



# MetriStar Top Provider Award

*Workforce Engagement Management Suites*

*RingCentral*

**Q2 2026**

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## Metrigy 2026 MetriStar Awards: RingCentral

Category: Workforce Engagement Management Suites

RingCentral earned Metrigy's 2026 MetriStar Top Provider Award for Workforce Engagement Management (WEM) Suites. The value of the MetriStar Award is that it is based on customer ratings of providers *and* quantitative metrics correlating the use of a vendor's products and services with measurable business success. Companies use RingCentral's WEM suite to optimize their contact center operations by forecasting customer demand, scheduling staff, evaluating agent performance, and analyzing customer interactions to improve both employee productivity and the overall customer experience.

### Product Category

**Workforce Engagement Management Suites:** WEM suites include applications, data, and analytics for continuously improving the efficiency of contact center staff and operations. These suites include applications such as quality management (QM), call/screen recording, analytics (sentiment, agent, and predictive), workforce management (WFM), gamification, desktop and performance management, task management, and recruiting/onboarding. Artificial intelligence works with WEM applications to analyze agent performance on all calls, and to improve accuracy of schedule and capacity management requirements. Organizations may buy one-off applications or a full portfolio from a WEM provider.

### Award Description

MetriStar recognitions are as follows:

- **MetriStar Top Provider** – Recognizes technology providers whose customers achieved high business success *and* that received at- or above-average customer sentiment ratings
- **Top Business Success** – Highlights providers whose customers realized the most substantial business success metric improvements
- **Top Customer Sentiment** – Highlights providers whose customer sentiment scores are at or above average



## Research Methodology

### Business Success

Research participants in our *Customer Experience MetriCast 2026* study provided data on before-and-after changes in business metrics, including revenue, customer satisfaction (CSAT), employee efficiency, and operational costs, resulting from the use of their WEM provider. They classified the impact as a significant or modest increase, no change, or a significant or modest decrease. Figure 2 below shows the average percentage response for each of the business metrics across all companies.

| 2026 WEM Suite MetriStar: Business Success Average Change |                      |                 |           |                 |                      |
|---|----------------------|-----------------|-----------|-----------------|----------------------|
|   | Significant Increase | Modest Increase | No change | Modest Decrease | Significant Decrease |
| Revenue   | 18.9%                | 45.9%           | 31.4%     | 3.5%            | 0.3%                 |
| CSAT  | 27.4%                | 42.5%           | 28.0%     | 19.0%           | 0.3%                 |
| Employee efficiency                                       | 30.5%                | 38.4%           | 26.7%     | 3.8%            | 0.6%                 |
| Operational costs   | 5.7%                 | 14.2%           | 33.0%     | 29.9%           | 17.3%                |

Figure 2: 2026 WEM Suite MetriStar: Business Success Average Change

For each provider individually, we used a diffusion index calculation, subtracting the negative from positive results, with a higher weighting assigned to “significant” responses on either end of the spectrum. For revenue, CSAT, and employee efficiency, we subtracted the decrease percentages from the increase ones and did the opposite for operational cost (and then multiplied by 100 to remove the percentage). Using that formula, the average score is 309. Providers that were above average won a Business Success MetriStar.

Figure 3 below illustrates each provider’s Business Success score, with the average line noted.

