



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:** Standard users with international calling
- X4:** Advanced call handling and analytics for supervisors and receptionists
- X6:** Voice-based Contact Center with Advanced Reporting
- X7:** Omni-channel Contact Center with Advanced Reporting
- X8:** 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

Features	X2	X4	X6	X7	X8
UC Voice and Telephony Features					
Number of countries in unlimited global calling zones for UC phone	14	48	48	48	48
Secure HD quality voice	■	■	■	■	■
Unlimited internet fax	■	■	■	■	■
Voicemail with transcription	■	■	■	■	■
UC call recording	■	■	■	■	■
Web browsers click-to-dial	■	■	■	■	■
8x8 Work Mobile and Desktop app or web based access	■	■	■	■	■
8x8 Frontdesk		■	■	■	■
8x8 Mobile Admin	■	■	■	■	■
Barge, monitor, whisper		■	■	■	■
Hot desking	■	■	■	■	■
Caller ID, Call waiting, Call transfers, Call park	■	■	■	■	■
Block callers	■	■	■	■	■
Flip calls	■	■	■	■	■
Hold music	■	■	■	■	■
Emergency services	■	■	■	■	■
UC media storage for instant access and playback of audio call and video meeting recordings ¹	30 Days	130 Days	130 Days	130 Days	130 Days
Auto attendant, Ring groups and Call queues	■	■	■	■	■
8x8 Conversation IQ	\$	\$			

For more information, visit 8x8.com.

Features	X2	X4	X6	X7	X8
UC Voice and Telephony Features (Continued)					
8x8 Analytics for 8x8 Work Essentials	■	■	■	■	■
8x8 Analytics for 8x8 Work Supervisor		■	■	■	■
Universal Team Messaging Features					
1 on 1 instant messaging and Team messaging	■	■	■	■	■
Business SMS/MMS and texting (US and Canada only)	■	■	■	■	■
Block SMS spam	■	■	■	■	■
Video and Audio Conference Features					
HD video and audio conferencing (500 participants)	■	■	■	■	■
Virtual backgrounds, Emoji and GIF reactions, Polls, Hand raising	■	■	■	■	■
Secure passcodes	■	■	■	■	■
Screen sharing	■	■	■	■	■
Breakout Rooms	■	■	■	■	■
Advanced moderation controls	■	■	■	■	■
Post meeting insights	■	■	■	■	■
Contact Center Features					
8x8 Agent Workspace			■	■	■
8x8 Supervisor Workspace			■	■	■
ACD			■	■	■
Omnichannel routing of voice, chat, email, SMS, social media, and messaging apps				■	■
Web callback			■	■	■
Queued callback			■	■	■
Interactive voice response (IVR)			■	■	■
Intelligent IVR (IIVR)			\$	\$	\$
Intelligent Customer Assistant (ICA)			\$	\$	\$
Outbound preview campaign dialer			\$	\$	■
Outbound predictive AI dialer			\$	\$	■
Graphical call flow reports			■	■	■
Expert Connect			■	■	■
Post call survey			■	■	■
Native CRM			■	■	■
Knowledgebase			■	■	■
Co-browse				■	■
CC voice recording			■	■	■
CC media storage for CC call recording ¹				30 Days	30 Days
Contact center Agent Outbound Port			■	■	■
Contact center VoIP softphone			■	■	■
8x8 Secure Pay			\$	\$	\$
8x8 Analytics for Contact Center			■	■	■
Workforce management			\$	\$	\$
Integrating Communications into your Ecosystem					
8x8 Voice for Microsoft® Teams	■	■	■	■	■
8x8 Phone App for Microsoft® Teams	\$	\$	\$	\$	\$
Additional integrations	\$	\$	\$	\$	\$
Security, Compliance, and Certifications					
Enterprise grade security	■	■	■	■	■
Financially backed end to end SLA	■	■	■	■	■
Compliance and certifications (GDPR, HIPAA, ISO27001, 9001, etc.)	■	■	■	■	■

1. Add-on storage options are available including long-term archive 'cold' storage.

Additional information: [Calling countries for X-Series licenses](#) | [How Contact Center per-minute usage is charged](#) | [International destinations blocked by 8x8](#)

Contact 8x8 sales or your 8x8 partner for additional information, or visit [8x8.com](https://www.8x8.com).



8x8, Inc. (NASDAQ: 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 SMS 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.





8x8

8x8 Work

An all-in-one collaboration hub for phone, video, messaging, and more

Transform your organization and empower your employees to work smarter, faster, and more efficiently

8x8 brings robust and secure unified communication and collaboration experiences to every employee, with the convenience of doing more from anywhere on any device.

8x8 Work is our cloud-based app that brings telephony, video meetings, and team messaging capabilities to your chosen device.

Utilize the app to create a networked organization without silos, and gain data insights across multi-modal communications to make routine decisions seamless, build relationships, and inspire customer trust.

8x8 also enables you to manage and scale the platform from a single administration interface that also simplifies user provisioning and management.

Never miss a call again

Users enjoy enterprise-grade PBX features, including voicemail, transcription, business SMS/MMS, fax, emergency services, and more, with industry-leading global coverage in over 55 countries backed by our unmatched 99.999% uptime SLA guarantee.

