based Routing Workforce Management	The solution provides the ability to ingest service inquiries from multiple channels (e-mail, telephony, instant messaging, social media, web channels). The solution provides a structured queue system for sequencing service requests from multiple channels. The solution provides the ability to automatically route tickets or cases to the appropriate agent based on stored skills assessments. Provides time & attendance capabilities to track staff time and performance/KPIs and coordinates scheduling in accordance with regulations & business needs.
	Contact Center Compliance Management	The solution provides an audit trail of all contact centre activities for compliance purposes.

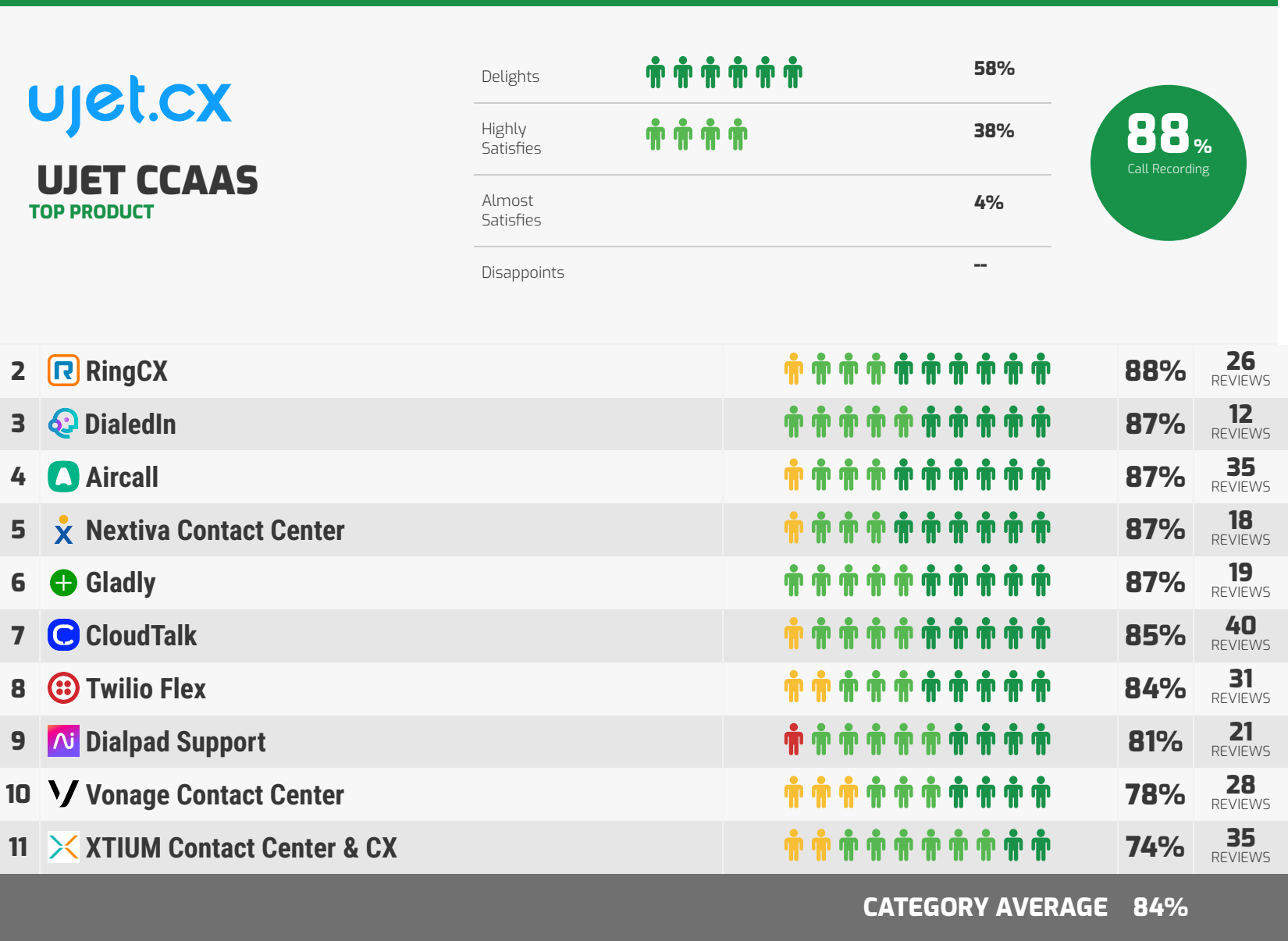
Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Call Recording

Mandatory Feature

Inbound and outbound calls are captured and retained in the platform, and can be appended with relevant metadata (such as callers, date/time, subject).



