



Provider	RingCentral	Zoom	
HQ	Belmont, CA	San Jose, CA	
# of Employees	6,000	7,000	
1st Year Offering CCaaS	2015	2022	
Public / Private	Public: RNG	Public: ZM	
Platform	Native	Native	
Published Uptime SLA	99.999%	99.999%	
Sold Standalone?	Yes	Yes	
Minimum Seat Count / MRC	5 seats	no minimum	
Largest Deployment	Available Upon Request	2,000 seats	
Available Pricing Models	Concurrent Agent Per Agent	Concurrent Agent Per Agent	
Usage Billing	Unlimited inbound local and LD, manual outbound. Outbound Dialer is billed in 6 second increments	round up to next full minute	
Ports / Call Paths	unlimited	unlimited	
Proprietary Cloud PBX Option Available	yes	yes	
UCaaS Resellers	no	NTT	
Key Acquisitions	Connect First, Dimelo	Solvvy (Conversational AI)	
Primary Datacenters	<p>APAC: Singapore</p> <p>Australia: Melbourne, Sydney</p> <p>Canada: Toronto</p> <p>Europe: Frankfurt, Munich</p> <p>Latin America: São Paulo</p> <p>United Kingdom: London, Manchester</p> <p>United States: Dallas, Los Angeles</p> <p>RingCentral RingCX leverages public cloud (AWS for application services) and private cloud (Equinix and others for media, PSTN PoPs)</p>	<p>APAC: Hong Kong, Osaka, Singapore, Tokyo</p> <p>Australia: Melbourne, Sydney</p> <p>Canada: Toronto, Vancouver</p> <p>China: Tianjin</p> <p>Europe: Amsterdam, Frankfurt</p> <p>India: Hyderabad, Mumbai</p> <p>Latin America: Queretaro (Mexico), São Paulo</p> <p>United States: Denver, Newark, New York City, San Jose, Virginia</p> <p>Zoom is hosted on AWS cloud and leverages the global AWS Cloud Footprint</p>	
International PSTN Coverage Link	Location List	Location List	
BYOC (Bring Your Own Carrier)	<p>Yes</p> <p>Additional NRC: Yes</p> <p>Additional MRC: Yes (if RingCentral supplies the SBC)</p> <p>Redundancy Strategy: Customer can forward their carrier numbers to RingCentral numbers as a backup.</p>	<p>Yes</p> <p>Additional NRC: No</p> <p>Additional MRC: No</p> <p>Redundancy Strategy: If BYOC is unavailable, users may still dial out via other trunking. Additionally, BYOC may allow inbound forwarding to alternate destination.</p>	
Outbound Dialer Options	Agentless, Power, Predictive, Preview, Progressive TCPA Compliant Option Available	Agentless, Power, Predictive, Preview, Progressive TCPA Compliant Option Available	
Digital Outreach / Proactive Engagement	SMS, RCS, Chat, Mobile App	SMS, MMS, Email, Chat	
SMS Codes Available	Local 10 Digit, Toll-Free, International Coverage (US/Canada only)	Local 10 Digit, Toll-Free, International Coverage (US/Canada only, others ICB)	
Queue Callback	Agent First, Customer First, Hold Place in Queue	Agent First, Customer First, Hold Place in Queue, Scheduled Callback	
Mobile App Available?	n/a	n/a	
Inbound Digital Channels / Features	Chat (Agent), Co-browse, Email, Fax (via Email), MMS, SMS, Social Media, Video	Chat (Agent), Email, MMS, SMS, Social Media, Video, Work Item Routing Third-Party: Co-browse, Fax	
Social Channels	Inbound/Outbound: Apple Business Chat, Facebook, Instagram, LinkedIn, X (Twitter), WhatsApp, YouTube Full List	Inbound/Outbound: Facebook, WhatsApp	
Other Features	Agent Scripts Live Agent Barge/Take Over Function Live Agent Coaching/Whisper Function Speech & Text Analytics Surveys / CSAT	Agent Scripts Live Agent Barge/Take Over Function Live Agent Coaching/Whisper Function Screen Recording (third party) Speech & Text Analytics Surveys / CSAT	
Native CRM Included	No	Yes (limited functionality)	
Microsoft Teams Certified	No	No	
Line of Business App Integrations	<p>Native: Salesforce, ServiceNow, Zendesk</p> <p>Third Party: Athena Health, Bullhorn, Cermer, EPIC</p> <p>Custom: Halo CRM, Jack Henry, Kustomer, NetSuite, Oracle, SAP, Slack, SugarCRM</p>	<p>Native: Microsoft Dynamics, Salesforce, ServiceNow, Zendesk</p> <p>Third Party: Slack, SugarCRM, Zoho</p> <p>Custom: Athena Health, Bullhorn, Cermer, EPIC, Freshdesk, HubSpot, Jack Henry, Kustomer, Microsoft Teams, NetSuite, Oracle, SAP</p>	
