

# Eliminate Avaya Risks: How to Move to the Cloud with 8x8

Future-Proof Your Communications with 8x8

Feeling nervous about your future as an Avaya customer? Avaya's path forward as an independent company is uncertain, but your future doesn't have to be. 8x8's custom migration plan for Avaya customers will help you better serve your business, employees and customers. We'll make the migration easy and support you every step of the way. If you're ready to future-proof your business, 8x8 can help you migrate your communications and contact center infrastructure to a cloud-based solution that eliminates risk and uncertainty—all with no disruptions.

## Migrating from Avaya to 8x8 in 8 Steps

Our goal is to make the transition seamless, **with no interruption to your business or customers**. Your service will stay up the entire time—from start to finish, and our goal is to replicate the state of your Avaya configuration. We make every effort to ensure a seamless process, including porting numbers and replicating or updating call handling rules and call flows.

We realize that your business is unique, and that's why we take a personalized approach to migration.

- 1 Discovery:** To begin the process, the 8x8 team will partner with your organization to map out users and their different use cases.
- 2 Solution Recommendation:** Next, we'll recommend appropriate packages to suit your needs. Just like Avaya, 8x8 enables organizations to mix and match use-case specific communications packages tailored for the needs of each type of user—all in a single platform, regardless of location.
- 3 Determine Roll-out Strategy:** For example, you can start by replacing smaller Avaya PBXs at branch locations connected to a larger Avaya Aura Communication Manager. By creating SIP trunks to the main PBX and implementing
- 4 Contact Center Deep Dive:** We also realize your Avaya investment may span beyond telephony. Rather than adding complexity, the 8x8 unified platform breaks traditional silos between contact center agents and other employees. To begin shifting your contact center from the outdated on-premise Avaya technology, you'll first gather your contact center business objectives. After you document the baseline of how you're performing in these areas today, we'll then begin a discovery conversation and craft the ideal solution for your objectives.

- 5 Design Sign-Off:** During deployment, a designated 8x8 project manager will support you every step of the way. 8x8 provides detailed training for both system administrators and end users. It's our priority to ensure your organization maximizes its return on the migration project. We'll make sure you're utilizing your system in a way that drives your business forward.
- 6 Configuration and Testing:** Once users and lines are ported, we'll train admins and users.

- 7 Go Live and Verification:** Then, when phones are deployed, we'll test and validate all call flows.
- 8 Transition to Support:** Once these steps are complete, your new system will be ready for production, allowing you to leave your worry behind as you retire your legacy Avaya infrastructure.

## An eight-time Leader in Gartner's UCaaS Magic Quadrant

Best of all? Thanks to the power of the cloud, we can deploy your new system in a matter of weeks, not months, saving you time, money, and hassle.

### 8x8 Solution Components:

-  **Global Telephony:** With patented innovations such as AI-powered geo-routing and over 15 data centers across six continents, 8x8 delivers best-in-class voice quality and reliability across the globe.
-  **Contact Center:** Unlike other Contact Center as a Service solutions in the market, 8x8 delivers team messaging as a native feature to improve the agent experience.
-  **Universal Team Messaging:** 1:1 and team messaging with file sharing and support for public and private rooms across your entire organization.
-  **HD Video Meetings:** Schedule, start or join HD video and audio conferences from any device or room with no friction.
-  **Endpoints:** Connect and collaborate in style with the latest phones and headsets from Poly, Cisco, Panasonic and Yealink.
-  **Analytics:** From call activity reporting to customer experience analytics to real-time sentiment analysis, 8x8 Analytics delivers instant 360-degree insight into your customer's experience journey.
-  **Administration Portal:** 8x8 Configuration Manager is your web-based administrative portal that gives system administrators the ability to customize and manage the 8x8 system, including adding, deleting or changing users, creating or updating auto attendants and call flow rules.
-  **Integrate with Ease:** 8x8's out-of-the-box integrations mean your teams have a consistent communications experience across leading CRM, service, support or productivity applications.

## 8x8 X Series User Packages

**X1**

### Voice-Centric Users

The X1 package is a voice-only package that includes 8x8's enterprise telephony capabilities including unlimited calling to US/Canada landlines and mobile numbers; advanced call handling; support for multi-sites and multi-level auto-attendant. Ideal for receptionists, conference rooms, retail locations, and any shared environments.

**X2**

### The Knowledge Worker

Adds HD video meetings with instant sharing and team messaging with file sharing to the enterprise telephony capabilities available in X1. X2 also adds global calling to your users.

**X4**

### Help Desk Supervisor and System Managers

Supervisors can use more advanced analytics and wallboards to improve employee productivity. In addition to X2 features, X4 includes the Barge-Monitor-Whisper feature that allows supervisors to interrupt calls, monitor calls silently or speak only to the agent without the end customer hearing. X4 also empowers administrators with Speech Analytics that leverage the power of AI.

**X6**

### 8x8 Contact Center-Voice

The X6 package provides all essential capabilities for a voice-only contact center while still providing several advanced collaboration elements. This package provides routing (ACD), IVR, Analytics to include 8x8 Customer Experience Analytics, post-call survey, team messaging, and video conferencing. Additionally, 8x8 also includes 4k usage minutes with every license to ensure integration with your CRM.

**X8**

### 8x8 Contact Center-Advanced

This robust contact center package includes all capabilities within the X6 package in addition to providing a full omnichannel experience by including digital channels: SMS, Social Media, email, and chat. This package also includes predictive dialing capabilities and advanced reporting and analytics. 8x8 Quality Management with Speech Analytics are also part of this full-featured bundle of capabilities.

## 8 Benefits of Making the Move to 8x8:

- 1 Future-proof your communications**—as an 8-time Leader in Gartner's UCaaS Magic Quadrant, 8x8 has what it takes to move your contact center to the future and beyond.
- 2 Save money**—consolidating multiple voice, video, messaging and contact center applications with a single vendor allows you to maximize your cloud investment.
- 3 Boost operational efficiencies**—8x8 eliminates the need for separate carriers, expensive hardware maintenance and user support contracts.
- 4 Access real-time actionable insights**—8x8 gives you access to AI-powered call quality, extension activity, supervisor analytics and contact center dashboards, including workforce management.
- 5 Free up scarce resources from your IT budget**—eliminate costly updates, patches, upgrades, and software licenses. 8x8's SaaS solution requires no capital expenses and keeps you always on the most current version with our latest features.
- 6 Unify your workforce**—8x8 features a single app for global calling, directory, presence, HD video conferencing and team messaging, keeping your teams connected wherever they are.
- 7 Migrate at your own pace**—start with satellite offices and move towards larger facilities and groups of users. Whatever your needs, we'll develop a timeline to suit your schedule.
- 8 Customize your package**—we don't take a one-size-fits-all approach, we'll help you select the best option for your business needs.

## Recognized in the Marketplace



8x8's Enterprise Engagement Management Platform: Moving Toward an Integrated Approach



The Only Leader in the 2018 Gartner Magic Quadrant for UCaaS also in the Magic Quadrant for CCaaS, North America



2018 Competitive Strategy Innovation and Leadership Award



### Are you ready to take the next steps to secure your future?

Contact an 8x8 Specialist to learn more about how 8x8 can help you migrate away from Avaya uncertainty and into a future-proofed cloud communications world.



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