



A Wingstop Solution Overview

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The Solution

8x8 is the communications hub for employees and customers. It has been designed based on extensive experience working with businesses. It combines voice, video conferencing, team messaging, internet fax, contact center, analytics, services and support into a comprehensive communications solution. This transforms the customer experience by enabling customers and employees to interact in one system of engagement. Businesses can now optimize valuable moments of engagement with one set of data, in one system of intelligence. The results are faster time to resolution at a lower cost and a better experience for customers and employees.

Voice and Telephony

It starts with modernizing your phone system. In a distributed business, inconsistent and disconnected phone systems are difficult to update, cannot easily adapt to change and often lack accurate and timely analytics and reporting. Consolidating to one cloud for communications can reduce costs while offering higher quality service to end users. Doing so allows you to save money on upfront capital investment and initial hardware purchases, eliminate annual maintenance and support contracts and reduce the high costs of maintaining different telephony carriers for specific offices.

Adding new communication channels and scaling up or down becomes easy because you don't have to think about how your existing infrastructure is impacted. Having one cloud solution for telephony, team messaging, internet fax, video conferencing and contact center makes it incredibly quick for you to add, move or delete users due to having just one application to administer and maintain.



Collaborative Contact Center

The proliferation of communication channels makes collecting, aggregating and analyzing customer information increasingly difficult. With 8x8's consolidated contact center solution combining voice, chat, email and social interaction channels along with workforce management, businesses can now quickly react to customer inquiries and maintain the context and content of each engagement as it progresses through the buying or support journey.

The intuitive, web-based user interface enables agents across the globe to work either in the office or from home. Centralized management and reporting empowers supervisors to manage teams and focus on improving agent productivity and the customer experience. Features such as Expert Connect ensure agents can drive first contact resolution via embedded access to experts, anywhere in the world.

With the powerful capabilities of 8x8 Speech Analytics, companies can analyze the full spectrum of their customer interactions and listen to the most pertinent ones, rather than a random handful that have no predetermined context. 8x8 includes call recording and, along with automated speech-to-text transcription, can extract valuable insights from recorded voice conversations.

CRM integrations and Open APIs multiply the power of your contact center with ready-made services that are pre-integrated, quick to deploy and ready to use. With screen pop, 8x8 amplifies your user experience of NetSuite, Salesforce, Zendesk or Microsoft Dynamics. 8x8 integration enhances sales and service teams' effectiveness by creating one system of engagement from communications to contact center to CRM.



Universal Team Messaging

8x8 provides one application for team messaging, voice and meetings. It's available anytime, from any device. With one click you can move from a group chat to a video conference, making work easier and faster. Unlike other team messaging applications, 8x8 provides instant access for all employees, so that collaboration can occur across departments, business units and project teams, not just within small groups or pockets of the organization.

8x8 Team Messaging supports both public and private Rooms so you can choose the audience with whom you collaborate on different topics. Where legal teams may want to collaborate on projects in an invite-only private room, marketing may prefer a public Room through which they can share company-wide updates and encourage transparency. You can @mention people, share files, send emojis, view read receipts, see presence and follow or unfollow specific rooms as necessary to control your notifications and reduce the overall noise often associated with team messaging.

91% of enterprises using team collaboration apps have 2 or more apps. That's why 8x8 provides real-time interoperability with 3rd party chat applications through our Sameroom feature. Enable all messaging apps to work as one within and across companies — this means you can have cross-platform team messaging with Slack, Chatter and 20+ more messaging apps. 8x8 Team Messaging bridges these islands of communication and connects everyone while allowing them to continue using the application of their choice. This “bring your own messaging” mantra is unique to 8x8 and something our customers are seeing great success with.

Want to use team messaging with your partners or vendors? Now you can create multi-company rooms to communicate real-time with external partners. Collaboration doesn't have to be limited to just within your Wingstop location.



The Most Integrated Video and Audio Conferencing

8x8 Meetings enables you to consolidate multiple apps for video conferencing, team messaging, and telephony into one. Instead of asking your employees to download 3 or more apps, they now only need one! With this level of integration, it takes just one click to move from call to chat to video conferencing while maintaining content and context along the way. This level of consolidation also means only one application to administer and configure.

Bring people together to collaborate no matter where they're located. 8x8 integrates with your calendar system so you can schedule a meeting with just one click. Share your screen instantly to get everyone on the same page. Record the meeting to reference later or to send to those who couldn't make it.

Web conferencing is enhanced through HD quality video and voice for up to 100 participants. Rest assured, the quality will be ever-present due to our patented technology. Additionally, all your data is protected by the highest levels of security and compliance.

It's almost like you're there in person, even when you can't be. It takes just one click to join or start a meeting from your computer, iPad, iPhone, Android or a conference room phone. Attendees don't even need an app to join.

Voice and Telephony Features

Features	Description
Unlimited global calling for business phone	Call freely up to 47 countries without additional long distance charges, excluding mobile, special and premium numbers for certain countries
Tier 1 phone number & extension	Phone Number: Utilize a dedicated DID (direct inward dialing) number for each extension; DIDs available for 145 countries or toll-free numbers
HD quality voice	Ensure crisp connectivity leveraging a guaranteed voice quality score
Secure voice calls (TLS and SRTP)	Protect calls from eavesdropping with TLS/SRTP secure voice encryption
Voicemail	Listen to recordings on your desk phone, computer or mobile device
UC call recording	Record incoming and outgoing calls, play them back, download or delete them
Web browser click-to-dial	Click any phone number in a web page to instantly make calls from your 8x8 number
Power keys (Busy Lamp Field — BLF)	Handle multiple calls at the same time and monitor other users' availability by taking advantage of spare line keys
Mobile apps	Allow employees to work on any mobile device, from anywhere, at anytime
Desktop app	Allow employees to work on any desktop device, from anywhere, at anytime
Switchboard Pro	View of the presence and availability of every user in the organization or branch and streamlines live call handling
Barge-Monitor-Whisper	Enable managers and supervisors to monitor phone conversations of other employees, privately speak (whisper) to the employee without the customer hearing or join (barge) the call and talk with the customer
Hot desking	Enable any end user to log into a shared desk phone as if it were his or her own
Caller ID	Identify who's calling before you pick up the phone; customize your external caller ID

Voice and Telephony Features — Continued

Features	Description
Number porting: self-service or managed	Port existing phone numbers to 8x8 through a self-service method or have 8x8 manage the porting
Call waiting	Allow callers to reach you even when you are on another call
Call transfers	Transfer calls to others through a warm transfer or a cold (blind) transfer
Extension-to-extension calling	Call others in your business by dialing the extension only
Call park	“Park” a call in the cloud while you use your phone to make another internal or external call, or ask a colleague to pick up the call
Phone paging (Polycom devices only)	Send one-way audio announcements to users who are members of a specific paging group or to everyone in an emergency
Hold music	Play recorded music or marketing messages while your callers are on hold
UC media storage for meeting and call recording	Storage capacity for recordings a user makes

