**8x8**

# The 8x8 eXperience Communications Platform™

X Series service plans

### Modern communication experiences powering business agility

The eXperience Communications Platform™ is the first and only XCaaS platform on the market. It empowers enterprises with modern communication experiences, eliminates organizational silos, boosts employee productivity, delights customers, and unifies data to reveal deeper insights for smarter decisions and a more agile business.

One integrated platform also enables a single integration framework to connect to productivity tools like Microsoft Teams and CRM apps with your communications across all functional areas, saving implementation time and maintenance dollars. Embeddable APIs enable low-code, no-code customized experiences, especially in the contact center with more robust omnichannel possibilities.

### Service plans

| X2 | X4 | X6 | X7 | X8 |
|---|---|---|---|---|
| Standard users with international calling | Advanced call handling and analytics for supervisors and receptionists | Voice-based Contact Center with Advanced Reporting | Omni-channel Contact Center with Advanced Reporting | Advanced Contact Center with Comprehensive Reporting, CX and Interaction Analytics, Quality Management and Auto Dialer |

## The eXperience Communications Platform supports every communication need company-wide

| Feature[1] | X2 | X4 | X6 | X7 | X8 |
|---|---|---|---|---|---|
| 99.999% uptime SLA across UCaaS and CCaaS | ■ | ■ | ■ | ■ | ■ |
| Number of Countries in Unlimited Telephony Calling Zone | 14 | 48 | 48 | 48 | 48 |
| Number Porting (self-service or managed) | ■ | ■ | ■ | ■ | ■ |
| Auto Attendant (multi-level) | ■ | ■ | ■ | ■ | ■ |
| Call Handling (Caller ID, Call Forwarding, Transfer, Park, Hunt Groups, Ring Groups) | ■ | ■ | ■ | ■ | ■ |
| Call Queues | ■ | ■ | ■ | ■ | ■ |
| Barge, Monitor and Whisper[2] | | ■ | ■ | ■ | ■ |
| HD Secure Voice, Hot-desking | ■ | ■ | ■ | ■ | ■ |
| Mobile and Desktop app or Browser-based Access | ■ | ■ | ■ | ■ | ■ |
| Presence Detection | ■ | ■ | ■ | ■ | ■ |
| Voicemail with Transcription | ■ | ■ | ■ | ■ | ■ |
| Web-Browser Click-to-Call | ■ | ■ | ■ | ■ | ■ |
| Cross-Platform Team Messaging | ■ | ■ | ■ | ■ | ■ |
| HD Audio and Video Conferencing with Screen Sharing (500 Active Participants) | ■ | ■ | ■ | ■ | ■ |
| Advanced Moderator Controls of Audio and Video Meetings | ■ | ■ | ■ | ■ | ■ |
| Engaging Meeting Experiences with Live Emoji Reactions, Instant Polls, Hand Raising, Virtual Backgrounds and Breakout Rooms | ■ | ■ | | | |
| Out of the Box Integrations with Key CRM, Productivity, Service and Support Applications | ■ | ■ | ■ | ■ | ■ |
| 8x8 Voice for Microsoft Teams Add-On | ■ | ■ | ■ | ■ | ■ |
| UC Media Storage (unlimited capacity) for Meetings & UC Call Recording[3] | 30 Days | 130 Days | 130 Days | 130 Days | 130 Days |
| CC Media Storage (unlimited capacity) for CC Call Recording[3] | | | 30 Days | 30 Days | 30 Days |
| Unlimited Internet Fax | ■ | ■ | ■ | ■ | ■ |
| 8x8 Frontdesk tailored experience for receptionists | | ■ | ■ | ■ | ■ |
| Conversation IQ Add-on provides speech analytics and quality management | $ | $ | | | |
| Call Activity Analytics | ■ | ■ | ■ | ■ | ■ |
| Supervisor Analytics | | ■ | ■ | ■ | ■ |
| 8x8 Agent Workspace delivering a tailored and intuitive experience for contact center agents | | | ■ | ■ | ■ |
| 8x8 Contact Center for Microsoft Teams Solution Certified | | | ■ | ■ | ■ |
| Chrome Enterprise Recommended (CER) Contact Center Solution | | | ■ | ■ | ■ |
| Omnichannel routing of voice, chat, email, SMS, social media and messaging apps | | | | ■ | ■ |
| ACD/IVR | | | ■ | ■ | ■ |
| Intelligent Interactive Voice Response (IVR) | | | $ | $ | $ |
| Queued and Web Callback | | | ■ | ■ | ■ |
| Post-Call Survey | | | ■ | ■ | ■ |
| Contact Center Reporting and Analytics | | | ■ | ■ | ■ |
| 8x8 Secure Pay | | | $ | $ | $ |
| Co-browsing | | | | ■ | ■ |
| Auto Dialer: Preview, Progressive, & Predictive | | | $ | $ | ■ |
| Quality Management | | | $ | $ | ■ |
| Interaction Analytics | | | $ | $ | ■ |
| Enterprise-Grade Security | ■ | ■ | ■ | ■ | ■ |
| Compliance and Certifications (GDPR, HIPAA, ISO27001, 9001 etc.) | ■ | ■ | ■ | ■ | ■ |

1. Refer to the XCaaS Solution Overview for the full X Series feature set.
2. 8x8 Barge-Monitor-Whisper (BMW) helps office managers and supervisors with X4 licenses to listen in on any active call X2 and above.
3. Add-on storage options are available including long-term archive 'cold' storage and CC screen recording.

## Contact 8x8 sales or your 8x8 partner for additional information, or visit 8x8.com.

**8x8**

8x8, Inc. (NYSE: EGHT) is transforming the future of business communications as a leading Software-as-a-Service provider of 8x8 XCaaS™ (eXperience Communications as a Service™), an integrated contact center, voice communications, video, chat, and API solution built on one global cloud communications platform. 8x8 uniquely eliminates the silos between Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS) to power the communications requirements of all employees globally as they work together to deliver differentiated customer experiences. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, Twitter, and Facebook.