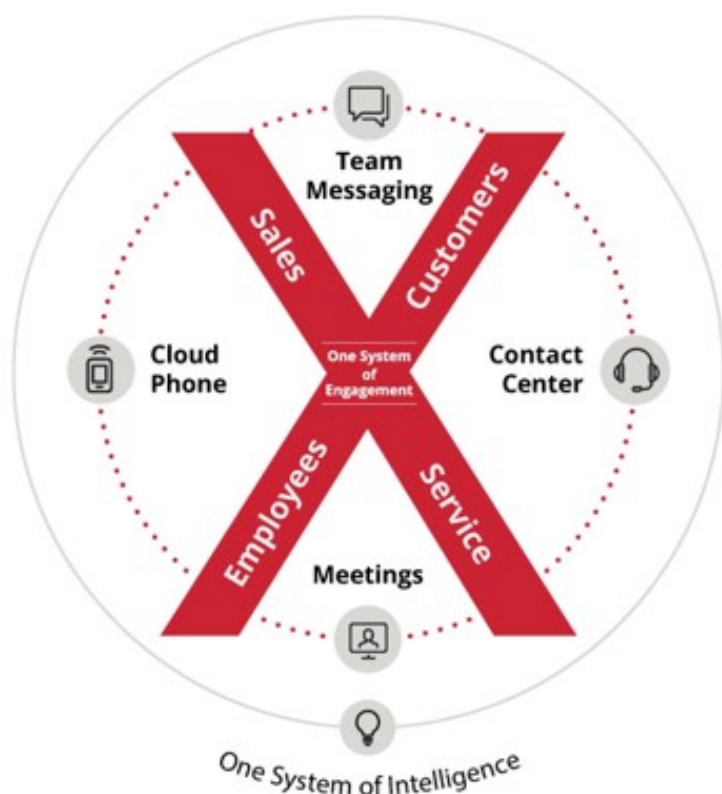


X Series

Solutions Overview

- Single Cloud Platform
- Flexible service plans
- Broad interoperability



Benefits

- Easy transition from standard telephony to full collaboration
- Full context with every live interaction
- Centralised cross-platform team messaging
- Data analytics on every employee and customer interaction
- Supervisor enablement and agent feedback
- Intelligent interaction between employees and customers

X Series Plans

8x8 X Series is built on the principle that successful organisations must move at the new speed of business by:

- Lowering cost of ownership and improving end-customer service
- Delivering a personalized customer experience
- Identifying actionable commercial insights using advanced analytics
- Enabling new agile business models
- Facilitating flexible work practices and business continuity

8x8 X Series provides businesses with the communication capabilities necessary to achieve these goals.

Enterprise-grade Cloud Telephony



IP Agnostic Access

SLA for uptime and voice quality over the public internet



PSTN Access

30+ PSTN carriers to provide global coverage



Geo Routing

Automatic localised signaling and voice



16 Data centres

Top-tier geo diverse data centres strategically positioned for global reach



Disaster Recovery <

30 second failover between POPs



Security/Compliance

Single vendor with code scanned by VeraCode for code-based security



Lobby

Common Areas & Break Rooms

- HD quality voice
- Extension to extension calling
- Phone number and extension



X1

Shared Extensions & Entry-level Users

Lobby+:

- Communicate through the desktop app, mobile app or a desk phone
- Unlimited calling within Ireland (mobiles & landlines)
- Call recording
- Power keys, including Busy Lamp Field
- Host video and audio conferences for up to 100 participants, with HD quality, screen sharing and more
- Integrations including: Microsoft Teams and Slack
- Team messaging
- Cross-platform team messaging incl. Chatter, Slack +20 more
- Single Sign-On



X2

Standard Users

X1+:

- Unlimited calling to 14 countries (incl. Ireland, UK, US, Canada and Australia)
- Personal call analytics
- CRM integrations including: Microsoft Dynamics, and Salesforce
- Internet fax
- Call queues
- Additional recording storage



X3

Power Users

X2+:

- Unlimited calling to 32 countries
- Switchboard Pro
- Additional recording storage



X4

Managers and Supervisors

X3+:

- Unlimited calling to 47 countries
- Barge-Monitor-Whisper
- Supervisor analytics
- Call quality reporting
- Additional recording storage

Enterprise-grade Cloud Contact Centre



Multichannel

Email, Webchat, SMS



Built-In IVR

Skills based routing, simple scripting



Quality Management

Collaboration with @mentions



Speech Analytics

100% transcription, pre-configured topics



Graphical Customer Journey Maps

Step-by-step flow of every interaction



Dashboards and Wallboards

Expanded filters, customised widgets



Effortless Integrations

Out-of-the-box CRM includes, open APIs



Forecasting and Scheduling

Extended workforce management (WFM) features



X5

Voice-centric Contact Centre users, including Predictive Dialer*

- X4+:**
- Voice-focused contact centre
 - Outbound predictive AI dialler*
 - IVR that can be configured with drag-and-drop interface
- * NOTE: DIALER NOT SUPPORTED IN IRELAND



