

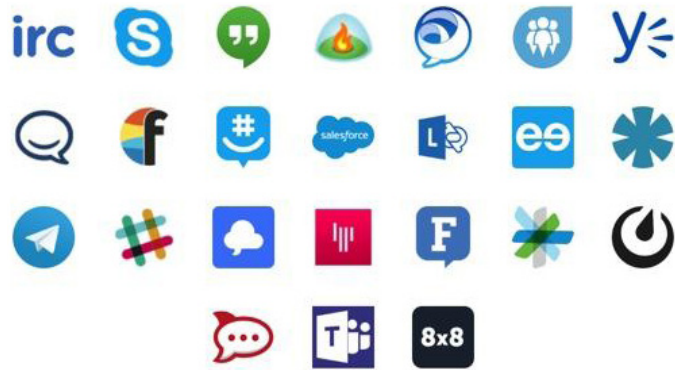
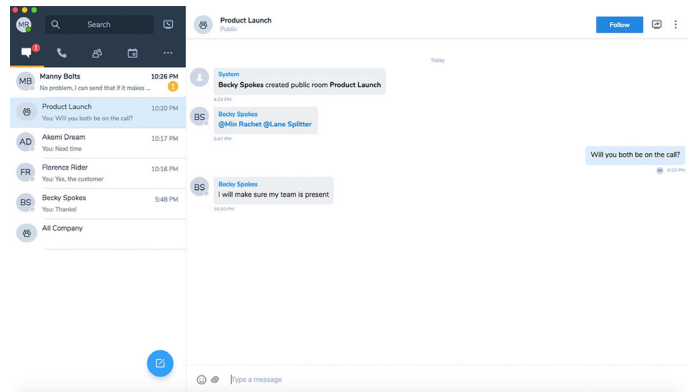
Need company wide collaboration?

8x8 Team Messaging enables business collaboration by providing real-time team communication that scales from small to large teams. Built for company-wide collaboration, 8x8 Team Messaging enables business units, project teams and internal and external collaborators to share content and communicate as a team by providing instant access for all employees through a direct connection to your global directory. 8x8 Team Messaging is designed to keep conversations organised by topic and work group while supporting open team communication.

Providing a unified desktop and mobile experience, 8x8 Team Messaging transitions seamlessly between your desktop and mobile device, enabling you to work anywhere, from any device. 8x8 Team Messaging also supports both public and private rooms, allowing team members to share sensitive documents as well as public content. The ability to follow and unfollow content and use @mentions helps limit disruptions from notifications and high volume discussions.

Real-time group communication for all employees

Using your identity and authentication management tool, all employees are automatically set up without extra steps to add or invite co-workers to the messaging app. This out-of-the-box, company-wide access combined with an intuitive user experience means employees can immediately start collaborating more effectively.



Share chat rooms across platforms

Different teams use different apps to support their specific workflows. Close collaborators in these scenarios have little choice but to use multiple apps, which creates fragmentation, data loss and poor user experience. With 8x8 Team Messaging, your teams can share content across applications, allowing teams who use different apps to stay in their app of choice while still collaborating as a group.

Bringing it all together

X Series gives you the flexibility to start with a phone system while laying the groundwork for a robust, multichannel communications platform in the future.

Here's how each of the X Series service plans stacks up:

Features	X2	X4	X6	X8
Voice				
Designed for:	Employee	Supervisor / Analyst	Voice Contact Centre	Multichannel Contact Centre
Unlimited global calling	14 Countries		47 Countries	
Tier 1 phone number & extension	•	•	•	•
HD quality voice	•	•	•	•
Secure voice calls (TLS and SRTP)	•	•	•	•
Voicemail	•	•	•	•
Call recording	•	•	•	•
Web browser click-to-dial	•	•	•	•
Power keys (Busy Lamp Field - BLF)	•	•	•	•
Mobile apps	•	•	•	•
Desktop app	•	•	•	•
Hot desking	•	•	•	•
Caller ID	•	•	•	•
Number porting: self-service or managed	•	•	•	•
Call waiting	•	•	•	•
Call transfers	•	•	•	•
Extension to extension calling	•	•	•	•
Call park	•	•	•	•
Phone paging (Polycom devices only)	•	•	•	•
Hold music	•	•	•	•
UC media storage for meeting and call recording	1 GB		10 GB	

Features	X2	X4	X6	X8
Contact Centre				
Auto attendant	•	•	•	•
Ring groups / Hunt groups	•	•	•	•
Call queues	•	•	•	•
Barge-Monitor-Whisper		•	•	•
Switchboard Pro		•	•	•
Expert Connect			•	•
Contact center calling zone			4,000 minutes within 47 countries	
Outbound preview campaign dialer				•
Interactive voice response (IVR)			•	•
Skills-based inbound voice			•	•
Graphical call-flow reports			•	•
Post-call surveys			•	•
Native CRM			•	•
Knowledgebase			•	•
Queued callback			•	•
Web callback			•	•
Inbound chat, email and social channels				•
Co-browse				•
CC voice and screen recording and archiving			\$	\$
Team Messaging				
One-on-one instant messaging	•	•	•	•
Team messaging	•	•	•	•
Sameroom (cross-platform team messaging with Chatter, Slack, etc.)	•	•	•	•
Business SMS and texting	•	•	•	•
Presence detection	•	•	•	•
Unlimited internet fax	•	•	•	•

Features	X2	X4	X6	X8
Meetings				
HD video conferencing		100 Participants		
HD audio conferencing		100 Participants		
Instant screen sharing across multiple windows and monitors	•	•	•	•
One click to start or join meetings on any device, anytime, anywhere	•	•	•	•
One click to move from call to chat to video conferencing	•	•	•	•
Integrated scheduling with Microsoft Office 365 / Microsoft Outlook plugin	•	•	•	•
Integrated scheduling with Google Calendar extension	•	•	•	•
Record meetings	•	•	•	•
Call your number or call in features to quickly join the meeting	•	•	•	•
Dial-in number options for 145 countries or toll-free numbers	•	•	•	•
Add co-hosts to meetings	•	•	•	•
Mute all or specific participants	•	•	•	•
Shared presence across meetings, phone and team messaging	•	•	•	•
Join without downloading an app	•	•	•	•
Join from mobile devices	•	•	•	•
Join from online web browser	•	•	•	•
Join from conference room systems	•	•	•	•
Advanced Analytics				
Analytics - Essentials	•	•	•	•
Analytics - Service Quality		•	•	•
Analytics - Supervisor		•	•	•
Wallboards		•	•	•
Contact center analytics			•	•
Customer experience analytics			•	•
Quality management			\$	•
Speech transcription and analytics			\$	•
Workforce management			\$	\$

Features	X2	X4	X6	X8
Integrations				
Active Directory - authentication	•	•	•	•
Single Sign-on	•	•	•	•
Okta integration	•	•	•	•
Calendar integration (Google Calendar, Outlook)	•	•	•	•
G Suite integration	•	•	•	•
Outlook integration ³	•	•	•	•
Skype for Business integration ³	•	•	•	•
Office 365 integration	•	•	•	•
Salesforce integration	•	•	•	•
Zendesk, NetSuite integrations	•	•	•	•

Interested in learning more? Contact a Solutions Expert at **1-877-291-9279** or visit us at 8x8.com/x-series.



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