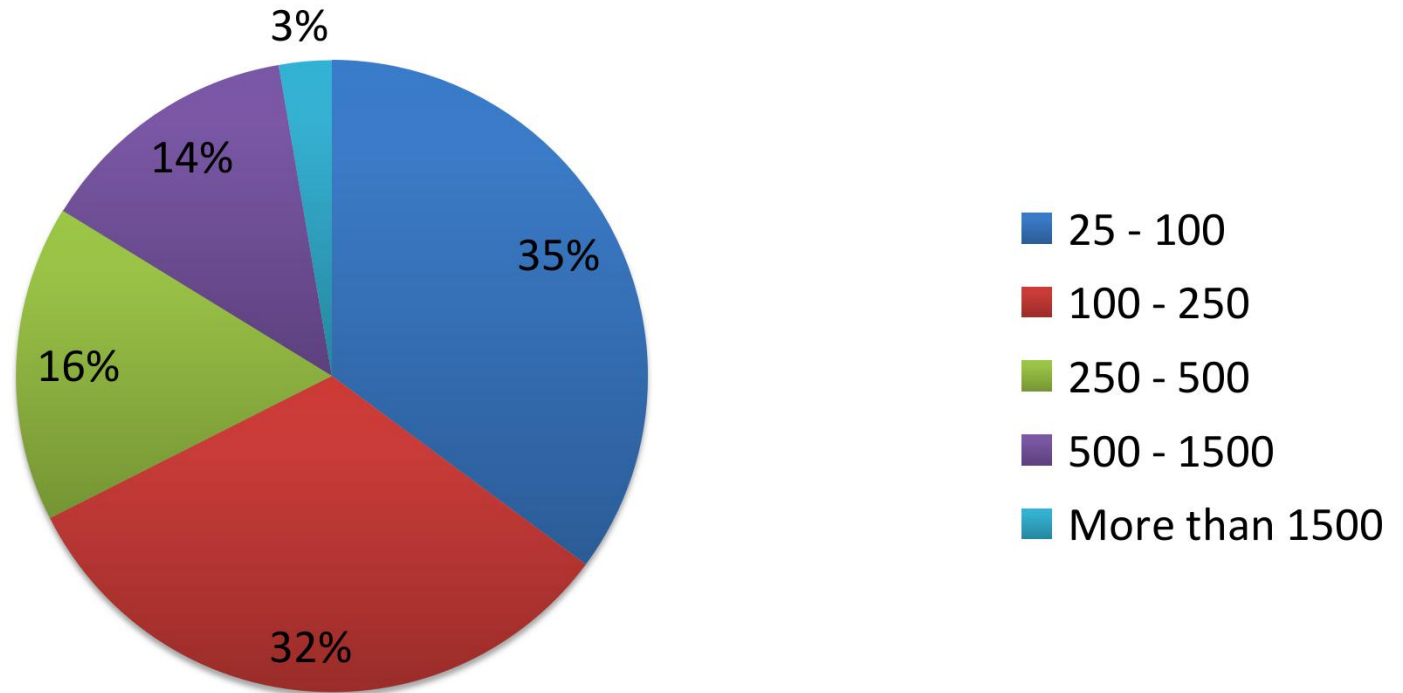


What are the risks of moving a contact center to the cloud ?

