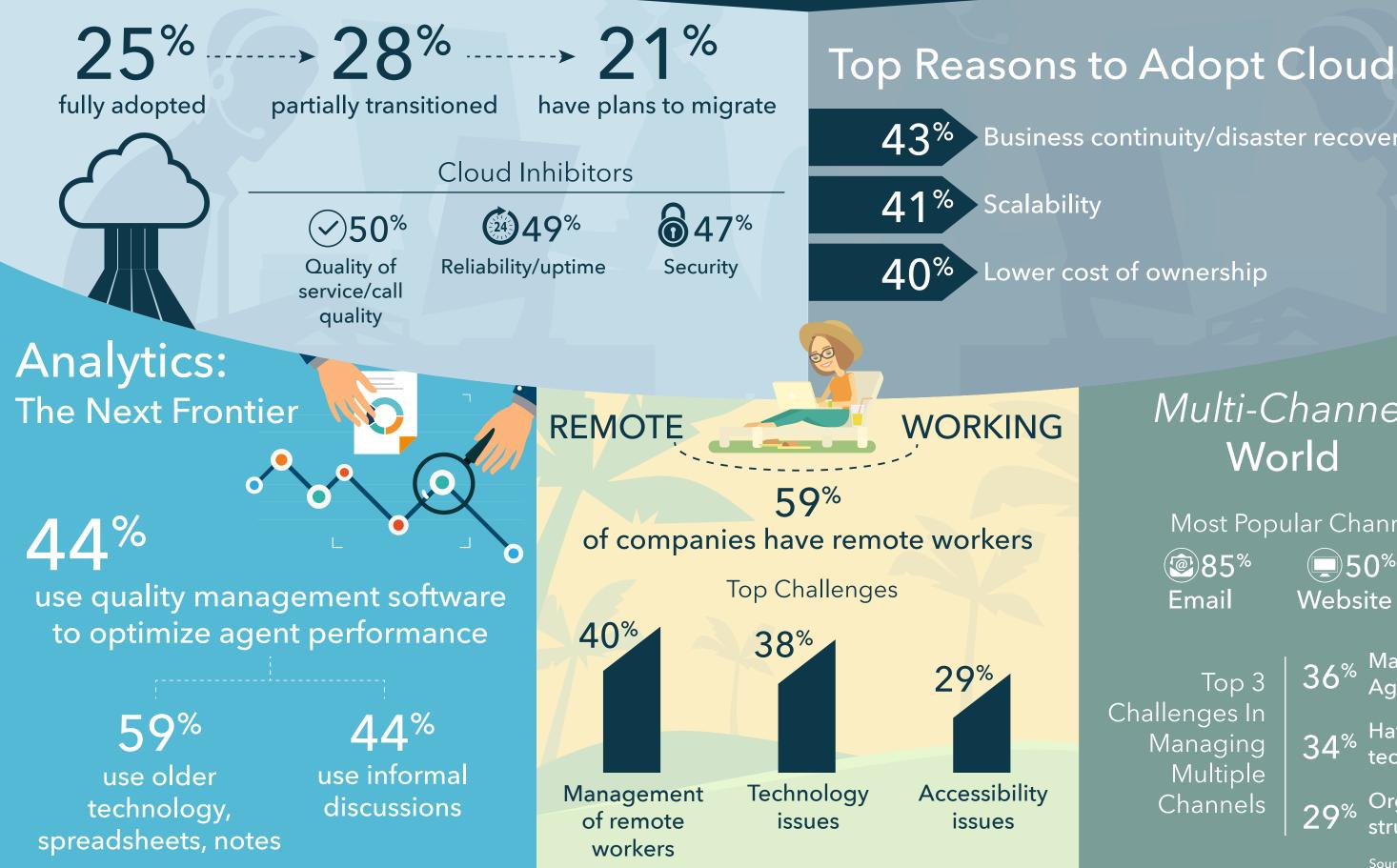
Cloud Contact Centers Gaining Share

MOVE TO CLOUD



Business continuity/disaster recovery

Multi-Channel World



Most Popular Channels Today



Top 3 Challenges In Managing Multiple Channels

 $\bigcirc 50^{\%}$ Website

46% Chat

Managing Blended 36% Agents

34[%] Having right technology in place

Organizing the team 29% structure

Source: 8x8-CCNG Survey, October 2016