Direct every call to the right person within the organization with multi-level auto-attendant and flexible call routing rules and flows to facilitate customer conversations and improve employee productivity. Also, set up informal call queues for internal help desks for HR or IT teams with simplified call management to distribute calls efficiently.

Drive effective and engaging meetings for deeper conversations and faster decisions

Schedule, host, and manage large video meetings with up to 500 participants from a web browser, desktop, or mobile device. Live stream even larger meetings, such as company-wide meetings and town halls, directly on YouTube. Chat with other participants, set a virtual background, record meetings, run polls, create breakout rooms, utilize live translation and closed captioning, and suppress background noise for a better meeting experience. After the meeting, access AI-generated post-meeting summaries for important highlights and key moments.

Get answers quickly and drive collaboration across teams and time zones

Give your teams a place to share information, get answers, and collaborate to get work done via 1-1 or group private and public chat rooms. Set your presence status, share links and files, and quickly access previously shared documents. Utilize @mention for time-sensitive messages, and even show a bit of your personality with custom status messages and emoji reactions.

Get more done with composed experiences for key roles

8x8 also offers composed, personalized experiences for key organizational functions, such as IT administrators, receptionists, contact center agents, and supervisors, that streamline workflows and boost user productivity.

Key benefits

- **Integrated business communications:** Use one app for all your business communications needs. Simplify IT management by consolidating vendors, and say goodbye to app toggling. For users who need a desk phone, choose from a wide variety of certified devices.
- **One-app and one-click experience:** Unify phone calls, video meetings, and team messaging for a seamless collaboration experience. Quickly move from one mode or device to the other.
- **A modern digital workspace:** Boost employee effectiveness and productivity regardless of work styles, location, or devices.
- **Real-time visibility:** Gain actionable business insights using built-in analytics that capture historical and real-time data from all customer interactions.
- **Greater flexibility:** Make coaching and speech analytics features, long-reserved for contact center agents, available to all employees.
- **Expand with 8x8 as your business needs grow:** When ready, seamlessly expand to the [8x8 XCaaS platform](#) and let 8x8 be your one-stop shop for voice, video, chat, contact center, and APIs.
- **Always available, just like your business:** Leverage an industry-leading, financially-backed, platform-wide 99.999% uptime SLA across an integrated UCaaS and CCaaS solution.
- **Optimized TCO and faster time to value:** Take advantage of persona-based mix-and-match options, vendor and licensing consolidation, and streamlined tech support.



Access all your communication features in one app, or the apps where you spend most of your time

Connect with customers and colleagues using the 8x8 Work app across your favorite devices. For those on the go, flip calls and meetings seamlessly from your desktop to mobile, as needed. And, for users who spend most of their time in productivity and business apps, our single integration framework supports 40+ business app integrations, including Salesforce, ServiceNow, and Microsoft Teams. So, you can access key 8x8 functionality right in the app of your choice.

Learn more about [8x8 Work](#) and how it can supercharge your business communications.

8x8

8x8 Voice Solutions

Secure, real-time communication between you and your customers.

Build customer trust with private, simple, and secure voice solutions

8x8 makes it easy to keep personal information private while improving traditional communication experiences. With our scalable and highly customisable **Voice API and SDK** solutions, businesses can enable secured customer conversations while building engaging voice experiences.

Voice Messaging

Keep communication human-centric with text-to-speech messaging in over 80 local languages to reach your end-users, regardless of language differences, disabilities, or literacy levels.

- Deliver sensitive data, including authentications and one-time passwords
- Increase delivery and answer rates by including customers with no internet access
- Create inclusive communications and reach people with reading disabilities or visual impairments

Key benefits

- **Reach:** Engage larger audiences in new markets with more than 8 languages and 200 voice profiles
- **Engagement:** Utilise 8x8 Connect for reports and better insight into your customers' journey and create customised marketing campaigns
- **Quality:** Ensure consistent call quality with 8x8's proven technology and robust private VoIP network
- **Reliability:** Provide service to customers who may not have access to a smartphone or may lack internet connectivity
- **Accessibility:** Reach customers who may have difficulty reading text-based messaging.
- **Security:** Improve delivery rates of one-time passwords, notifications, and alerts



For more information, contact us at hello-cpaas@8x8.com or visit www.8x8.com/products/apis/voice.

Call Masking

Call masking, also known as number masking, is a solution which keeps your customers' identity safe. It prioritises privacy by enabling voice communication between two unknown parties within an application without exposing their real phone numbers.

- Build trust and respect customer privacy by keeping their phone number and personal identity secure
- Improve efficiency in your customer journey and enable direct connections with the right person who can help
- Meet data privacy and security regulatory requirements

App-to-App Calling

Allow your users to connect with each other – and you – over cost-effective VoIP without forcing them to leave your app, and while maintaining their privacy. Our app-to-app calling feature uses 8x8's IP network to connect two smartphone devices via the app interface. With this feature, any native mobile application can have secure voice calling capabilities.

- Reduce customer attrition as your customers can use data to conduct voice calls instead of using their valuable call minutes
- Get an added layer of privacy and protection by using dynamic display names to protect your users' personal information
- Avoid off-platform conversations and prevent revenue leakage by hosting all communications on your own platform

