Zoom: A Leader in the 2023 Gartner® Magic Quadrant™ for UCaaS

Gartner® has named Zoom a Leader in the 2023 Magic Quadrant™ for UCaaS, Worldwide . Read the report to learn why we're a Leader!

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Magic Quadrant for Unified Communications as a Service

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UCaaS providers develop and operate cloud UC services offering business communication and collaboration capabilities, including telephony, meetings, messaging, mobility and contact center. This Magic Quadrant assists I&O leaders in selecting providers that best align to their organization's needs.

Strategic Planning Assumptions

- By 2025, 25% of office workers in the U.S. and Europe will not be provided wireline telephony (that is, all telephony that is not cellular), up from 5% in 2020 before the COVID-19 pandemic began.

- By 2026, more than 80% of independent software vendors (ISVs) will have embedded generative AI capabilities into their enterprise applications, up from less than 1% today.