

# 2016 Cloud-Based Contact Center Infrastructure Customers and Seats, as of July 2016

	Total Number of			
	Customers	Seats/Agents	Named/ Licensed Agents	Concurrent Agents
Cisco <sup>1</sup>	347	467,670	467,670	264,028
inContact	2,159	232,000	232,000	52,350
Enghouse <sup>2</sup>	1,150	172,660	172,660	86,330
Genesys <sup>3</sup>	466	103,939	103,939	51,970
Content Guru	621	94,212	72,800	21,412
BT <sup>3</sup>	177	87,285	87,285	43,643
Five9 <sup>4</sup>	2,100	82,994	82,994	55,329
Serenova <sup>5</sup>	430	78,000	78,000	30,000
8x8	2,200	66,000	66,000	47,500
Interactive Intelligence <sup>6</sup>	424	60,554	36,377	24,177
Connect First <sup>3</sup>	660	38,500	38,500	19,250
Verizon <sup>3</sup>	359	31,250	31,250	15,625
West <sup>7</sup>	270	31,000	31,000	15,500
NewVoiceMedia	608	29,821	24,947	4,874
Intelecom	900	24,000	24,000	8,600
Noble <sup>3</sup>	169	12,802	12,802	6,401
3Clogic <sup>8</sup>	250	8,000	8,000	4,000
Bright Pattern <sup>3</sup>	32	6,325	6,325	3,163
Altitude Software <sup>3</sup>	50	5,600	5,600	2,800
Aspect (Zipwire) <sup>3</sup>	41	5,060	5,060	2,530
USAN <sup>3</sup>	60	5,000	5,000	2,500
Presence Technology <sup>3</sup>	20	4,208	4,208	2,108
AVOXI <sup>3</sup>	414	4,114	4,114	2,057
Verint (Contact Solutions) <sup>3</sup>	25	3,579	3,579	1,785
VoltDelta <sup>3</sup>	28	2,945	2,945	1,473
Other <sup>9</sup>	6,701	795,609	771,386	369,314
<b>Sub Total</b>	20,661	2,453,127	2,378,441	1,138,719
<b>Less Double Count <sup>10</sup></b>	(1,916)	(664,135)	(661,994)	(345,451)
<b>Totals <sup>11</sup></b>	18,745	1,788,992	1,716,448	793,266

## Notes:

1. Cisco tracks concurrent numbers and provided an estimate for the number of licensed agents.
2. Company guidance and DMG Consulting LLC estimates. Enghouse tracks concurrent users and estimates licensed users. In 2015, the number of named agents was based on a multiplier of 3.5; in 2016, this was standardized to a multiplier of 2.
3. DMG Consulting estimate.
4. Five9 provides market activity numbers once a year; this data is from the end of December 2015.
5. Serenova, previously known as LiveOps, changed their name in October 2016. The concurrent seat count is an estimate provided by Serenova.
6. Market activity is for CaaS and PureCloud.
7. DMG estimates based on guidance from West. West offers three cloud-based contact center infrastructure offerings: one that was acquired from Magnetic North, the Virtual ACD (VACD, West's home grown solution), and one acquired from SmoothStone.
8. Company guidance and DMG Consulting estimates.
9. There are more cloud-based contact center infrastructure vendors than are identified by name in this analysis. Therefore, we have included 48% more customers and seats in 2016 to cover the unnamed vendors in the "Other" category.
10. The customer and seat double count was removed from the analysis: 95% of Cisco and Enghouse, 20% of inContact, and 10% of Content Guru.
11. Rounding errors may occur.

Source: DMG Consulting LLC, October 2016