Enterprise App Store	Yes	Yes	
Artificial Intelligence Offering	<p>Native: AI-derived CSAT, Business Insights (Conversation Trends/Keyword Spotting/Topic Mining), Post-Interaction Summarization, Quality Assurance Scoring</p> <p>Third Party: Chat Bot, Next-Best Action, Real-time Coaching, Sentiment Analysis</p> <p>Additional Capabilities: RingSense for RingCX add-on: Real-time Summaries, Post-call summaries and transcriptions, Automated call scoring, Agent Feedback, Coaching Moments, Speech Analytics</p>	<p>AI-derived CSAT, Business Insights (Conversation Trends/Keyword Spotting/Topic Mining), Chat Bot, Knowledge Retrieval, Next-Best Action, Post-Interaction Summarization, Quality Assurance Scoring, Real-time Coaching, Sentiment Analysis</p> <p>Additional Capabilities: Zoom Virtual Agent, Full List</p>	
Large Language Model	<p>LLM: Available Upon Request</p> <p>Verticals: roadmap</p> <p>BYO AI: no</p> <p>OpenAI Integration: n/a</p>	<p>LLM: Anthropic, OpenAI, Zoom</p> <p>Verticals: Retail, Technology</p> <p>BYO AI: yes</p> <p>OpenAI Integration: Zoom's unique federated approach to generative AI is designed to deliver high quality results by dynamically incorporating Zoom's artificial intelligence model as well as third-party artificial intelligence models provided by subprocessors, such as OpenAI and Anthropic. With this approach, AI Companion can incorporate innovations in artificial intelligence models while getting the benefits of improved quality and performance.</p>	
Routing Options	Attribute / Skill-based Routing, Bullseye Routing, Omni-Channel Queues, Personality Routing, Predictive Routing, Preferred Agent Routing, Priority Routing Additional Capabilities: Track Routing (routing to off-system numbers, Cloud Routing (destination specific pre-queue logic, e.g. percent allocation across various queues)	Attribute / Skill-based Routing, Bullseye Routing, Omni-Channel Queues, Preferred Agent Routing, Priority Routing	
Workforce Engagement (WEM) Offering	Third-Party (Calabrio) Features Include: Gamification, Performance Management, Quality Management (QM), Workforce Management (WFM)	Proprietary Third-Party (Assembled, Calabrio, CallMiner, Community WFM, Eleveo, Verint) Features Include: Gamification, Performance Management, Quality Management (QM), Workforce Management (WFM)	
Compliance	CPNI, FINRA, GDPR, HIPAA, HITRUST, ISO 27001, PCI, SOC 2 Additional Compliances: Full List	CPNI, CSA, FedRAMP (moderate), FINRA, GDPR, HIPAA, HITRUST, ISO 27001, PCI, SOC 2, SOX Additional Compliances: Full List	
Case Studies	Case Studies	Case Studies	
Top Customer Verticals	BPO, Finance	Education, Healthcare, Retail, Wealth Management	
On-Site Implementation / Training	Yes	Yes	
Implementation Overview	Implementation Overview	Implementation Overview	
Knowledge Base	Native	Integrated Native	
Downdetector	Downdetector	Downdetector	
Differentiators	<p>Specifically tailored for outbound-oriented contact centers that require auto, manual and TCPA-compliant dialing</p> <p>Active-Active-Active microservices architecture in AWS with 99.999% uptime SLA</p> <p>Natively integrated with RingCentral Office for presence, directory lookup and back-office communication, single sign-on with MVP and RingSense, Escalate to RingCentral Video</p>	<p>Only provider with one client for video meetings, webinars, events, phone, chat, mail, calendar, omni-channel CX suite, WFM, QM, HR, whiteboarding, recording, notes, docs, all with AI Companion.</p>	