



8x8 Configuration Manager

Manage Your 8x8 Virtual Office System with Ease

A full-featured, easy-to-use administration tool for managing your 8x8 Virtual Office communication platform. Manage users, phone numbers, auto attendants, workgroups, call recording and more—all from one powerful dashboard.



Global Administration

8x8 Virtual Office Configuration Manager grows with your business. Deploy single or multiple locations across 150+ countries managing cost centre allocations, product licenses and multi-language support, as needed.



Security and Compliance

Organisations are challenged with rapidly changing work environments trying to balance innovation while maintaining security policies. At 8x8 we safeguard your data with the highest level of security while providing you with cutting edge administration tools for employee flexibility. 8x8 holds third-party-verified certifications such as HIPAA, FISMA, Privacy Shield Framework and more to back up our commitment to security and compliancy.



Employee Productivity

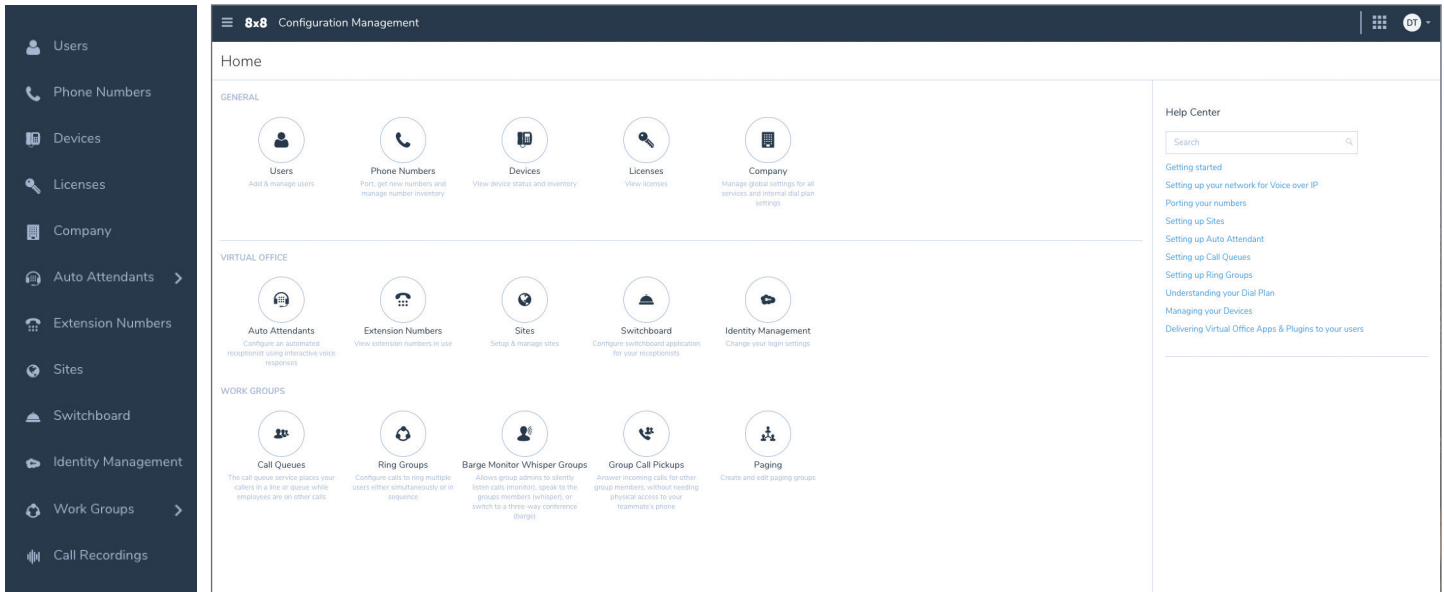
Keeping employees productive anytime and anywhere is critical for today's businesses. 8x8 Virtual Office Workgroups offer strong team collaboration and performance management capabilities to ensure employee efficiency and optimal support for customers.

As the 8x8 Virtual Office administrator, you can manage and set up features such as call queues, ring groups, paging and call monitoring capabilities. This coupled with the optional Virtual Office Analytics Suite and call recording provides you with the tools and information you need to ensure employees are always operating at peak performance.



Rapid Deployment and Management

With the 8x8 Configuration Manager, you can rapidly deploy multiple users, devices, phone numbers and services in a single instance. Administrators can onboard users and/or whole departments with a few clicks of a button. Further enhance your business with 8x8's comprehensive sales analytics tools to measure performance and gain insights. Tailor your communication system to address what is most important to your business—locally, nationally and globally.



6 Easy Steps to Help You Get Started

Step 1: Verify Sites: Create or verify your information across one or more sites. (Main Page>Sites)

Step 2: Create a Dial Plan: Set up where calls will be dialed from by each site such as North American dial plan, United Kingdom dial plan etc. (Main Page> Company> Calling Country)

Step 3: Set Up Phone Numbers: Configure the desired area codes for each location of your company. You can select 10 digit, toll free and vanity numbers of your choice. (Main Page>Phone Numbers>Claim Phone Numbers)

Step 4: Port in Existing Company Numbers: If you have existing numbers that you would like to use with your system, 8x8 easily allows you to port in these numbers. All numbers can be ported at once by filling out a basic request form. 8x8 will notify you via email with a transfer date and will provide you with temporary phone numbers until the transfer is complete so your new system can be functioning for you from day one. To submit a port request (Main Page>Phone Numbers>Port Numbers>Pre-check-Form>Basic Information Form).

Step 5: Set Up Users: Create new users, assign phone numbers, extensions and devices. (Main Page>Users)

Step 6: Set Up Auto Attendant and Workgroups: Increase employee collaboration and productivity with these features to help improve customer interaction and experience.

For training and how to videos on Configuration Manager go [here](#).

Log into the 8x8 Knowledgebase to learn more about the capabilities of Configuration Manager:

Power Keys | Setting Up Users | Porting Numbers | Setting Up Sites | Devices | Switchboard | Identity Management
Call Queues | Ring Groups | Paging | Group Pick-Up

