

RingCentral vs. the Competition

Category	Feature	RingCentral	Microsoft Teams	Zoom	Cisco Webex	Nextiva	8x8	GoTo	Vonage	NFON
Gartner UCaaS Critical Capabilities Use Case Ranking	Midsize Enterprise Use Case	1st	6th	2nd	4th	×	3rd	7th	8th	×
	Large/Multinational Use Case	1st	4th	2nd	3rd	×	5th	7th	8th	×
	Mobility and Remote Use Case	2nd	4th	3rd	1st	×	5th	7th	11th	×
	Integrated Contact Center Use Case	1st	10th	5th	3rd	×	2nd	6th	7th	×
Messaging Capabilities	Team Messaging	●	●	●	●	●	Limited	Limited	Limited	×
	Direct Messaging	●	●	●	●	●	Limited	Limited	Limited	×
	Instant Teams from Meetings	●	×	×	×	×	×	×	×	×
	Task Management	●	●	Limited	●	Limited	×	×	×	×
Video Capabilities	Password Protection	●	×	●	●	●	●	●	×	●
	Alternate Host	●	×	●	●	×	×	●	×	×
	Personal Room	●	×	●	●	●	●	●	●	×
Phone Capabilities	SMS	●	×	●	×	●	Limited	●	●	●
	Fax	●	×	×	Limited	●	Limited	●	●	●
	Call Recording	●	Limited	●	×	●	●	●	●	●
	Call Monitoring	●	×	●	Limited	●	●	●	●	×
	Call Continuation	●	×	●	●	×	●	×	●	×
	Mobile Admin	●	×	×	●	×	×	●	Limited	×
Contact Center	Leader in Gartner Magic Quadrant for CCaaS	●	×	×	×	×	×	×	×	×
Reliability	99.999% Uptime SLA	●	×	×	×	●	●	×	●	×
Coverage	Countries Served	40+	33	40+	17	2	50	8	40	15
Security	End-to-End Encryption (E2EE)	●	×	Limited	Limited	×	●	×	×	×
	Dynamic E2EE	●	×	×	×	×	●	×	×	×

Sources:

[Gartner UCaaS Critical Capabilities Use Case Ranking](#)
[Leader in Gartner Magic Quadrant for CCaaS](#)

Zoom

[Team Messaging](#)
[Instant Teams from Meetings \(1\)](#)
[Instant Teams from Meetings \(2\)](#)
[SMS](#)
[Fax \(1\)](#)
[Fax \(2\)](#)
[Mobile Admin](#)
[99.999% Uptime SLA](#)

8x8

[Direct Messaging \(1\)](#)
[Direct Messaging \(2\)](#)
[Password Protection](#)
[SMS](#)
[Fax](#)
[Call Continuation](#)
[Mobile Admin](#)

GoTo

[Password Protection](#)
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Vonage

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Microsoft Teams

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Cisco Webex

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Nextiva

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NFON

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