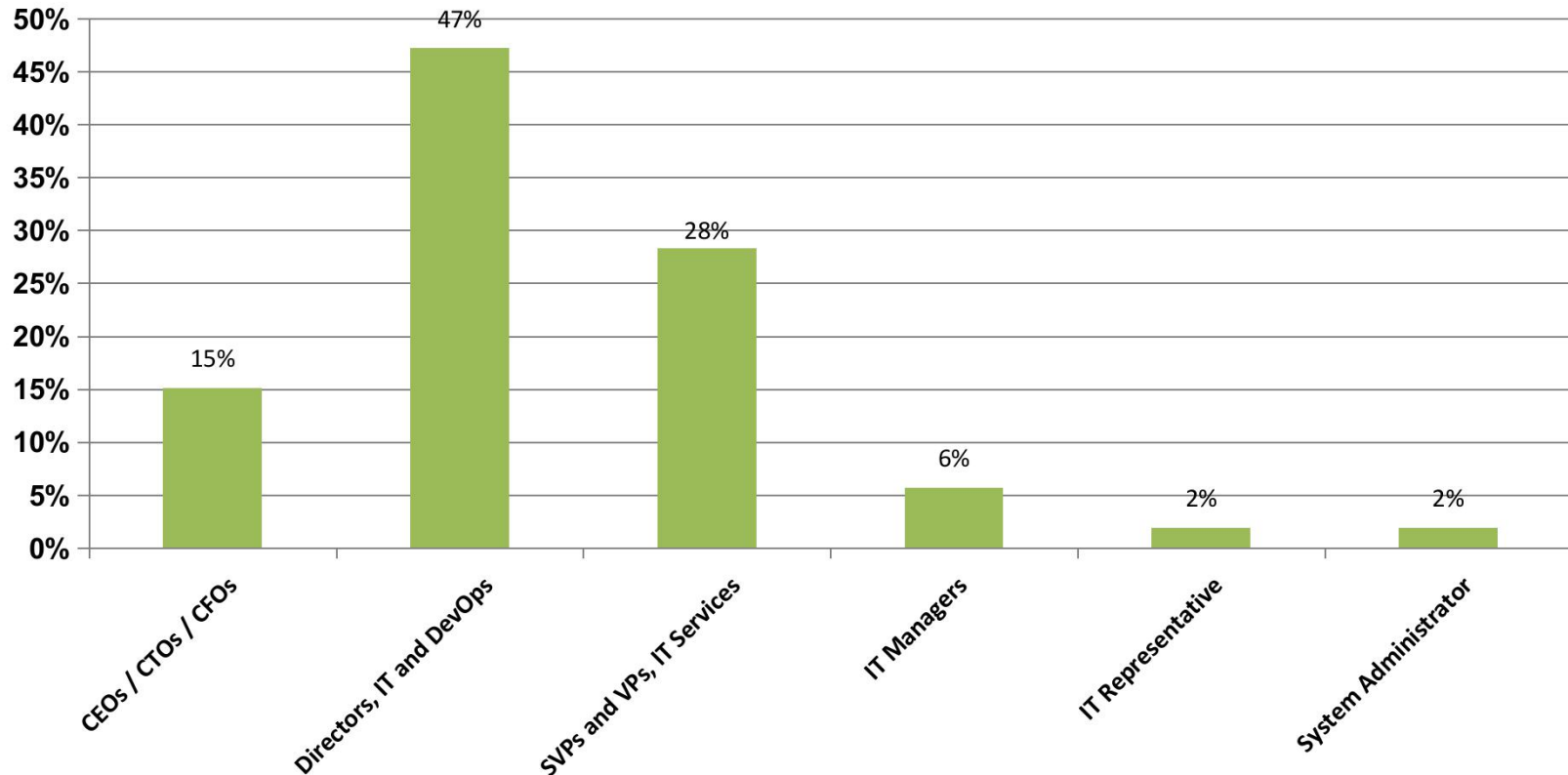


Q1: How many contact center representatives do you have ?



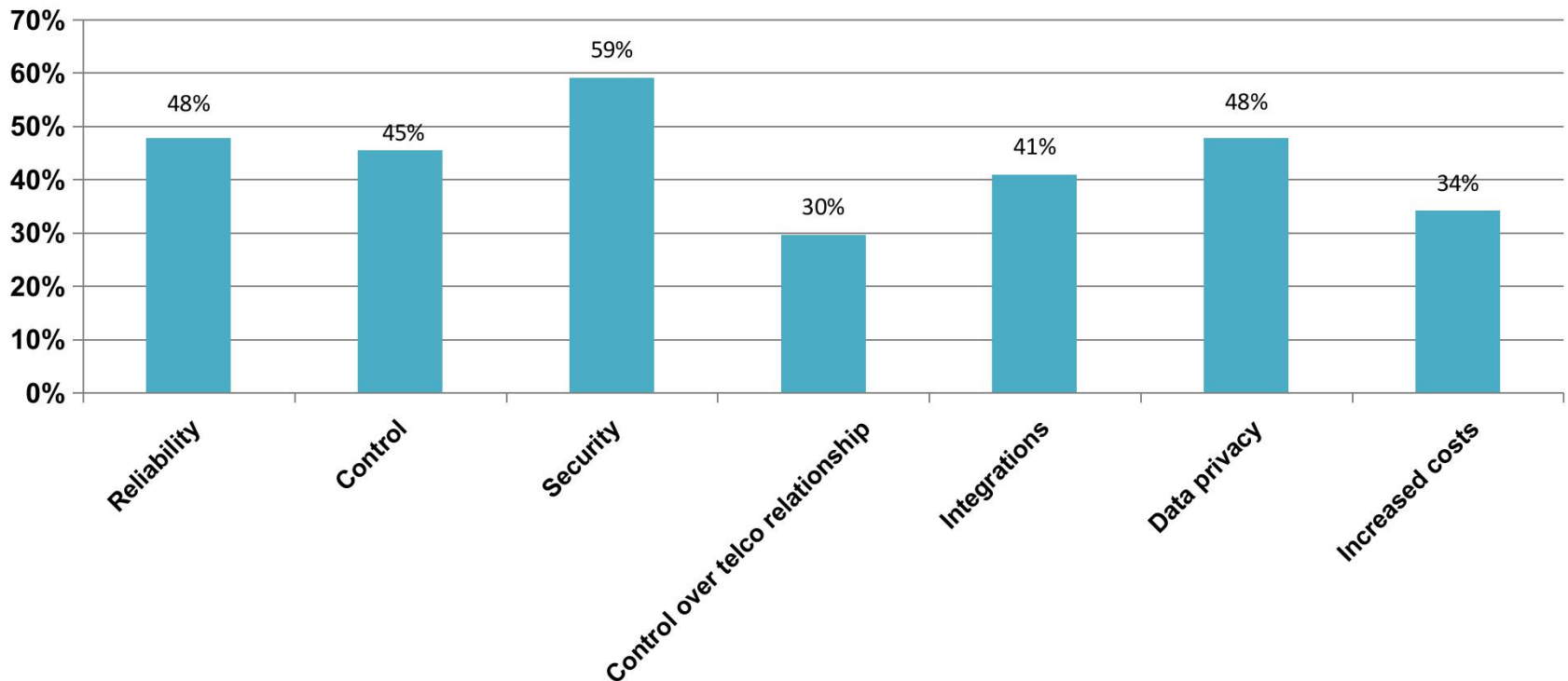
- 42% of respondents have fewer than 25 contact center representatives.
- 23% respondents have between 25-100 representatives.
- 17% respondents have 100-250 representatives.

