Twilio Recognized as a Leader in the 2026 Gartner® Magic Quadrant™ for CPaaS for the Fourth Consecutive Year

May 20, 2026

Twilio believes its position as highest in Ability to Execute reflects the company's commitment to building infrastructure for the agentic era

SAN FRANCISCO--(BUSINESS WIRE)--May 20, 2026-- Twilio (NYSE: TWLO), the infrastructure for customer engagement in the AI era, today announced it has been recognized as a Leader in the 2026 Gartner® Magic Quadrant™ for Communications Platform as a Service (CPaaS) for the fourth consecutive year.[1] Twilio also received the highest placement in Ability to Execute.[2]

Twilio delivers trusted communications and data-driven engagement for hundreds of thousands of customer accounts worldwide. Companies such as Best Buy, Netflix, All Nippon Airways (ANA), and CLEAR rely on Twilio to build personalized, scalable experiences for their customers. To us, this recognition reflects Twilio's continued investment in unifying communications, real-time data, and AI into a single, developer-friendly platform – built to power the contextual customer experiences that today's businesses demand.

Twilio believes this recognition builds on Twilio's broader positioning as the infrastructure layer at the center of the CPaaS, CCaaS, CDP, and AI convergence. In late 2025, Gartner also named Twilio the company to beat for AI CPaaS.[3] Together, we believe these recognitions affirm Twilio's place as the platform that enterprises and developers turn to as AI reshapes how businesses engage with their customers.

This recognition comes as Twilio continues to expand its platform, with recent innovations including:

- **Voice AI and Conversation Relay**: Enables developers to build sophisticated, natural-language voice agents using their preferred LLM, with real-time streaming, PCI-compliant voice workflows, native integration of real-time speech-to-text models, and programmatic access to latency and quality analytics.
- **Agentic Platform Capabilities**: Twilio's Agent Connect, Conversation Orchestrator, and Conversation Memory capabilities enable businesses to connect their existing AI agents to Twilio's Voice and Messaging channels and deploy them across customer touchpoints- ensuring every conversation is persistent, contextual, and actionable. Conversation Intelligence extends this further with generative AI language operators that turn live conversations into actionable, real-time intelligence that enhances human agents and triggers immediate actions like automated workflows across voice and messaging channels.
- **Twilio Console:** A completely redesigned console serves as a centralized command center for customers, featuring Twilio Workbench for developer productivity and an integrated AI assistant, making it easier to explore and manage Twilio products in one place.

"Twilio believes it created the CPaaS category, and four consecutive years as a Leader reflects how much we've continued to shape it. What started as APIs for SMS and voice has evolved into a full platform for continuous, contextual customer engagement," said **Kathryn Murphy, SVP of Product at Twilio.** "As we enter the agentic era, we're doing what we've always done: building the infrastructure businesses need to have real conversations with their customers, whether those conversations are powered by humans or AI."

The 2026 Gartner Magic Quadrant for CPaaS is available as a complimentary download, here.

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Source: Gartner®, Magic QuadrantTM for Communications Platform as a Service, Lisa Unden-Farboud, Pankil Sheth, Ajit Patankar, May 18, 2026

Forward-Looking Statements

This press release contains forward-looking statements, including, but not limited to, statements regarding Twilio's *commitment to building infrastructure for the agentic era;* expectations regarding our platform and solutions; and future investment in and availability of new products.

You should not rely upon forward-looking statements as predictions of future events, the outcome of which are subject to known and unknown risks, uncertainties, and other factors that may cause our actual results, performance, or achievements to differ materially from those described in the forward-looking statements, including those more fully described in our most recent filings with the Securities and Exchange Commission.

Forward-looking statements represent our beliefs and assumptions only as of the date such statements are made and we undertake no obligation to update any forward-looking statements, except as required by law.

About Twilio

Twilio (NYSE: TWLO) is the infrastructure for customer engagement in the AI era. By combining global communications, memory, and AI orchestration with identity, governance, and observability, Twilio enables businesses to deliver continuous, contextual, personal, and secure conversations across every channel and participant – human or AI.

Across 180+ countries, hundreds of thousands of the most innovative companies – from the Fortune 500 to startups – and millions of developers, rely on Twilio's global platform across messaging, voice, email, and beyond, to power trusted customer experiences that drive real results. For more information about Twilio visit www.twilio.com.

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[1] Gartner®, Magic Quadrant™ for Communications Platform as a Service, Lisa Unden-Farboud, Ajit Patankar, Brian Doherty, Daniel O'Connell, September 18, 2023
Gartner®, Magic Quadrant™ for Communications Platform as a Service, Lisa Unden-Farboud, Ajit Patankar, Pankil Sheth, Brian Doherty, June 24, 2024
Gartner®, Magic Quadrant™ for Communications Platform as a Service, Lisa Unden-Farboud, Manoj Bhatia, Pankil Sheth, Ajit Patankar, July 21, 2025

[2] Gartner®, Magic Quadrant™ for Communications Platform as a Service, Lisa Unden-Farboud, Pankil Sheth, Ajit Patankar, May 18, 2026

[3] Gartner®, AI Vendor Race: Twilio Is the Company to Beat for CPaaS AI, Ajit Patankar, Lisa Unden-Farboud, December 8, 2025

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