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	 Aloware		93%	7 REVIEWS
--	 Dixa		92%	7 REVIEWS
--	 Agentforce Contact Center		92%	5 REVIEWS

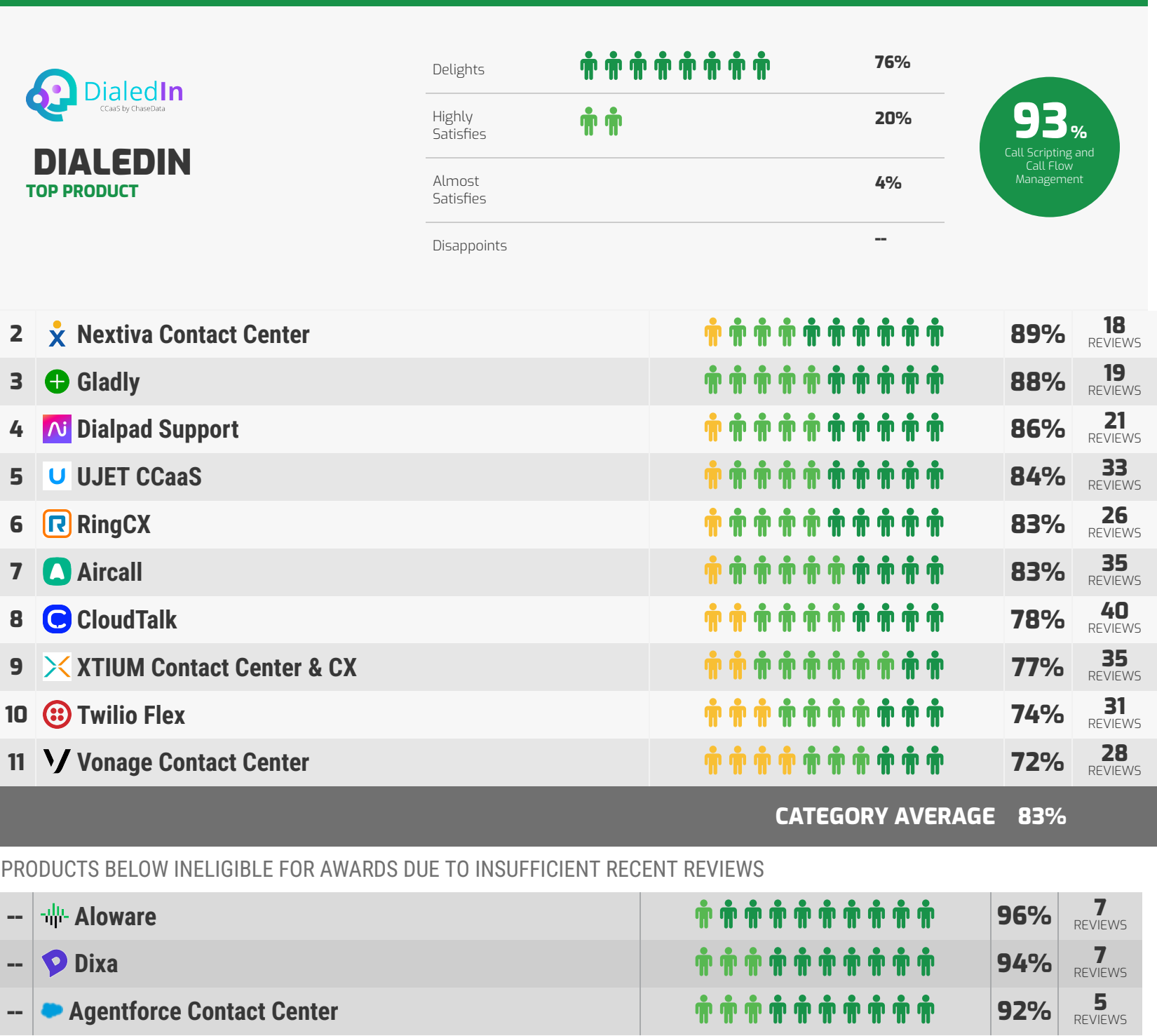
Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Call Scripting and Call Flow Management

Mandatory Feature

The solution provides service agents with recommended scripts or call sequence activities across the lifecycle of a service interaction.



CATEGORY REPORT

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 Vendor Capabilities

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Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Contact Center Analytics

Mandatory Feature

The solution provides strong reporting and analytics capabilities on key contact centre metrics (i.e. call handle times, average time to resolution etc.).

