

Voice, video, chat and contact center—the power of one AI-driven cloud platform.

Empower your teams to connect, collaborate and create unique customer experiences with 8x8 X Series. Each plan is designed to meet the requirements of specific users. Mix and match the plans to create a communications solution tailored for your company.

Because one size doesn't fit all, meet the X Series lineup:



Lobby—The Lobby/Break Room Plan



X5—The Voice-Focused Contact Center with Predictive Dialer Plan



X1—The Retail Store Station/ Manufacturing Floor Plan



X6—The Voice-Focused Contact Center with Advanced Reporting Plan



X2—The General Employee Plan



X7—The Omnichannel Contact Center with Advanced Reporting Plan



X3—The Global Caller Plan



X8—The Omnichannel Contact Center with Advanced Analytics and Predictive Dialer Plan



X4—The Supervisor/Analyst Plan

The power of one AI-driven platform

Start by addressing the immediate communications need. Turn on other parts of the platform when you're ready. Bringing all your communications capabilities onto one platform means you can stop paying for, administering and maintaining other communication applications. It also means the data from your various communication channels is available in one place. With complete, comprehensive, relevant data easily accessible, you can take advantage of the advanced analytics and machine learning/AI capabilities to deliver operational efficiency and lower costs through automation.

Which X Series plans are right for your business?

Features	Lobby	X1	X2	X3	X4	X5	X6	X7	X8
Number of Countries in Unlimited Telephony Calling Zone		US, Canada	14	32	47	47	47	47	47
Number of Minutes for Local and International in Contact Center Calling Zone						2k	4k (47 countries)	4k (47 countries)	4k (47 countries)
Advanced Auto Attendant	•	•	•	•	•	•	•	•	•
Call Handling (Caller ID, Call Forwarding, Call Queues, Ring Groups, Barge, Monitor, Whisper)	•	•	•	•	Advanced	Advanced	Advanced	Advanced	Advanced
HD Secure Voice	•	•	•	•	•	•	•	•	•
Mobile and Desktop Apps		•	•	•	•	•	•	•	•
Presence Detection		•	•	•	•	•	•	•	•
Voice Transcription		•	•	•	•	•	•	•	•
Cross-Platform Team Messaging and Business SMS		• (no sms)	•	•	•	•	•	•	•
HD Audio and Video Meetings with Screen Sharing			•	•	•	•	•	•	•
Out of the Box Integrations with Key CRM, Productivity, Service and Support Systems of Record			•	•	•	•	•	•	•
Call Recordings		•	•	•	•	•	•	•	•
Unlimited Internet Faxing			•	•	•	•	•	•	•
Switchboard Pro				•	•	•	•	•	•
Call Activity Analytics		•	•	•	•	•	•	•	•
Supervisor Analytics					•	•	•	•	•
Skills-Based Routing						•	•	•	•
Interactive Voice Response (IVR)						•	•	•	•
Queued and Web Callback							•	•	•
Post Call Survey							•	•	•
Contact Center Reporting and Analytics						•	•	•	•
Chat, Email, SMS, Social Media Channels								•	•
Co-browse								•	•
Outbound Predictive AI Dialer							2k minutes		5k minutes
Quality Management and Speech Analytics									•
Enterprise-Grade Security	•	•	•	•	•	•	•	•	•
Compliance and Certifications (GDPR, HIPAA, ISO27001, etc.)	•	•	•	•	•	•	•	•	•



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