X7

Multi-channel Contact Centre users with Advanced Reporting

- X6+:**
- Multichannel contact centre: email, webchat and social channels
 - Co-browsing



X6

Voice-centric Contact Centre users with Advanced Reporting

- X4+:**
- Voice-focused contact center
 - Real-time and historical contact centre reports
 - Graphical customer journey analytics
 - Customizable wallboards and dashboards



X8

Multi-channel Contact Centre users with Advanced Analytics and Predictive Dialer

- X7+:**
- Quality management
 - Speech analytics
 - Outbound predictive AI dialler (Requires VCC v9.12 for compliance)

X Series Features

Features	Lobby	X1	X2	X3	X4	X5	X6	X7	X8
Voice and Telephony									
Unlimited global calling for UC phone		Ireland only	14 countries	32 countries	47 countries				
4,000 free minutes for contact center calling						*X5 IS NOT AVAILABLE IN IRELAND	—— 47 Countries ——		
Tier 1 phone number & extension	•	•	•	•	•	•	•	•	•
HD quality voice	•	•	•	•	•	•	•	•	•
Secure voice calls (TLS and SRTP)	•	•	•	•	•	•	•	•	•
Voicemail		•	•	•	•	•	•	•	•
UC call recording		•	•	•	•	•	•	•	•
Web browser click-to-dial		•	•	•	•	•	•	•	•
Power keys, including Busy Lamp Field		•	•	•	•	•	•	•	•
Mobile apps		•	•	•	•	•	•	•	•
Desktop app		•	•	•	•	•	•	•	•
Switchboard Pro ¹				•	•	•	•	•	•
Barge-Monitor-Whisper					•	•	•	•	•
Hot desking	•	•	•	•	•	•	•	•	•
Caller ID	•	•	•	•	•	•	•	•	•
Number porting: self service or managed	•	•	•	•	•	•	•	•	•
Call waiting	•	•	•	•	•	•	•	•	•
Call transfers	•	•	•	•	•	•	•	•	•
Extension to extension calling	•	•	•	•	•	•	•	•	•
Group pick-up	•	•	•	•	•	•	•	•	•

X Series Features — Continued

Features	Lobby	X1	X2	X3	X4	X5	X6	X7	X8
Voice and Telephony									
Call park	•	•	•	•	•	•	•	•	•
Phone paging (Polycom devices only)	•	•	•	•	•	•	•	•	•
Hold music	•	•	•	•	•	•	•	•	•
UC media storage for meeting recording and call recording		0 GB	1 GB	5 GB	—————10 GB—————				
Collaborative Contact Centre									
Auto attendant	•	•	•	•	•	•	•	•	•
Ring groups / Hunt groups	•	•	•	•	•	•	•	•	•
Call queues			•	•	•	•	•	•	•
Expert Connect							•	•	•
Outbound preview campaign dialer									•
Outbound predictive AI dialer						2,000 minutes			5,000 minutes
Interactive voice response (IVR)						•	•	•	•
Skills-based inbound voice						•	•	•	•
Graphical call flow reports							•	•	•
Post call survey							•	•	•
Native CRM						•	•	•	•
Knowledge-base							•	•	•
Web callback						•	•	•	•
Queued callback							•	•	•
Inbound chat, email and social channels								•	•

X Series Features — Continued

Features	Lobby	X1	X2	X3	X4	X5	X6	X7	X8
Collaborative Contact Centre									
Co-browsing								•	•
CC screen recording							€	€	€
CC voice recording						€	€	€	€
CC voice archiving							€	€	€
Universal Team Messaging									
One-on-one instant messaging		•	•	•	•	•	•	•	•
Team messaging		•	•	•	•	•	•	•	•
Sameroom (cross-platform team messaging with Chatter, Slack, etc.)		•	•	•	•	•	•	•	•
Business SMS and texting		————— <i>US & Canada ONLY</i> —————							
Presence detection		•	•	•	•	•	•	•	•
Unlimited internet fax ²			•	•	•	•	•	•	•
Integrated Video and Audio Conferencing									
HD video conferencing		•	•	•	•	•	•	•	•
HD audio conferencing		•	•	•	•	•	•	•	•
Instant screen sharing across multiple windows and monitors		•	•	•	•	•	•	•	•
One click to start or join meetings on any device, anytime, anywhere		•	•	•	•	•	•	•	•
One click to move from call to chat to video conferencing		•	•	•	•	•	•	•	•
Integrated scheduling with Microsoft Office 365/Microsoft Outlook plugin		•	•	•	•	•	•	•	•

X Series Features — Continued

Features	Lobby	X1	X2	X3	X4	X5	X6	X7	X8
Integrated Video and Audio Conferencing									
Integrated scheduling with Google Calendar extension		•	•	•	•	•	•	•	•
Record meetings		•	•	•	•	•	•	•	•
Call your number or call in features to quickly join the meeting		•	•	•	•	•	•	•	•
Dial in number options for 58 countries		•	•	•	•	•	•	•	•
Add co-hosts to meetings		•	•	•	•	•	•	•	•
Mute all or specific participants		•	•	•	•	•	•	•	•
Shared presence across meetings, phone and team messaging		•	•	•	•	•	•	•	•
Join without downloading an app		•	•	•	•	•	•	•	•
Join from mobile devices		•	•	•	•	•	•	•	•
Join from online web browser		•	•	•	•	•	•	•	•
Advanced Analytics									
Analytics - Essentials	•	•	•	•	•	•	•	•	•
Analytics - Service Quality					•	•	•	•	•
Analytics - Supervisor					•	•	•	•	•
Wallboards					•	•	•	•	•
Contact center analytics						•	•	•	•
Customer experience analytics							•	•	•