Q12: What kinds of respondents took the survey and shared their details ?



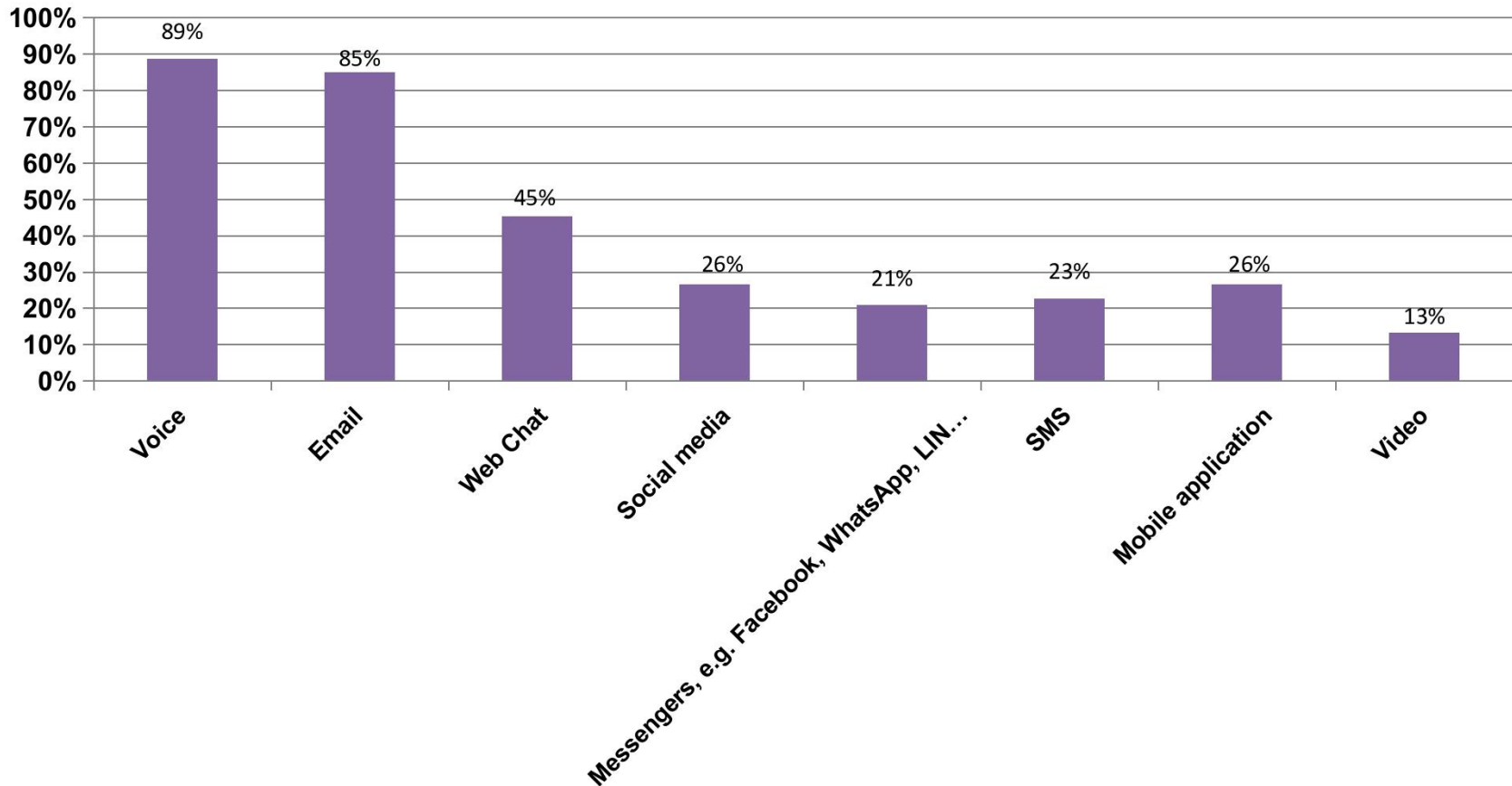
- 15% of respondents who took the survey are 'C' level executives, CEOs/ CTOs / CFOs.
- 47% respondents are Directors, IT and DevOps.
- 28% respondents are SVPs and VPs, IT Services.