Collaborative Contact Center Features

Features	Description
Auto attendant	A service that acts as an automated receptionist. Through profiles and rules, select which phone menu options and recordings are used at specific times for callers to route themselves to the appropriate destination.
Ring groups / Hunt groups	Distribute calls within specific departments by having all the phones in a group ring at once or set up a “round robin” approach where the extensions in the group ring in a specific order until the call is answered
Call queues	Place callers in a queue in the order received until the next agent becomes available, allowing you to serve your customers promptly, courteously and efficiently
Expert Connect	Chat and bridge available experts onto a call with a single click, all without leaving the single user interface
Outbound preview campaign dialer	In preview mode, a customer’s information will be presented at the time the system begins the call. This allows the agent to read the customer’s information while waiting for the call to be connected. The agent must manually answer and terminate the call when completed.
Interactive voice response (IVR)	Quickly connect callers with agents and streamline customer flow, allowing customers to get quick answers to simple questions and helping companies identify the right resource to help a customer with a given issue
Skills-based inbound voice	Match customers to the best available agent—without programming or IT help, boosting first-call resolution rates and customer satisfaction
Graphical call-flow reports	View the caller’s journey from the moment they reach the call center through to call termination. Reveals step-by-step experience in the IVR, queuing to agents, agent connection and post-call survey. Use this to expose an ‘outside-in’ view of your contact center to enable continual process improvement and agent training.
Post-call survey	Capture the voice of the customer with 8x8’s native post-call survey application. Surveys help you take appropriate action to ensure your customer engagement management strategy is optimized to meet customer needs.
Native CRM	Leverage a built-in customer contact and case management tool to provide agents with critical customer information and make every agent interaction more efficient

Collaborative Contact Center Features — Continued

Features	Description
Knowledgebase	Provide your customers with faster, smarter and more consistent answers using a collection of frequently asked questions (FAQ) to provide the right answer quickly, reliably and consistently
Queued callback	Give callers the option to stop waiting on hold, provide their phone number and receive an automatic callback as soon as it's their turn, eliminating long hold times and boosting caller satisfaction
Web callback	Allow customers to request a call from an agent from an online form, saving time for customers and better managing your agents' time
Inbound chat, email and social channels	Meet your customers on the channels they choose with a 360-degree view of all of a customer's communications across all available channels
Co-browse	Allow your agents to see exactly what is on the customer's page, quickly helping customers find the information they are looking for or clarifying any questions they may have while filling out a form online
CC voice and screen recording and archiving	Recording and archiving available for call center compliance, record keeping, agent training and process improvement

Universal Team Messaging Features

Features	Description
1-on-1 instant messaging	Ability to message any individual user within a company's global directory
Team messaging	Provide group chat functionality to send messages to public or private Rooms
Sameroom (cross-platform team messaging with Chatter, Slack, etc.)	Real-time interoperability with 3rd party chat applications such as Slack, Chatter and 20+ messaging apps to enable them to work as one within and across companies
Business SMS and texting	Send and receive text messages from your 8x8 phone number to any other phone number
Presence detection	See who is available, busy, away, in do-not-disturb mode, on a call or in a meeting. You can also set your status to show as offline using invisible mode.
Unlimited Internet fax	Send and receive online faxes

The Most Integrated Video and Audio Conferencing Features

Features	Description
HD video conferencing	Share high definition (HD) quality video to see others in a meeting
HD audio conferencing	Speak in meetings with HD-quality audio
Instant screen sharing	Share your computer screen and choose which programs or monitors to display
One click to start or join meetings	Click one button to join a meeting or create a new one on any device
One click to move from call to chat to video conferencing	Transfer between modes of communication by clicking one button
Integrated scheduling with Microsoft Office 365 / Microsoft Outlook	Click one button to add an 8x8 meeting to the details of a calendar invite in Outlook or Office 365 calendar
Integrated scheduling with Google Calendar	Click one button to add an 8x8 meeting to the details of a calendar invite in Google Calendar
Record meetings	Record the meeting to reference later or to send to those who couldn't make it
Call your number or call in features to quickly join the meeting	To join audio, 8x8 can call out to a phone number you specify or you can call in to a conference line number
Dial-in number options for 145 countries or toll-free numbers	Choose to dial in to numbers from 145 country numbers or toll-free numbers
Add meeting co-hosts	Add others as co-hosts to meetings to give them host privileges
Mute all or specific participants	Ability to mute all or specific people
Shared presence	Status to show a user's presence is synced across meetings, phone and team messaging
Join without downloading an app	Join meetings using Meetings Online if you want to avoid downloading an app to your computer or phone — or dial in directly to the number
Join from mobile devices	Join from iOS, Android and tablets
Join from online web browser	Join meetings using Meetings Online from any web browser
Join from conference room systems	Join meetings from in-room audio/video systems



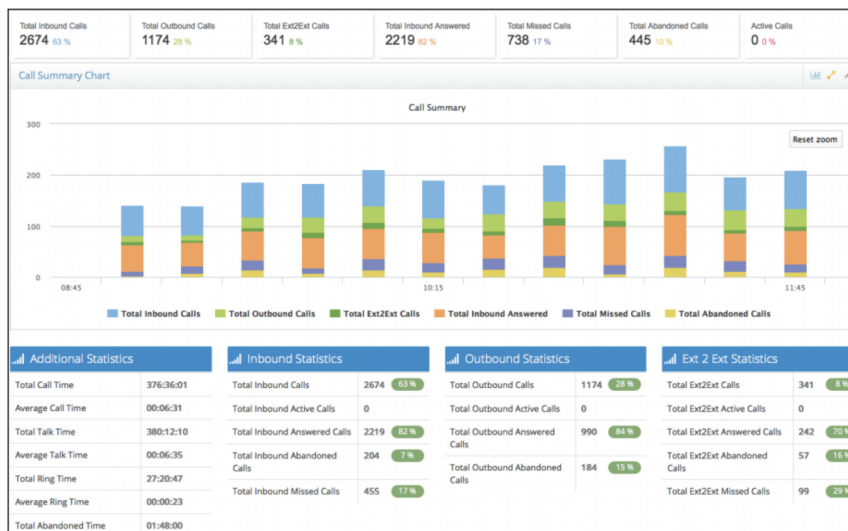
Identifying Actionable Business Insights Using Advanced Analytics

High performing businesses lead the way with generating value from advanced analytics. The ability to understand and identify trends across the business and personalize each customer's experience is no longer just nice to have; it's essential to maintaining the high degree of agility and personalization required to be successful. 8x8 helps your business collect and analyze interactions across the engagement points, in a way that enables better decision making and faster, more relevant responses to customers.

8x8's single system of intelligence delivers data-driven insights, based on all of the customer interaction points. Managers have instant access to the information they need to better align resources with activity, deliver timely, fact-based coaching and intelligently automate call routing.

Instant visibility into actionable insights

Instantly get answers about internal and external call activity, call queues and ring groups and the network health of your communications system.