NEXTIVA CONTACT CENTER

TOP PRODUCT

Delights		67%
Highly Satisfies		33%
Almost Satisfies		--
Disappoints		--

92%

Contact Center Analytics

2	RingCX		84%	26 REVIEWS
3	UJET CCaaS		84%	33 REVIEWS
4	Gladly		83%	19 REVIEWS
5	Dialpad Support		82%	21 REVIEWS
6	CloudTalk		81%	40 REVIEWS
7	Aircall		79%	35 REVIEWS
8	DialedIn		76%	12 REVIEWS
9	Twilio Flex		74%	31 REVIEWS
10	Vonage Contact Center		73%	28 REVIEWS
11	XTIUM Contact Center & CX		71%	35 REVIEWS

CATEGORY AVERAGE

80%

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	 Aloware		93%	7 REVIEWS
--	 Dixa		63%	7 REVIEWS
--	 Agentforce Contact Center		83%	5 REVIEWS

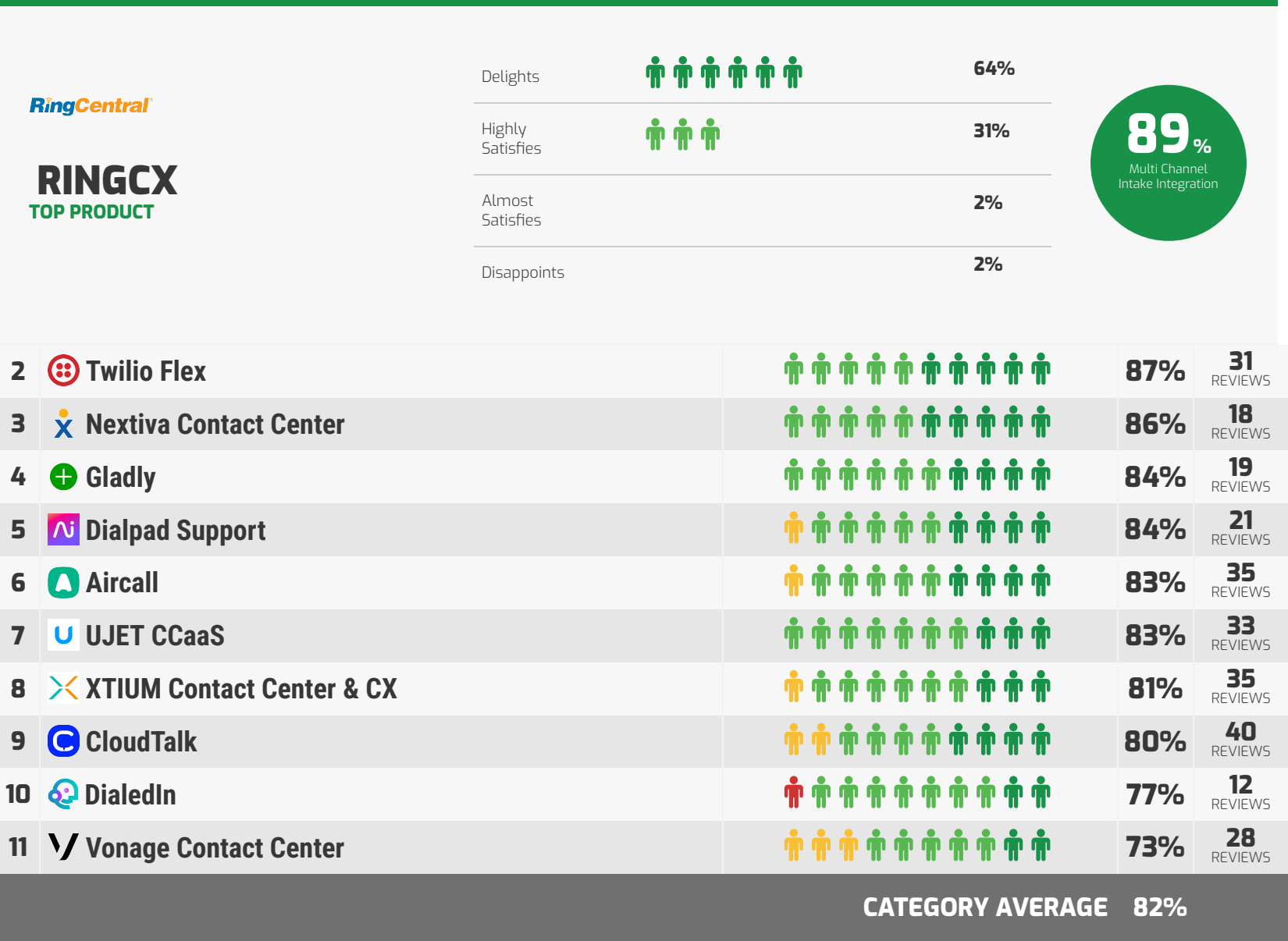
Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Multi Channel Intake Integration

Mandatory Feature

The solution provides the ability to ingest service inquiries from multiple channels (e-mail, telephony, instant messaging, social media, web channels).



