



Available Channels: Chat, Chat (Agent), Email, Inbound Voice, Outbound Dialer, Queue Call Back, SMS, Social Media, Video		○ (8/9)	○ (8/9)	○ (8/9)	○ (8/9)
Provider	link to provider's Pathfinder profile	Five9	NICE inContact	Talkdesk	Genesys Cloud (PureCloud)
HQ	Supplier's headquarters	San Ramon, CA	Salt Lake City, UT	San Francisco, CA	Daly City, CA
# of Employees	Size of supplier by employee count	1,100	2,000 (NIC) / 8,000 (NICE)	600	5,000
Public / Private	Privately owned or publicly traded	Public: FIVN (NASDAQ)	Public: NICE	Private	Private
Sold Standalone?	Can the CaaS solution be sold without bundling UCaaS offering (if applicable)?	Yes	Yes	Yes	Yes
Gartner Magic Quadrant 2020	This provider's placement in Gartner's Magic Quadrant for the industry	Challengers	Leaders	Leaders	Leaders
Key Acquisitions	Companies acquired and integrated into the supplier's offering	Virtual Observer (CSI)	Brand Embassy, Mattersight, Satmetrix, Uptivity	n/a	Interactive Intelligence
Primary Datacenters	Location of supplier's core data centers APAC: Asia-Pacific EMEA: Europe, Middle East, Africa LATAM: Latin America NA: North America	NA: Atlanta, Miami, Santa Clara EMEA: Amsterdam, Dublin, Slough APAC: Tokyo, Sydney LATAM: São Paulo	NA: Culpepper, Dallas, Los Angeles, Miami, Montreal, Toronto EMEA: Frankfurt, London, Manchester, Munich APAC: Melbourne, Singapore, Sydney, Tokyo LATAM: São Paulo	NA: San Francisco, Virginia EMEA: Dublin, Frankfurt APAC: Beijing, Singapore, Sydney, Tokyo LATAM: São Paulo	NA: California (AWS West), Canada, Virginia (AWS East) EMEA: Dublin, Frankfurt, London APAC: Seoul, Sydney, Tokyo
Platform	Underlying technology platform is built upon	Proprietary	Proprietary	Proprietary	Proprietary
Workforce Optimization Offerings	Workforce Optimization (WFO) includes Workforce Management (WFM) - agent scheduling and forecasting - as well as Quality Monitoring (QM) - recording analytics, customer surveys, coaching tools.	Five9 WFO: Virtual Observer (CSI) Partner with: Calabrio, Call Miner, Verint Will also support many 3rd-party solutions	Homegrown: CXOne WFO Pro and Enterprise Will also support any 3rd-party solution	Partner with: CSI, Envision, Loxsoft, Monet, Observe.AI, PlayVox, Teleopti, Tethr Will also support any 3rd-party solution	Proprietary Will also support any 3rd-party solution
Differentiators	Unique features of the provider	Gartner Magic Quadrant Leader for 3 consecutive years On-site Implementation for Enterprise Customers (25+ seats) Offer a concurrent call path or per minute dial-tone pricing	Industry leader with robust omni-channel and workforce optimization solutions, including speech analytics and AI Partnered with Fuze, Ring Central, Jive, Momentum, Verizon and AT&T. All can white label and wholesale inContact on their paper Global carrier with the ability to provide dial-tone in 40+ countries	AppConnect marketplace with pre-integrated free 30-45 day trials of CCAAS tools like WFM, QM, Dialers and advanced analytics Global call quality over 4.3 MOS Score Global availability in over 100 countries with industry leading MOS score. Out of the box integrations with 20+ Ease of use.	PureCloud is built on AWS microservices framework, mitigating server failures from cascading across their data centers PureCloud is best for opportunities <1,000 agents, but theoretically can scale well beyond that due to microservices architecture Offer Bring Your Own Carrier solution to provide dial tone in regions where PureCloud Voice is currently not available
Self-reported Compliance	Regulatory compliances for which the supplier self-audits	CPNI, HIPAA, PCI-DSS Level 2	CPNI, Privacy Shield, Safe Harbor	CSA Star Level 1, HIPAA	FIPS 140-2, FISMA, ITAR, PCI DSS LEVEL 1*, SOC2, SSAE-16 ** requires encryption features
GDPR Compliance	Ability to comply with new EU standard	Yes	Yes	Yes	Yes
Notable Customers	Key customer wins (references available upon request)	Aflac, Aviva, McKesson, Siemens	Empire Today, LinkedIn, Valvoline	IBM, Opentable, Peloton	OEX, Quicken, Zevacor, Rose-Holman Institute, Westpac
Top Customer Verticals	Verticals in which supplier has historically had the most success	Financial Services, Healthcare, Retail	Financial Services, Government, Utilities	Legal, Retail, Technology	Financial Services, Healthcare, Manufacturing
Downdetector	Collection of reports offering real-time status and outage information	Downdetector: Five9	Downdetector: NICE inContact	n/a	Genesys Cloud Status