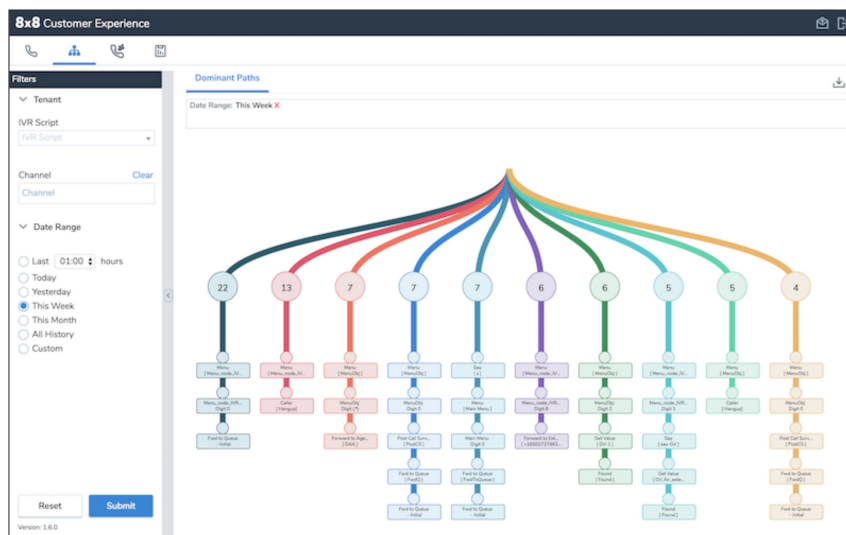
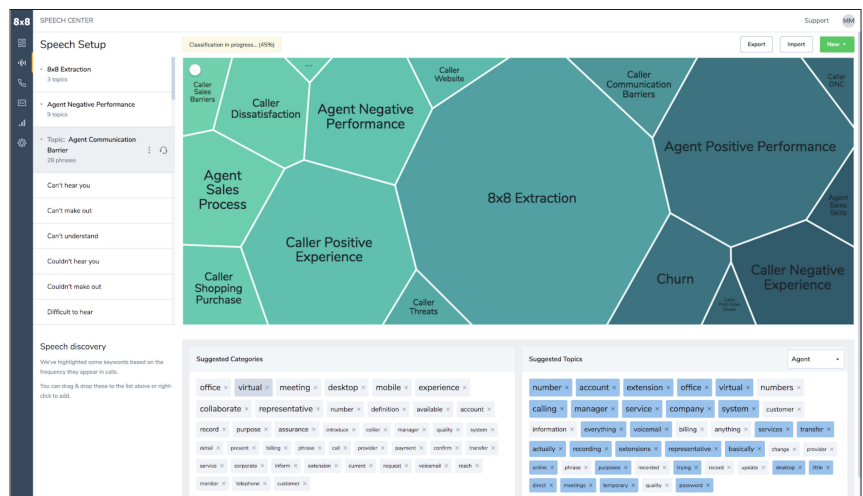


Graphical view of the customer journey

View the caller's journey from the moment they reach the call center through call termination. Reveals step-by-step experience in the interactive voice response (IVR), queuing to agents, agent connection and post-call survey. Use this to expose an 'outside-in' view of your contact center to enable continual process improvement and agent training.

Speech Analytics

Recorded customer interactions contain a vast amount of untapped data that gets to the heart of your customers' concerns. With 8x8 Speech Analytics, automated speech-to-text transcription extracts valuable insights from these unstructured voice conversations. Listen to the voice of ALL your customers — search for keywords and phrases and drill down to the details to learn what makes your customers happy...or frustrated.



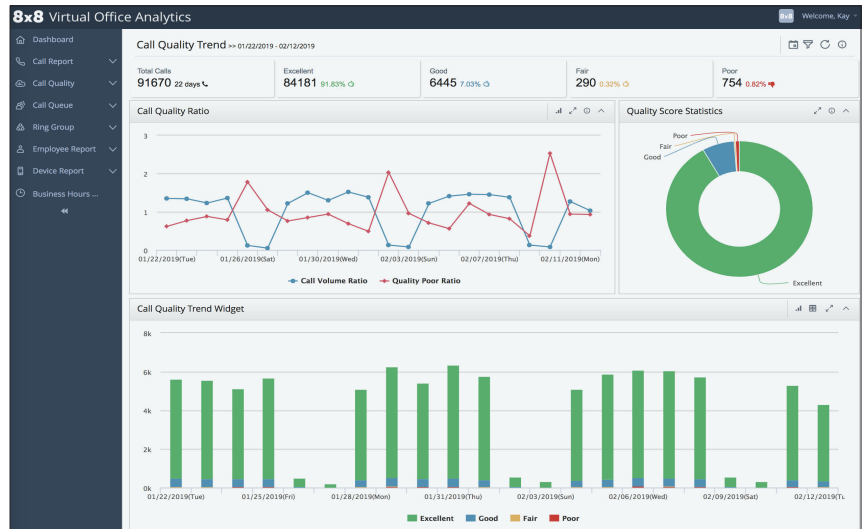
IVR dominant path

View the top 10 most common IVR paths taken by your customers to better understand their needs and how well current menu options are addressing those needs.

Call Quality Trends:

See real-time information about:

- The status of all 8x8 endpoint devices associated with your company's 8x8 cloud phone system so that you can quickly view the health of any device and adjust to any areas of failure
- MOS score details in graphical format, both for individual extensions and organization-wide, for troubleshooting and resolution
- Extension summary graphing for at-a-glance trend analysis



8x8 Analytics BUSINESS HOUR CALLS REPORT

Business Hour Calls report 8x8

Report Timezone: US/Pacific

10/02/2018

Apply

Config business hours

Download data

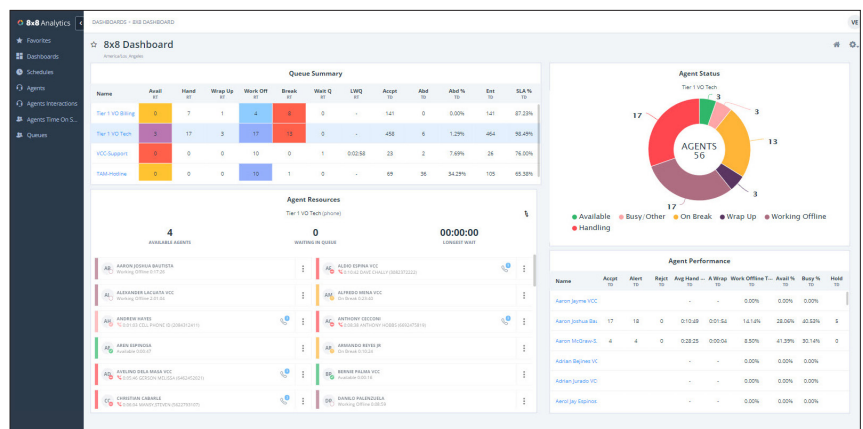
DID	EXTENSION	TOTAL INBOUND	DURING BUSINESS HOURS (INBOUND)	AFTER BUSINESS HOURS (INBOUND)
+140872...	1000	133	104	29
+140879...	1000	3	3	0
+140876...	1000	2	1	1
+140821...	1000	1	1	0
+140859...	1000	1	1	0
+140877...	1000	1	1	0
+140868...	1999	35	0	35
+166922...	3851	36	31	5
+140838...	2055	24	18	6

Calls Inside or Outside of Business Hours

Knowing when to open and close a store or office is crucial. You want to be able to answer customer calls appropriately without wasting resources or staying open unnecessarily. This report allows you to configure your current hours of operation and then see how many calls are coming inside or outside of business hours.

Contact Center Performance

Quickly identify significant trends in how you are serving your customers with "at a glance" visualizations on topics such as queues and agent performance. Identify high performing agents and those who need coaching or assistance. Detect performance anomalies to catch issues before they become widespread. Create custom reports that help you see what is important to your business.



