



8x8 Named a Leader in the 2024 Gartner® Magic Quadrant™ for Unified Communications as a Service

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8x8 Recognized as a Leader for the Thirteenth Year in a Row

CAMPBELL, Calif.--(BUSINESS WIRE)--Oct. 10, 2024-- [8x8, Inc.](#) (NASDAQ: EGHT), a leading business communications, CX, and CPaaS platform provider, today announced it has been named a Leader in the 2024 [Gartner Magic Quadrant for Unified Communications as a Service](#)¹. This is the thirteenth consecutive year 8x8 has been recognized as a Leader in this report.

"It is always an honor to be named by Gartner as a Magic Quadrant Leader, especially as we have now received this recognition for thirteen years in a row. We believe this is further testament that our strategic focus and ongoing innovation of our modern, single cloud platform and suite of connected products has been the correct approach," said Samuel Wilson, Chief Executive Officer at 8x8, Inc. "We remain committed to our customers' success and lasting growth by connecting their teams and customers globally, enabling them to easily and quickly adopt AI capabilities that drive immediate return, eliminating data and organizational silos to increase operational efficiency, and ultimately empowering them to deliver superior customer experiences."

[8x8 Work](#), which includes enterprise cloud [voice](#), [video meetings](#), and [team chat](#) capabilities, in a single desktop, mobile, or web experience, offers industry-leading global coverage in 59 countries. 8x8 Work is delivered as part of the 8x8 platform, which includes AI-powered cloud [contact center](#), [business phone](#), [video meetings](#), [team chat](#), [business SMS](#), [fax](#), [virtual agents and self-service](#), [secure payment](#), [WEM](#), [advanced queue management](#), [conversational intelligence](#), [analytics](#), and [high-volume messaging](#). The 8x8 platform is a resilient, secure, and compliant platform, offering the highest levels of reliability with a financially backed, platform-wide 99.999% uptime SLA across an integrated cloud UCaaS and CCaaS solution.

The 8x8 platform also seamlessly extends to Microsoft Teams through a portfolio of native integration options that includes the Microsoft-certified [8x8 Contact Center for Microsoft Teams](#), [8x8 Voice for Microsoft Teams](#) leveraging global Direct Routing as a Service, [8x8 Operator Connect for Microsoft Teams](#), and [8x8 Phone App for Microsoft Teams](#) for a cost-effective alternative calling option that enables PSTN without requiring Teams Phone licenses per user or additional software.

In addition to being named a Leader in the 2024 [Gartner Magic Quadrant for Unified Communications as a Service](#), 8x8 has been recognized for nine consecutive years in the [Gartner Magic Quadrant for Contact Center as a Service](#)².

[1] [Gartner Magic Quadrant for Unified Communications as a Service](#), Pankil Sheth, Megan Fernandez, Christopher Trueman, Rafael Benitez, October 7, 2024. This Magic Quadrant report name has changed from 2015 onwards- 2015-2023: 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 7, 2023.

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About 8x8 Inc.

8x8, Inc. (NASDAQ: EGHT) is a leading provider of integrated contact center, voice communications, video, chat, and SMS solutions built on one global cloud platform. 8x8 uniquely eliminates the silos across the entire organization to power the communications and customer engagement 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](#), [X](#), and [Facebook](#).

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