

# 8x8 Virtual Office X8 Edition



## Truly Unified Communications

### Business Communications Meets Customer Service

Today's businesses must embrace speed as the new currency for success and with legacy communications and contact center solutions separated into silos, you are putting your business at risk. 8x8's Virtual Office X8 Edition brings these two worlds together and provides these capabilities to your entire organization for increased customer satisfaction and reduced time to revenue.

### Business Communications for the Modern Workforce

The Virtual Office X8 Edition is a powerful, modern and easy-to-use cloud business phone system that includes everything your employees need to efficiently communicate with co-workers and customers. Business voice, auto attendant, audio and video conferencing, screen sharing and instant messaging optimize workforce productivity and allow employees to communicate more freely. Feature-rich mobile and desktop applications allow employees to communicate anytime from anywhere.

### Contact Center without the Overhead

Enable your teams with rich contact center capabilities without the cost or complexity of traditional systems. Easy-to-use web-based system administration makes it a breeze to setup and configure. Inbound call management, a powerful outbound campaign manager combined with graphical reporting and analytics empower support and sales teams to make better business decisions to improve customer satisfaction and increase revenue.

### Increase Time to Resolution

Your customers expect to resolve their questions in a single engagement and siloed systems today leave customers on hold. Increase your speed to resolution by up to 40% by tapping into the entire organization to help resolve issues and answer questions on the spot.

## Unified Platform

Combine communications, collaboration, and contact center into one platform to reduce complexity and run your business faster

## Unified Customer Experience

Use the collective power of the entire enterprise to create a seamless experience for customers

## Unified Insights

A unified view of your call and quality detail to make better informed decisions



**Up to 40% faster  
time to resolution**

## Unified Communications, Collaboration and Contact Center



### Easy Self-service Administration

Instantly and conveniently make configuration changes through an easy to use web-based interface



### Unlimited Calling

Substantially reduce your phone bill with unlimited calling to 45 countries including the US and Canada



### Mobile and Desktop Apps

Powerful applications allow employees to work with any device, from anywhere, at anytime



### HD Voice

Phone calls are delivered with the highest quality to ensure your callers never miss a word



### Instant Messaging/SMS

Send individual or team messages to instantly chat with coworkers and customers



### Visual Voicemail

Listen to voicemail from your desk phone, PC or mobile device



### Web and Video Meetings

Collaborate more effectively with online meetings that include audio conferencing, video conferencing and screen sharing capabilities



### Presence

Allow co-workers to share their availability across the organization



### Inbound Call Routing and Predictive Dialing

Route and answer incoming calls to the right person or supercharge customer outreach with predictive dialing capabilities



### Call Encryption

Protect calls from eavesdropping with TLS/SRTP secure voice encryption



### Skills-based Routing

Intelligently distribute calls to the team or individual who can best address the customer's questions



### Drag 'n Drop IVR

Create flexible contact center IVRs using a drag & drop visual IVR tool



### Intelligent Analytics

Be informed and make better decisions with detailed calling and voice quality analytics



### CRM Integration

Directly integrate voice capabilities into Zendesk and Salesforce

For more information, call **1.866.862.2811** or visit **[www.8x8.com](http://www.8x8.com)**