Advanced Analytics Features

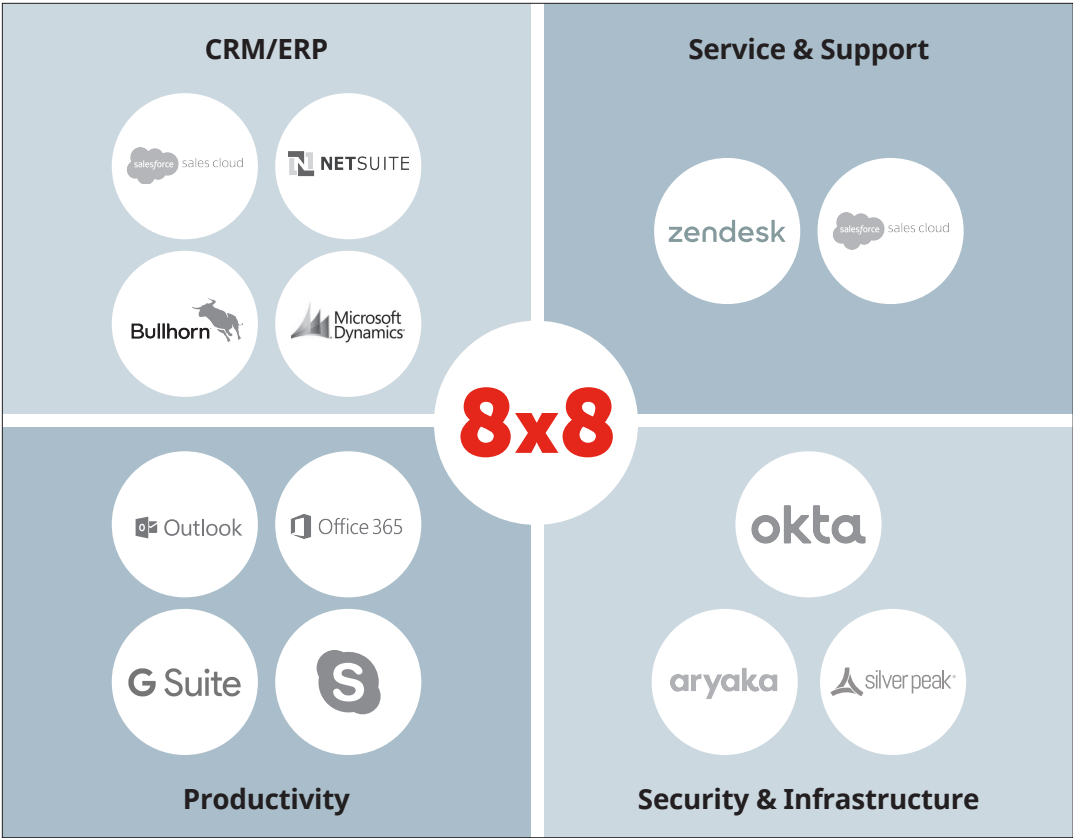
Features	Description
Company summary dashboard	See a consolidated view of numerical and graphical details about call activities and metrics for any dates selected
Extension summary	View more than 20 selectable columns of detailed information on call activity on any and all extensions
Call detail records	Get historical information about all calls processed in the selected time frame, including real-time missed and abandoned call details for quick call-back — to avoid missing leads or customer service opportunities. You'll also see the caller's entire customer journey throughout the organization, including call transfers — to help increase customer satisfaction.
Active calls	See real-time information about all calls currently being processed within the organization. Details include the caller's journey throughout the organization up to that point.
Unreturned calls	Match inbound calls to outbound calls to find unreturned calls within the selected date range
Calls by DID	Select and view detailed information for all direct inbound numbers (DIDs)
Service quality analytics	Status on endpoints, MOS scores and summary graphs
Supervisor analytics	Reporting on call queues, ring groups and agent performance
Wallboards	Provide a real-time view into critical contact center metrics
Contact center analytics	Analytics to know what is working and to fix what isn't
Customer experience analytics	Visibility into customer interactions and IVR usage
Quality management	Performance management tool built around collaboration and coaching
Speech transcription and analytics	Provides voice-of-the customer insights for 100% of calls
Workforce management	Improve staffing efficiency



Integrate Communications Into Your Ecosystem

Connect Wingstop applications with 8x8 to enhance the experience of every conversation. 8x8 enables users to leverage turnkey integrations with best-of-breed business tools for CRM, productivity, help desk systems and more.

Combining communications with Wingstop applications creates one system of engagement that enhances employee effectiveness and the customer experience.