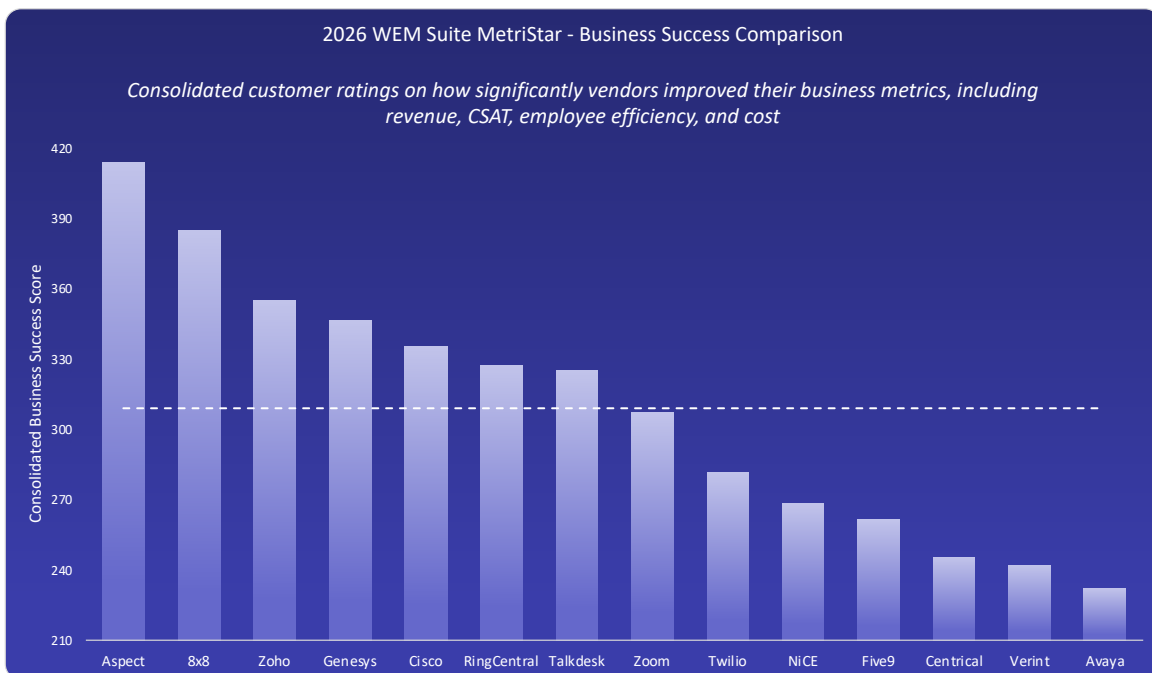


Figure 3: 2026 WEM Suite MetriStar - Business Success Comparison

All companies deliver some improvement to their customers' business metrics. As noted on the chart, though, some do so more significantly than others. Overall, for WEM, vendors' top-performing area is CSAT improvement, which accounts for 81 of the 309 points making up the average score. Vendors improve efficiency and reduce cost equally. Increase in revenue is the lowest-scoring area overall. *RingCentral's overall business success score of 327 sits comfortably above the 309 average, with its individual best rating in CSAT improvement contributing 91 points to its business success total.*

### Customer Sentiment

In addition to business success, we asked research participants to rate provider performance on a variety of areas, as noted in Figure 4 below. The rating scale is 1 to 10, where 1 = Extremely Poor and 10 = Outstanding. For WEM suite providers, overall average customer sentiment score is 8.26 (up from 7.96 in 2025), with individual provider scores ranging from 7.99 to 8.55. *RingCentral scored the highest overall customer sentiment score (8.55, as noted), along with the highest score for reliability (8.92). It also performed particularly well in response time to problems and improved supervisor efficiency, ranking second with an 8.67 score for each.*

Figure 4 also shows how each individually rated provider scored relative to the average across each of the categories measured.

| 2026 WEM Suite MetriStar: Customer Sentiment Ratings vs. Average, by Provider  |                 |   |                        |                                       |             |                                     |                    |                                |                       |               |
|--|-----------------|---|------------------------|---------------------------------------|-------------|-------------------------------------|--------------------|--------------------------------|-----------------------|---------------|
| Vendor   | AI capabilities | Effectiveness at improving agent experience | Analytics capabilities | Ability to assist with CX initiatives | Reliability | Response time to problems/questions | Technical features | Improved supervisor efficiency | Optimizing operations | Average score |
| 8x8  | ▼               | ▼   | ▼                      | ▼                                     | ▼           | ▲                                   | ▼                  | ▲                              | ▼                     | ▼             |
| Aspect   | ▲               | ▲   | ▲                      | ▲                                     | ▲           | ▲                                   | ▲                  | ▲                              | ▲                     | ▲             |
| Avaya  | ▲               | ▲   | ▼                      | ▼                                     | ▼           | ▼                                   | ▼                  | ▲                              | ▲                     | ▼             |
| Central  | ▼               | ▼   | ▼                      | ▲                                     | ▼           | ▼                                   | ▲                  | ▲                              | ▲                     | ▼             |
| Cisco  | ▼               | ▼   | ▼                      | ▼                                     | ▼           | ▼                                   | ▼                  | ▲                              | ▼                     | ▼             |
| Five9  | ▼               | ▼   | ▲                      | ▼                                     | ▲           | ▲                                   | ▲                  | ▲                              | ▲                     | ▲             |
| Genesys  | ▼               | ▼   | ▼                      | ▲                                     | ▲           | ▲                                   | ▼                  | ▼                              | ▼                     | ▼             |
| NICE   | ▲               | ▼   | ▼                      | ▲                                     | ▼           | ▼                                   | ▼                  | ▼                              | ▲                     | ●             |
| RingCentral  | ▲               | ▲   | ▲                      | ▲                                     | ▲           | ▲                                   | ▲                  | ▲                              | ▼                     | ▲             |
| Talkdesk   | ▼               | ▲   | ▲                      | ▼                                     | ▲           | ●                                   | ▼                  | ▼                              | ▲                     | ▼             |
| Twilio   | ▲               | ▲   | ▼                      | ▼                                     | ▼           | ▼                                   | ▼                  | ▼                              | ▼                     | ▼             |
| Verint   | ▼               | ▲   | ▲                      | ▲                                     | ▲           | ▼                                   | ▲                  | ▲                              | ▲                     | ▲             |
| Zoho   | ▲               | ▲   | ▲                      | ▲                                     | ▼           | ▲                                   | ▲                  | ▼                              | ▲                     | ▲             |
| Zoom   | ▲               | ▲   | ▲                      | ▲                                     | ▲           | ▲                                   | ▲                  | ▲                              | ▲                     | ▲             |
| Average  | 8.16            | 8.26  | 8.27                   | 8.26                                  | 8.43        | 8.20                                | 8.26               | 8.27                           | 8.24                  | 8.26          |
| Other providers were rated but didn't garner enough scores to be counted individually or to be included in average scores. |                 |   |                        |                                       |             |                                     |                    |                                | metrigy               |               |
| LEGEND ▲ = Above average ▼ = Below average ● = Average   |                 |   |                        |                                       |             |                                     |                    |                                |                       |               |

