Cloud Contact Centers **Gaining Share**

**MOVE TO CLOUD**

- **25%** fully adopted
- **28%** partially transitioned
- **21%** have plans to migrate

**Top Reasons to Adopt Cloud**

- **43%** Business continuity/disaster recovery
- **41%** Scalability
- **40%** Lower cost of ownership

**Cloud Inhibitors**

- **50%** Quality of service/call quality
- **49%** Reliability/uptime
- **47%** Security

**Analytics: The Next Frontier**

- **44%** use quality management software to optimize agent performance
- **59%** use older technology, spreadsheets, notes
- **44%** use informal discussions

**Multi-Channel World**

- **59%** of companies have remote workers

**Top Challenges in Managing Multiple Channels**

- **36%** Managing blended agents
- **34%** Having right technology in place
- **29%** Organizing the team structure

**Most Popular Channels Today**

- **85%** Email
- **50%** Website
- **46%** Chat

Source: 8x8-CCNG Survey, October 2016