



8x8 Named as a Strong Performer in 2023 Gartner® Peer Insights™ “Voice of the Customer for Contact Center as a Service” Report

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CAMPBELL, Calif.--(BUSINESS WIRE)--Mar. 8, 2023-- [8x8, Inc.](#) (NASDAQ: EGHT), a leading integrated cloud communications platform provider, today announced it has been named a Strong Performer in the Gartner Peer Insights “Voice of the Customer for Contact Center as a Service” report which recognizes the vendor basis for Overall Experience, User Interest, and Adoption. “Voice of the Customer” synthesizes Gartner Peer Insights’ reviews into insights for IT decision-makers. This aggregated peer perspective, along with the individual detailed reviews, plays a crucial role in the enterprise software buying process as it focuses on the direct peer experience of implementing and operating a new solution.

8x8 maintains that user reviews illustrate customer satisfaction throughout the entire sales and deployment process, as well as the overall capabilities of the [8x8 Contact Center](#) product, with 85 percent of reviewers stating a “Willingness to Recommend.” 8x8 was also peer-recognized as a Strong Performer in both the Midsize Enterprise and North America segments.

“For us this customer recognition as a Strong Performer in the Gartner Peer Insights ‘Voice of the Customer for Contact Center as a Service’ report is truly an honor, especially as it’s based on reviews by 8x8 customers,” said Walt Weisner, Chief Customer Officer at 8x8, Inc. “We believe that not only does it demonstrate our commitment to providing market leading products and services, but it also underscores our drive to ensure exceptional customer experiences from beginning to end. We are very proud of what we have, and continue to, accomplish.”

8x8 Contact Center is a core component of [8x8 XCaaS™](#) (eXperience Communications as a Service™), which includes integrated cloud [contact center](#), [business phone](#), [video meetings](#), [team chat](#), and [SMS](#) capabilities. 8x8 XCaaS is built on the resilient, secure, and compliant [8x8 eXperience Communications Platform™](#), which offers the highest levels of reliability with a financially backed, platform-wide 99.999 percent uptime SLA across an integrated cloud UCaaS and CCaaS solution.

The ‘Voice of the Customer’ is a document that synthesizes Gartner Peer Insights’ reviews into insights for IT decision-makers. Read customer reviews and ratings for 8x8 Contact Center on Gartner Peer Insights [here](#).

8x8 was recently named a Leader in the 2022 [Gartner Magic Quadrant for Unified Communications as a Service, Worldwide](#)¹. This is the eleventh consecutive year 8x8 has been recognized as a Leader in this report. 8x8 was also recognized for the eighth consecutive year in the 2022 [Gartner Magic Quadrant for Contact Center as a Service](#)².

[1] [Gartner Magic Quadrant for Unified Communications as a Service, Worldwide](#), Rafael Benitez, Megan Fernandez, Christopher Trueman, Pankil Sheth, November 28, 2022. This Magic Quadrant report name has changed from 2015 onwards- 2015-2021: Magic Quadrant for Unified Communications as a Service, Worldwide, 2014: Magic Quadrant for Unified Communications as a Service, North America With Additional Regional Presence, 2012-2013: Magic Quadrant for Unified Communications as a Service, North America.

[2] [Gartner Magic Quadrant for Contact Center as a Service](#), Drew Kraus, Steve Blood, Pri Rathnayake, Pankil Sheth, August 22, 2022. 8x8 was previously recognized in the Magic Quadrant for Contact Center as a Service, North America (2015-2019).

Gartner, Gartner Peer Insights Voice of the Customer for Contact Center as a Service, Peer Contributors, 30 January 2023.

Ratings and reviews based on 37 reviews as of Nov 2022.

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About 8x8 Inc.

8x8, Inc. (NASDAQ: EGHT) is transforming the future of business communications as a leading software as a service provider of 8x8 XCaaS™ (eXperience Communications as a Service™), an integrated contact center, voice communications, video, chat, and SMS solution built on one global cloud communications platform. 8x8 uniquely eliminates the silos between unified communications as a service (UCaaS) and contact center as a service (CCaaS) to power the communications requirements of all employees globally as they work together to deliver differentiated customer experiences. For additional information, visit [www.8x8.com](#), or follow 8x8 on [LinkedIn](#), [Twitter](#) and [Facebook](#).

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