X Series Features — Continued

Features	Lobby	X1	X2	X3	X4	X5	X6	X7	X8
Advanced Analytics									
Quality management							€	€	•
Speech transcription and analytics							€	€	•
Workforce management							€	€	€
Integrations to Your Core Systems									
Active Directory - authentication	•	•	•	•	•	•	•	•	•
Single Sign-On		•	•	•	•	•	•	•	•
Okta integration		•	•	•	•	•	•	•	•
Calendar integration (Google Calendar, Outlook)		•	•	•	•	•	•	•	•
G Suite integration			•	•	•	•	•	•	•
Outlook integration ³		•	•	•	•	•	•	•	•
Skype for Business integration ³		•	•	•	•	•	•	•	•
Office 365 integration (including Teams)		•	•	•	•	•	•	•	•
Salesforce integration			•	•	•	•	•	•	•
CRM integrations: Microsoft Dynamics and more			•	•	•	•	•	•	•
200+ more integrations		€	€	€	€	€	€	€	€
Security and Compliance									
Enterprise grade security	•	•	•	•	•	•	•	•	•
High industry SLA	•	•	•	•	•	•	•	•	•
GDPR requirements for data processors	•	•	•	•	•	•	•	•	•
HIPAA ⁴	•	•	•	•	•	•	•	•	•
ISO 9001 / ISO 27001 ⁴	•	•	•	•	•	•	•	•	•

X Series Features — Continued

Features	Lobby	X1	X2	X3	X4	X5	X6	X7	X8
Security and Compliance									
UK government ATO ⁴	•	•	•	•	•	•	•	•	•
FISMA (NIST 800-53) ⁴	•	•	•	•	•	•	•	•	•
Privacy Shield	•	•	•	•	•	•	•	•	•
Cyber Essentials ⁴	•	•	•	•	•	•	•	•	•
FIPS 140-2 Encryption	Optional								
CSA Cloud Security Alliance - Star Alliance Compliance	•	•	•	•	•	•	•	•	•
CPNI	•	•	•	•	•	•	•	•	•
Support and Training									
24/7 support	•	•	•	•	•	•	•	•	•
Seven global support centres	•	•	•	•	•	•	•	•	•
Self-service support portal	•	•	•	•	•	•	•	•	•
Extensive knowledge base	•	•	•	•	•	•	•	•	•
Network diagnostic tools	•	•	•	•	•	•	•	•	•
Basic online training	•	•	•	•	•	•	•	•	•
Advanced online or on-site training	€	€	€	€	€	€	€	€	€
Elite touch implementation services	€	€	€	€	€	€	€	€	€
Professional services	€	€	€	€	€	€	€	€	€

Notes:

¹ Requires Polycom IP phone

² Unlimited internet fax may require the purchase of an additional DID

³ Available for PC only

⁴ ContactNow components do not apply

Integration is All

The comprehensive capabilities of 8x8 X Series are enhanced by a range of 3rd party applications that have been certified for interoperability* with 8x8 Virtual Office and Contact Centre. Spanning CRM, Workforce Management, Sales Automation and more, these pre-tested solutions enable new customers to easily integrate 8x8 with the established applications they already use to drive their business. Similarly, existing 8x8 customers have a powerful suite of options to enhance the way that they communicate with and serve their own customers.

This includes the powerful 8x8 Voice for Microsoft Teams solution that enables customers to seamlessly combine Microsoft's highly-regarded collaboration experience with the high-quality, secure and robust audio connectivity provided by 8x8.



** application support is locale dependent*

Experience is Everything

One of the main reasons 8x8 has been named a Leader in the Gartner UCaaS Magic Quadrant for eight consecutive years is our ongoing commitment to delivering the best communications experience for our customers and the customers they service. With over 200 patents, 16 data centers across the globe and the highest levels of security and compliance, your call quality is guaranteed and your customer satisfaction is assured.



**Interested in learning even more? Contact a Solutions Expert at
+353(0)76 680 1252 or +44(0)333 043 8888 or visit us at [8x8.com](https://www.8x8.com)**

8x8

8x8, Inc. (NYSE: EGHT) is transforming the future of business communications as a leading Software-as-a-Service provider of voice, video, chat, contact center and enterprise-class API solutions powered by one global cloud communications platform. 8x8 empowers workforces worldwide to connect individuals and teams so they can collaborate faster and work smarter. Real-time analytics and intelligence provide businesses unique insights across all interactions and channels so they can delight end-customers and accelerate their business. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, Twitter and Facebook.



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