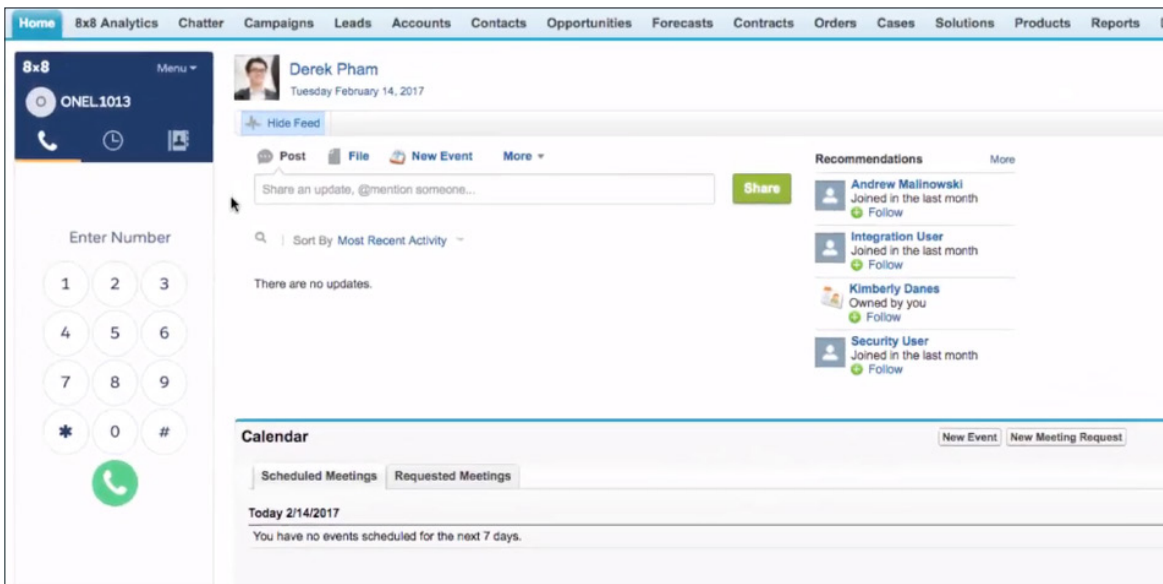


Integration with CRM Systems

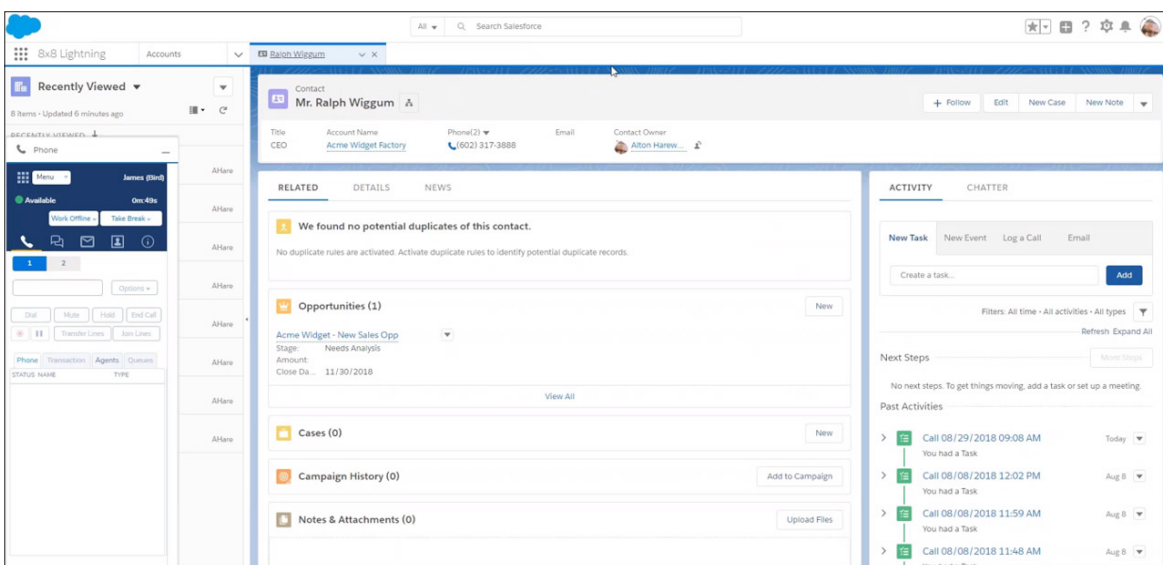
Customer relationship management (CRM) is key for any business, small or large. No surprise, the market for CRM software is continually growing. According to Gartner, CRM software surpassed the DBMS market with revenue of \$39.5 billion in 2017. Gartner predicts that by 2021, CRM will be the single largest area of spending in enterprise software. However, a considerable number of CRM projects fail every year due to low adoption and delayed ROI. Below are examples of how integrating 8x8 into your CRM provides one user experience.

Click-to-dial from within Salesforce

Add an 8x8 softphone into Salesforce. This integration provides the ability to take, make and manage calls within Salesforce enabling faster, more personalized engagements.



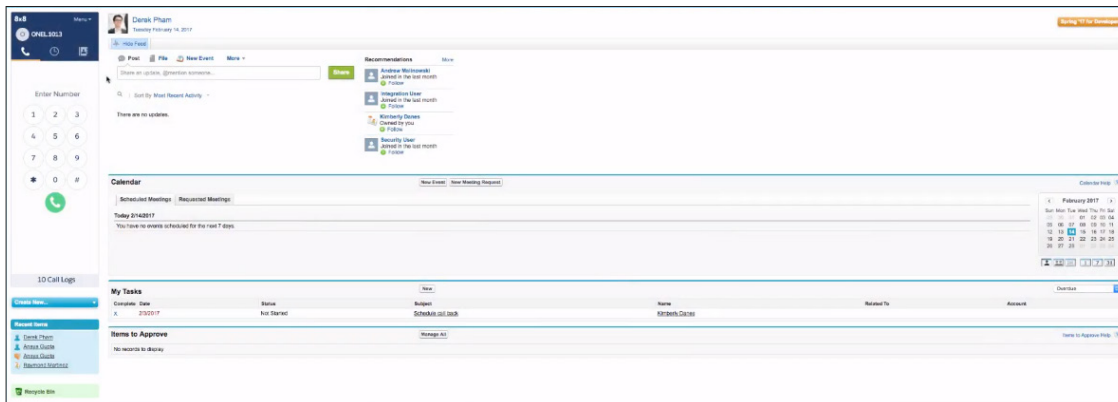
Salesforce integration: Click-to-dial within the Salesforce UI



Salesforce Integration: Contact center dialer within the Salesforce UI

Single platform for customer information and communications

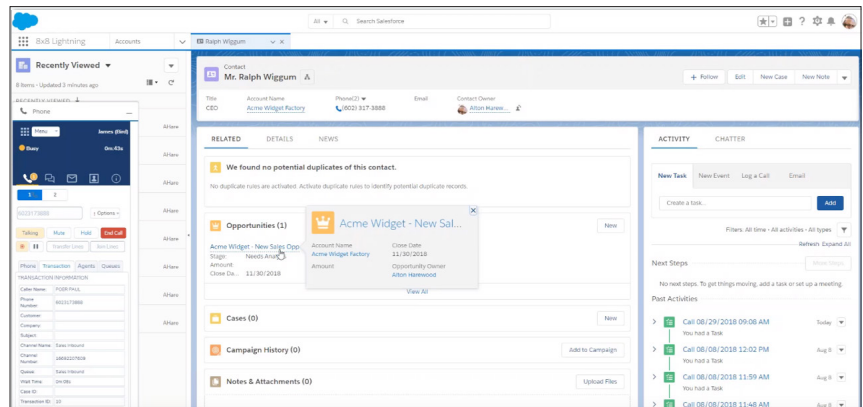
One user interface (UI), one experience — integrate all channels of communication within your CRM, making it easy to communicate and access information from a single location without switching between applications.



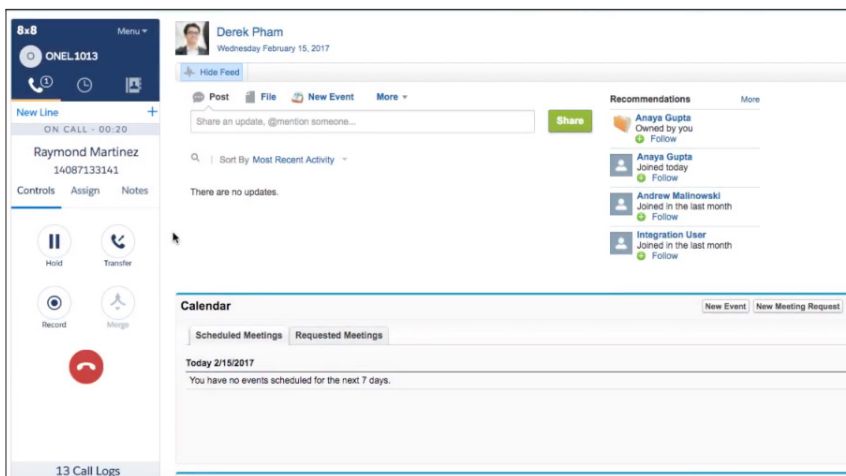
Salesforce Integration: Single UI for both customer information and communications

Context at the speed of conversation

Auto-filtering of records, as the call comes in, provides context for the call even before answering it. It also makes it easy to search the communication history and related records.