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	 Dixa		81%	7 REVIEWS
--	 Aloware		80%	7 REVIEWS
--	 Agentforce Contact Center		100%	5 REVIEWS

Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Multi Channel Queue Management

Mandatory Feature

The solution provides a structured queue system for sequencing service requests from multiple channels.

NEXTIVA CONTACT CENTER

TOP PRODUCT

Delights		71%
Highly Satisfies		29%
Almost Satisfies		--
Disappoints		--

93%

Multi Channel Queue Management

2	RingCX		89%	26 REVIEWS
3	UJET CCaaS		84%	33 REVIEWS
4	Aircall		82%	35 REVIEWS
5	Gladly		82%	19 REVIEWS
6	Twilio Flex		82%	31 REVIEWS
7	DialedIn		78%	12 REVIEWS
8	CloudTalk		78%	40 REVIEWS
9	Dialpad Support		78%	21 REVIEWS
10	Vonage Contact Center		77%	28 REVIEWS
11	XTIUM Contact Center & CX		74%	35 REVIEWS
CATEGORY AVERAGE			82%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Dixa		88%	7 REVIEWS
--	Aloware		81%	7 REVIEWS
--	Agentforce Contact Center		92%	5 REVIEWS

Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Skills Based Routing

Mandatory Feature

The solution provides the ability to automatically route tickets or cases to the appropriate agent based on stored skills assessments.

NEXTIVA CONTACT CENTER

TOP PRODUCT

Delights		68%
Highly Satisfies		32%
Almost Satisfies	--	
Disappoints	--	

92%

Skills Based Routing

2	RingCX		89%	26 REVIEWS
3	Gladly		87%	19 REVIEWS
4	UJET CCaaS		84%	33 REVIEWS
5	Aircall		83%	35 REVIEWS
6	Twilio Flex		80%	31 REVIEWS
7	Dialpad Support		78%	21 REVIEWS
8	DialedIn		77%	12 REVIEWS
9	CloudTalk		76%	40 REVIEWS
10	Vonage Contact Center		73%	28 REVIEWS
11	XTIUM Contact Center & CX		68%	35 REVIEWS

CATEGORY AVERAGE

81%

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	 Dixa			92%	7 REVIEWS
--	 Aloware			88%	7 REVIEWS
--	 Agentforce Contact Center			83%	5 REVIEWS

Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Workforce Management

Mandatory Feature

Provides time & attendance capabilities to track staff time and performance/KPIs and coordinates scheduling in accordance with regulations & business needs.


NEXTIVA CONTACT CENTER
TOP PRODUCT

Delights		73%
Highly Satisfies		21%
Almost Satisfies		7%
Disappoints		--

92%
Workforce Management

2	 CloudTalk		86%	40 REVIEWS
3	 UJET CCaaS		86%	33 REVIEWS
4	 Aircall		83%	35 REVIEWS
5	 Twilio Flex		83%	31 REVIEWS
6	 Dialpad Support		83%	21 REVIEWS
7	 Gladly		80%	19 REVIEWS
8	 RingCX		80%	26 REVIEWS
9	 Vonage Contact Center		80%	28 REVIEWS
10	 XTIUM Contact Center & CX		78%	35 REVIEWS
11	 DialedIn		75%	12 REVIEWS
CATEGORY AVERAGE 82%				

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	 Aloware		93%	7 REVIEWS
--	 Dixa		74%	7 REVIEWS
--	 Agentforce Contact Center		83%	5 REVIEWS

Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Contact Center Compliance Management

Standard Feature

The solution provides an audit trail of all contact centre activities for compliance purposes.

 NEXTIVA CONTACT CENTER TOP PRODUCT	Delights		56%
	Highly Satisfies		37%
	Almost Satisfies		7%
	Disappoints		--

87%

Contact Center Compliance Management

2	 RingCX		85%	26 REVIEWS
3	 Gladly		82%	19 REVIEWS
4	 Aircall		82%	35 REVIEWS
5	 CloudTalk		81%	40 REVIEWS
6	 Twilio Flex		81%	31 REVIEWS
7	 Dialpad Support		80%	21 REVIEWS
8	 Vonage Contact Center		80%	28 REVIEWS
9	 UJET CCaaS		80%	33 REVIEWS
10	 XTIUM Contact Center & CX		75%	35 REVIEWS
11	 DialedIn		74%	12 REVIEWS

CATEGORY AVERAGE 81%

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	 Dixa		98%	7 REVIEWS
--	 Aloware		88%	7 REVIEWS
--	 Agentforce Contact Center		83%	5 REVIEWS