Figure 4: 2026 WEM Suite MetriStar: Customer Sentiment Ratings vs. Average, by Provider

### MetriStar Summary of Results

The results for the categories comprising the 2026 WEM Suites MetriStar are described here:

- MetriStar Top Provider** – Research participants gave these providers an 8.26 or above customer sentiment rating and documented better-than-average improvements in their overall business metrics. These providers—Aspect, [RingCentral](#), and Zoho—have earned a [MetriStar Top Provider Award](#). Each has received high sentiment scores and customers documented above-average business success improvements using their products and services.

- **Top Business Success** – Four additional providers—8x8, Genesys, Cisco, and Talkdesk—earned recognition as having above-average improvements in their business success metrics.
- **Top Customer Sentiment** – Four additional providers—Five9, NiCE, Verint, and Zoom—earned at or above 8.26 for overall customer sentiment score.

### *Companies Rated*

Metrigy received input for a total of 18 WEM suite providers. Of those, we received enough ratings for 14 companies. Providers that did not receive enough ratings to be counted individually are Eleveo, OnviSource, SuccessKPI, and Sprinklr.

### *Metrigy's Take*

In addition to WEM, RingCentral won a MetriStar Top Provider Award for contact center-as-a-service (CCaaS) platforms.

The business success metrics RingCentral customers shared show the company's ability to drive measurable return on investment with WEM. Customers utilizing its WEM platform reported significant post-deployment gains in employee efficiency and CSAT, paired with the ability to reduce costs. In integrating its RingCX CCaaS platform and RingWEM suite, RingCentral effectively bridges the gap between contact center interactions and WEM, enabling companies to streamline everything from advanced forecasting and scheduling to AI-driven quality management, without the pain of siloed applications.

For WEM, RingCentral excelled across key customer sentiment indicators, as outlined above. Customers rated RingWEM highly for its robust technical features, overall platform reliability, and seamless integrations with core business apps. Furthermore, its strong marks in value (bang for the buck), and customer service reflect the financial and operational viability of deploying a natively cohesive communications and WEM stack.

RingCentral is delivering on the promise of an integrated, AI-forward employee experience. Its WEM suite effectively surfaces actionable analytics that lead to improved agent and supervisor performance. Some key features include:

- AI-powered quality management – AI Quality Management captures synchronized call and screen recordings while leveraging AI-powered scorecards to automatically evaluate interactions, providing supervisors with the tools they need to quickly identify performance gaps, deliver targeted feedback, and build personalized coaching plans
- Workforce management (WFM) – Built on its CommunityWFM acquisition, RingCentral's AI WFM offering provides advanced predictive forecasting, intelligent shift scheduling, and real-time intraday adherence tracking. It integrates natively with RingCX to align staffing with changing interaction volumes while offering agents mobile-friendly, self-service scheduling flexibility
- Interaction analytics – RingCX AI Interaction Analytics evaluates 100% of voice and digital interactions to extract actionable insights. Using AI, it predicts CSAT scores without relying on manual surveys, analyzes customer sentiment, tracks key phrases, and surfaces emerging conversation trends

For IT and CX leaders seeking a unified architecture that natively pairs contact center routing with sophisticated workforce engagement tools, RingCentral is a solution to consider.

### Study Overview

Metrigny conducted our global *Customer Experience MetriCast 2026* research study from March to April 2026. We surveyed 1,437 CX leaders from organizations headquartered in 10 countries from three regions (North America, Europe, Asia-Pacific). In this study, we gathered detailed information on CX technology adoption plans, current and planned spending, provider adoption, plans for changing providers (and why), applications in use, provider ratings, business success, and more.

The MetriStar output from the study focuses on the provider ratings and associated business success for the following areas: agent assist, AI agents, communications platform as a service (CPaaS), contact center as a service (CCaaS), interaction analytics, customer relationship management (CRM), knowledge management, workforce engagement management (WEM), and voice of the customer (VoC).

To get more details on this and other research, please visit [www.metrigny.com](http://www.metrigny.com).



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