Salesforce integration: Window popup for Salesforce records related to caller



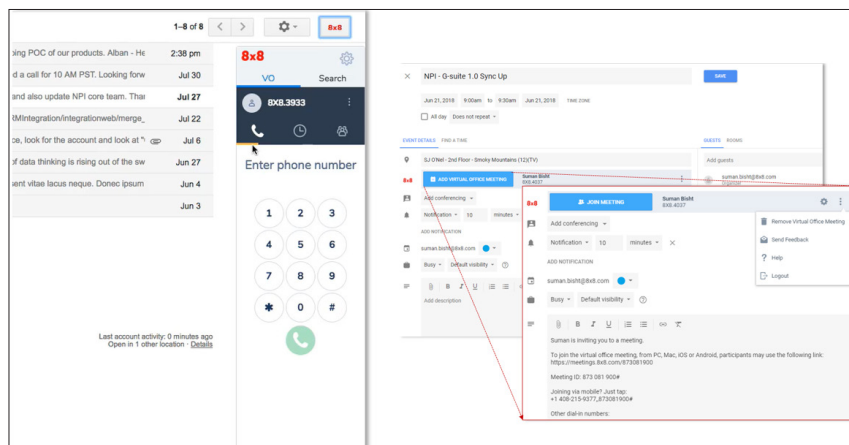
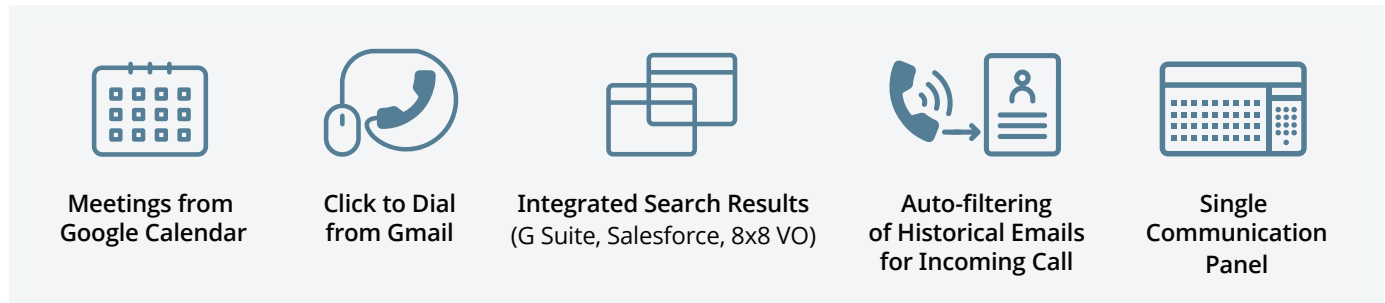
Salesforce integration: Easy call management

Easy to manage calls and follow-ups

Record, merge, warm transfer, hold and resume calls. Call logs can help you keep track of how a call went, what was discussed and whether or not it was successfully resolved. Additionally, follow-ups help you arrange the next step to accelerate your workflow.

Integration with Productivity Applications

Email, phone systems, and collaboration are among the most used applications in the workplace. Let's talk numbers: Employees on average spend 28% of their work week reading and replying to emails, 92% of all customer interactions happen on the phone, and 50% of the global workforce is projected to work remotely by 2020 (sources: McKinsey, Salesforce, London Business School's Global Leadership Summit). Integration of 8x8 communications with G Suite and Office 365 is quick and easy to deploy integration at no additional cost. The G Suite integration is highlighted below.



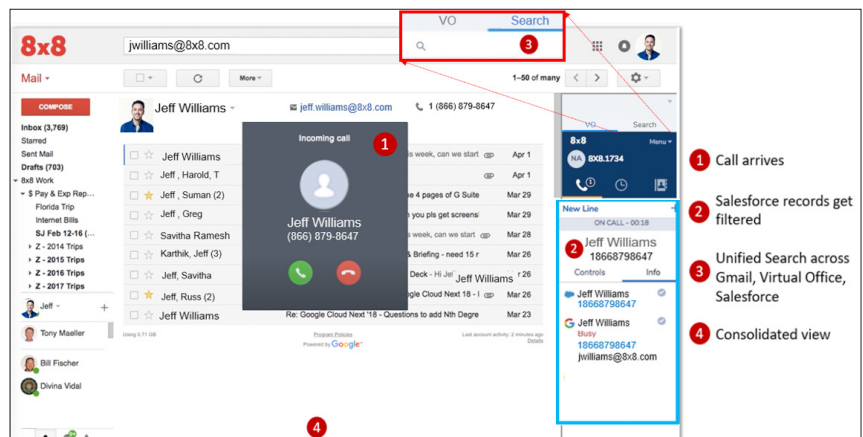
G Suite integration: Click-to-dial within the Gmail UI

Integrated softphone

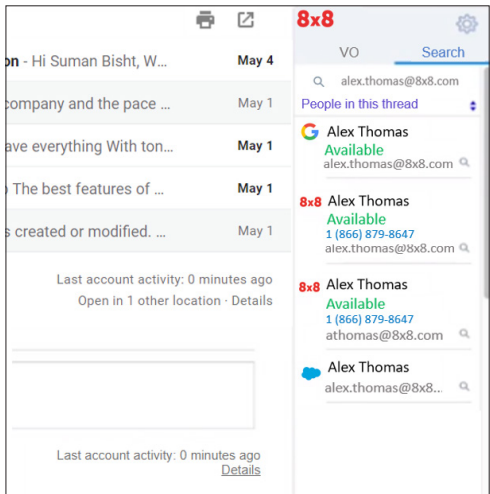
8x8 integrated with G Suite starts with a click-to-dial and click-to-join within your Gmail or Google calendar respectively.

Auto-filtering of emails related to the caller

As a call comes in, instantly get a screen pop-up showing who it is based on the corporate directory. All the emails you have exchanged with the caller are instantly presented.



G Suite integration: Auto-filtering of emails related to the caller



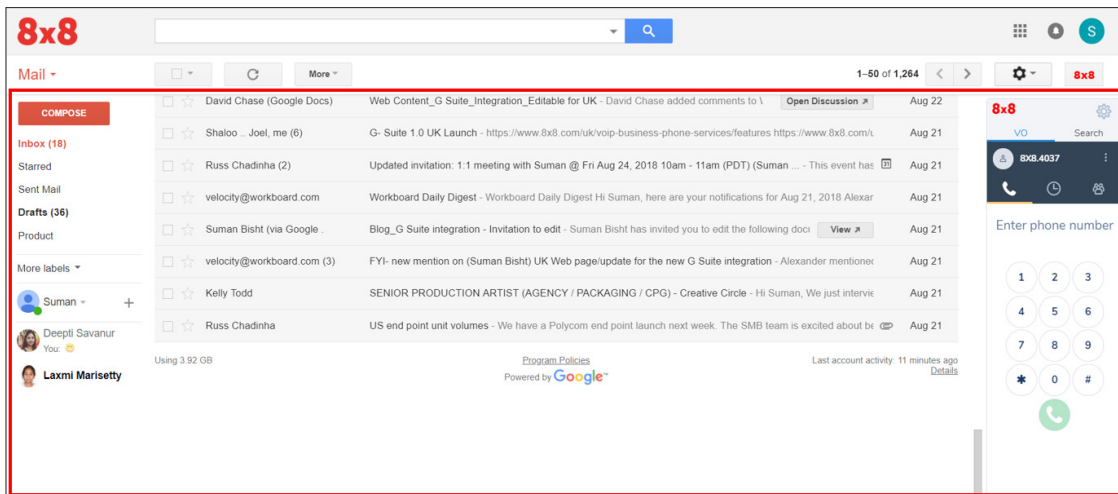
Integrated search

The integrated search feature pulls information from the corporate directory, upcoming meetings, call history, phone numbers, extension, and even availability based on Google calendar. If they are "available," just click on their extension/phone number right from the search results and connect.

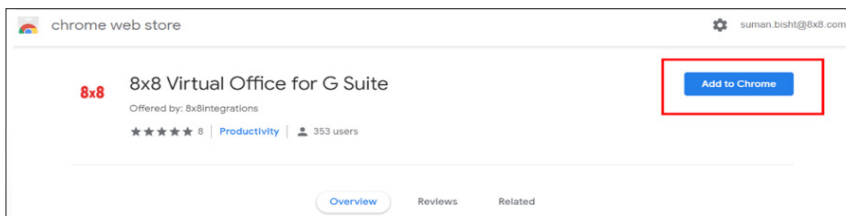
G Suite integration: One click search across all the connected platforms

Single platform of engagement

A key goal of the G Suite integration is to provide users with a single user interface. The result is one experience for emails and business communications. Now users can easily navigate through all the emails related to a customer — at the speed of the conversation.