Q4: If you are not in the cloud, what risks do you perceive in moving to the cloud ?



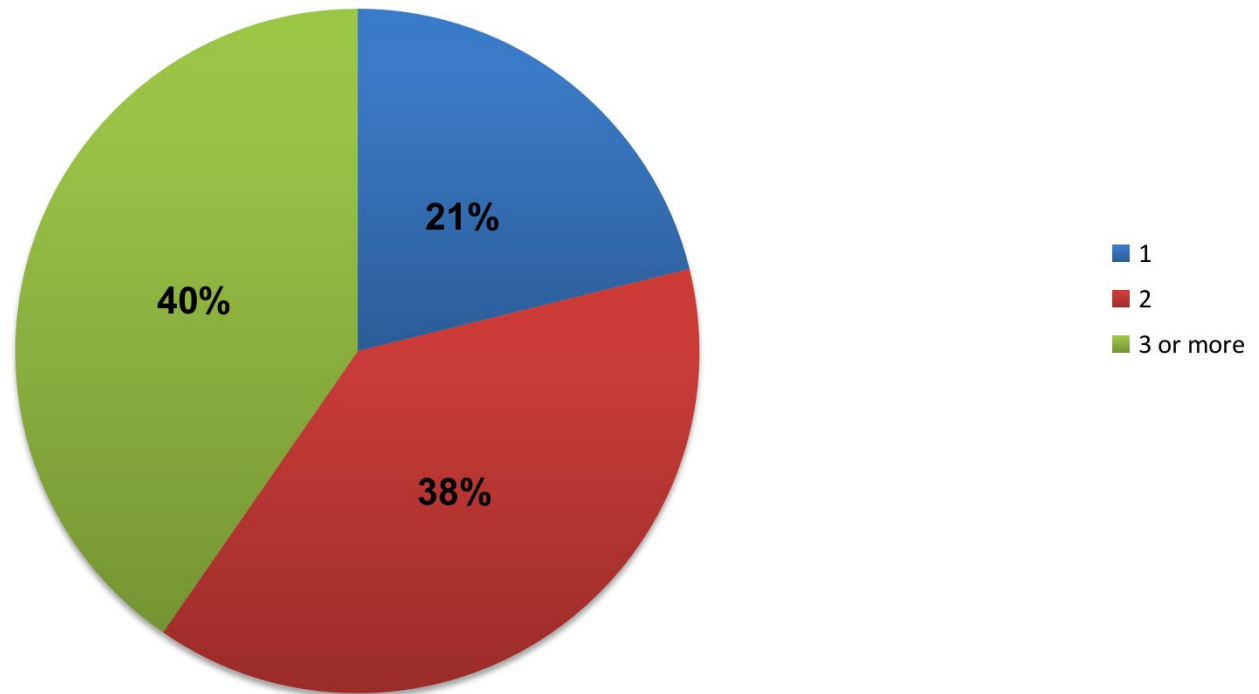
- 59% respondents stated 'Security' as one of the major risks moving to the cloud.
- 48% respondents are concerned about 'Data privacy' and 'Reliability'.
- 45% respondents stated 'Control'.

Q6: Which channels are currently implemented in your contact center ?



- 89% respondents have 'Voice' implemented in their contact centers.
- 85% respondents have 'Email' followed by 45% that stated 'Web Chat'.

Q 7: How many separate systems do you use to handle channels in your contact center ?



- 21% of respondents use 1 system to handle channels in their contact centers.
- 38% respondents use 2 systems to handle channels in their contact centers.
- 40% respondents use 3 or more systems.