G Suite Integration: Single UI for both emails and communications



Plug and play: One step to integrate

Integrations Features

Features	Description
Active Directory authentication	Integrate with Active Directory to authenticate
Single Sign-on	Use Single Sign-on for easy authentication
Okta integration	Integrate with Okta for secure identity management
Calendar integration (Google Calendar, Outlook)	Calendar integrations to start, join and edit 8x8 Meetings
G Suite integration	Plug-n-play integration with Gmail and Google Calendar to click-to-dial from Gmail, click-to-join meeting from Google Calendar, auto sort emails for incoming calls, quick search across applications and connect with Salesforce
Outlook integration	Click to call contacts from your Outlook directory and emails. Schedule, start or join 8x8 Meetings from the Outlook Calendar
Skype for Business integration	Make calls from Skype for Business using your 8x8 number
Office 365 integration	Schedule, start or join meetings from within Office 365
Salesforce integration	Single UI for both Salesforce and communications which enables click-to-dial, window pop for caller records and auto logging
Zendesk, NetSuite integrations	8x8 features embedded into other vendors' UI
200+ additional integrations	8x8's framework allows quick integration with different user applications to provide a seamless experience



Advanced, Industry-Leading Security and Compliance

8x8 maintains various industry-leading security and compliance certifications based on the understanding that protection of customer data is critical to any organization's survival.

Cloud Security Alliance (CSA) – Star Compliant

8x8 has achieved international Cloud Security Star Alliance (CSA) requirements through the CSA Cloud Security Alliance Cloud Controls Matrix (CCM). This is generally understood to be one of the most complete and detailed Cloud Software as a Service (SaaS) security and regulatory compliance questionnaires used to evidence compliance with major audits frameworks available today, including HIPAA, FISMA/FedRAMP/NIST, various ISO regulations including 27001/27002, COBIT5, CSA Star, Jericho Forum and NERC CIP.

FISMA/NIST 800-53 Third Party Verified Compliance

In order for 8x8 to be accepted and granted an authority to operate with various sensitive strategic entities and defense contractors in the United States and in other countries, we were certified as fully FISMA/NIST 800-53 compliant. FISMA/NIST 800-53 compliance includes 2,500 areas in which compliance must be maintained. This is commonly understood to be a superset of FedRAMP, SOC Types I and II and other major compliance standards and regulations. Our FISMA/NIST 800-53 validations do not expire.

Secure Data Centers

We contract with highly secure, top-tier data centers that maintain at least SSAE 16/18, SOC Type I and Type II, ISAE 3402, ISO 27001:2013 or equivalent compliances.

Vulnerability Management and Application Security

8x8 practices secure coding with Veracode SAST and other tools as part of our secure software development life cycle (S-SDLC) DevSecOps process. Our various IT groups rotate their Qualys, Tenable Nessus Pro and Veracode DAST and SAST scans throughout our systems on a continuous basis. We have a team of internal pen testers and we bring in one of the major global pen testing firms to ethically hack our systems regularly.

HIPAA/HITECH:

8x8 works with a leading advisor on HIPAA data privacy and security practices. After extensive audits of our back-end systems and the software solutions, 8x8 secured a legal attestation of HIPAA compliance. In addition, 8x8 has a Business Associate Agreement (BAA) that it enters into with customers that require a BAA.

UK Government Authority to Operate, ISO 27001, ISO 9001, Cyber Essentials Plus

In the UK, 8x8 UK has an “Authority to Operate” from the government to work with its agencies. 8x8 UK is also listed in the UK government’s G-Cloud as a compliant Cloud SaaS vendor. These require several other compliances including ISO 27001:2013, ISO 9001:2015, and Cyber Essentials Plus.

Privacy Shield

We maintain US/EU and Swiss Privacy Shield Compliance. We are also GDPR-ready to help ensure customer compliance with UK, EU and EEA privacy law.

8x8’s Industry-Leading Security and Compliance

Features	Description
Enterprise grade security	Trusted by some of the largest enterprises globally
High industry SLA	End-to-end high SLA with financial commitment
GDPR requirements for data processors	Meets all of the GDPR requirements for data processors
HIPAA ¹	8x8 has received third-party validation of its HIPAA compliance and offers business associate agreements protecting our customers from any legal risk of HIPAA data exposure from their 8x8 implementation
ISO 27001 ¹	ISO/IEC 27001 is an internationally recognized best practice framework for an information security management system, and 8x8 is certified. It helps companies identify the threats to important data and put in place the appropriate controls to reduce the risk.
PCI Assist ²	8x8 contact center helps companies to be PCI compliant so they can handle secure credit card transactions
UK government ATO ¹	Have an “Authority to Operate” (ATO) from the government to work with its agencies, one of the UK’s highest levels of security and compliance certifications
FISMA/NIST 800-53 ¹	Certified as fully FISMA/NIST 800-53 compliant, which includes 2,500 areas 8x8 must maintain compliance. Enables doing business with sensitive entities in the US government.
Privacy Shield	Use 8x8 to do business internationally, with the confidence that your communications meet the rigorous Privacy Shield data protection requirements
Cyber Essentials ¹	A primary objective of the UK Government’s National Cyber Security Strategy is to make the UK a safer place to conduct business online. 8x8 is compliant with the Cyber Essentials standards.
FIPS 140-2 Encryption	FIPS 140-2 encryption is available as an option for 8x8 customers
Cloud Security Alliance (CSA) Star Alliance Compliance	Achieved by 8x8, the CSA Cloud Controls Matrix (CCM) is generally understood to be one of the most complete and detailed Cloud Software as a Service (SaaS) security and regulatory compliance questionnaire evidence required by major audits frameworks
CPNI	8x8 is compliant with FCC requirements for protecting Consumer Proprietary Network Information

¹ContactNow components do not apply

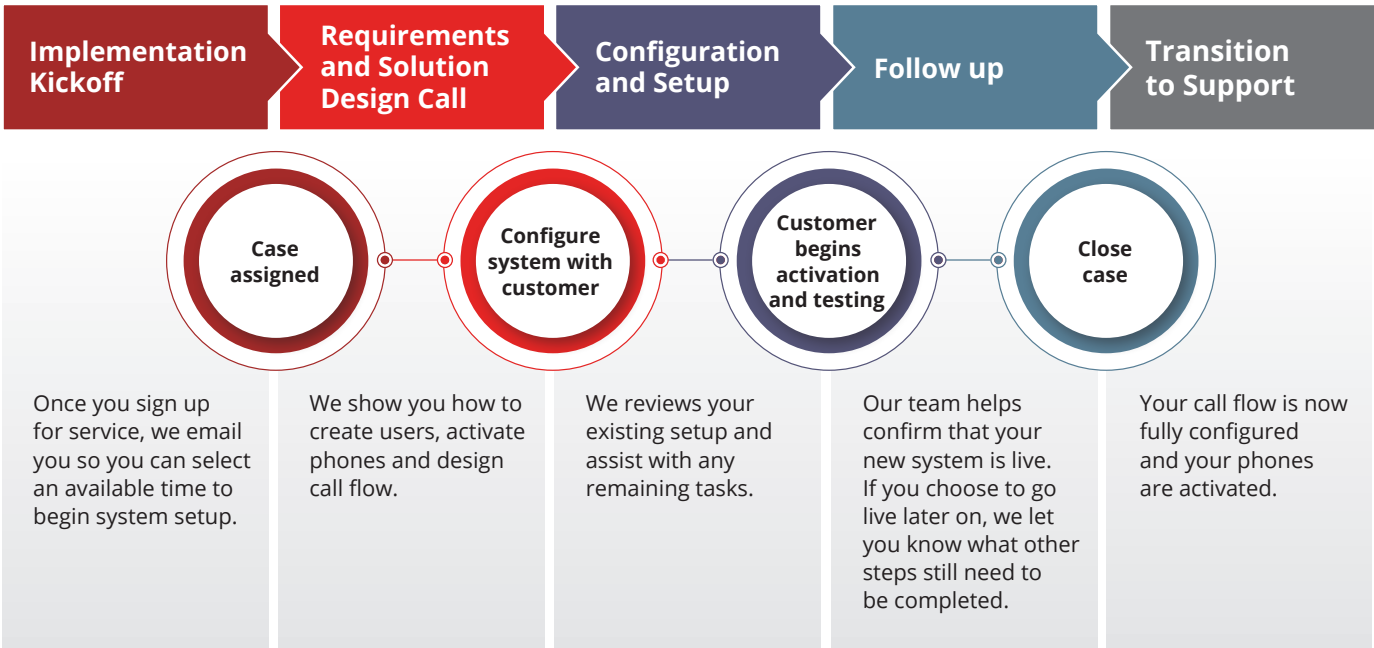
²Applies to Virtual Contact Center components only

Deployment

One of the greatest challenges in business is updating multiple locations that may be distributed over a large geographic area. Companies can't afford to have their offices disrupted for long periods of time or for deployments that take several quarters to roll out.

Understanding this unique need, 8x8 has a Wingstop implementation team tailored to the nature of your business. The deployment options also take into account the availability and aptitude of existing resources, whether internal or from a designated third-party. Occasionally, businesses take a blended approach, with some locations deployed by internal resources, by 8x8 or by third-parties based on cost, expertise and location.

From deploying over a 70 Wingstop locations, a typical store uses 2–4 phones. Call queues, call analytics and auto attendants are all essential functions to Wingstop. With such specific needs, 8x8 has a Wingstop implementation team ready to install business phones tailored to you and your business.



The Wingstop Implementation: For a business like Wingstop, 8x8 implementation services offers a tailored approach. Given the importance of efficiency within your Wingstop location, this option is ideal for you as 8x8 provides walkthrough tools to help you through the initial account setup and configuration. Easy to use tutorials guide you through the basic setup of your system.

A la Carte Services. One size does not fit all. For unique requirements, 8x8 offers a choice of implementation, on-site services and customization services on an a la carte basis.

Proven Deployment at Scale: No matter which deployment method is right for your company, 8x8's proven deployment methodology has been honed over thousands of deployments to ensure quick time-to-value and minimal disruption to your operations.

Committed to Wingstop's Long-Term Success

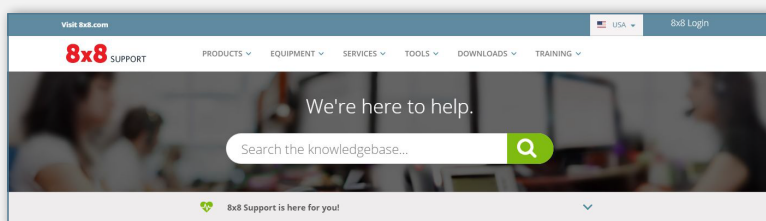
8x8 understands that communications are key to Wingstop. Without effective communications customers, prospects, partners and internal employees cannot connect and collaborate. 8x8 has built a global network of operations and customer service centers located in Singapore, Australia, Philippines, Romania, United Kingdom and the United States to provide 24/7/365 follow-the-sun support.

Our network operations team is constantly monitoring the 8x8 network and proactively deploying preventative changes to ensure consistent voice quality and service availability. The support teams leverage our global team to provide follow-the-sun support for high business impact issues. All of this is backed up by our Service Level Agreements for voice quality, system uptime and response time for support requests.

The 8x8 Support Process

Much like deployment, the ongoing support and training needs of businesses vary greatly. 8x8 has tailored support packages providing as much or as little guidance as necessary to fit individual company needs.

8x8 Support Portal



Support Portal

- Online Knowledge Base with expert knowledge updated by the support team daily
- Access to our Network Diagnostic Tools to aid in troubleshooting issues
- Download early release versions of our desktop client
- Case Access – Create, view and update your cases with 8x8 support

Knowledge Base

All 8x8 customers have access to the 8x8 Knowledge Base for 24/7/365 access to the latest product capabilities and best practices.

Global Support Locations – 24x7x365



Support

8x8 provides global, follow-the-sun support with 6 support locations around the globe.

- 24/7 Global follow-the-sun Support
- Co-Location with Network Operations Center
- Access the global support team via our portal, chat or phone

Peace of Mind

One of the main reasons 8x8 is consistently a Leader in the Gartner Magic Quadrant is due to our commitment to delivering the best communications experience. With over 160 patents and over 120 pending patents, 15 data centers across the globe and the highest levels of security and compliance, we are able to guarantee your call quality in the contract!

Enterprise Grade Cloud PBX Model



IP Agnostic Access*

SLA for uptime and voice quality over the public internet



PSTN Access

20+ PSTN carriers to provide world coverage



POPs

Top tier geo diverse data centers strategically positioned for global reach



Geo Routing*

Automatic Localized Signalling and Voice



Disaster Recovery*

< 30 second failover between POPs



911 Service

User updatable E911 location information that verifies address information with the servicing PSAP provider



Service Compliance

Code scanned by VeraCode for code based security



Asterisk (*) indicates patented services

Turbocharging Your Customer Experience

Delivering a differentiated customer experience often requires the addition of high octane capabilities. Use these 8x8 features to turbocharge your team's ability to optimize every precious moment of engagement.

Single vendor, predictable costs: Instead of managing 20 offices, 8x8 simplifies vendor relationship and lowers costs by replacing those service agreements and local phone bills with one consolidated, consistent monthly fee.

Mix and match seats: While the plans above represent what a majority of businesses need, 8x8 provides businesses with the ability to create a solution that best meets their unique requirements.

Expert Connect: Having the knowledge workers and contact center associates on a common communications system is especially relevant to businesses today. This empowers contact center associates to deliver a highly responsive customer experience by quickly delivering the exact information necessary to quickly resolve issues, answer questions and close deals.

Centralized, easy administration, no IT required: The ability to make changes across 10, 100 or 1,000 locations without having to go through a local vendor accelerates the ability of larger organizations to react to changing market dynamics, special promotions and seasonality.



Interested in learning even more? Contact a Solutions Expert at 408-600-0782.



8x8, Inc. (NYSE:EGHT) is a leading provider of cloud voice, meeting, collaboration and contact center solutions with over a million business users worldwide. 8x8 helps enterprises engage at the speed of employee and customer expectations by putting the collective intelligence of the organization in the hands of every employee. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, Twitter, and Facebook.



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