8x8 + 🖄 edible

Create "WOW-worthy" experiences through communications

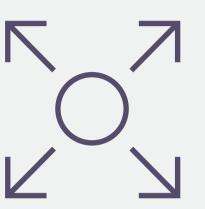
Communications are a key part of delivering a WOW-worthy experience for your employees and franchise owners.

Communications Made Easy

+







Engage with your franchisees more efficiently

Lower costs

Employees can connect and collaborate more effectively

More productive

+

Support and Sales teams use omnichannel communications

Improved service



Leading global fine china retailer scales contact center and decreases costs by thousands.

Challenges:

High overhead of administering and maintaining multiple point solutions as well as costly moves, adds, changes.

Solution:

Centralized administration with a single platform, for a better customer and employee experience.



New England automotive retailer with 90+ stores across 6 US states.

Challenges:

Poor user experience and poor support with newly acquired communications vendor, combined with increasing costs when opening new locations.

Solution:

One integrated contact center and business phone system solution with 700 lines for 95 stores, in addition to 60 contact center seats.



Popular US restaurant chain saves 30%-40% a month on phone costs.

Challenges:

Rapid growth put a strain on an expensive and aging premises-based phone system, which lacked even basic features and functionality.

Solution:

Quickly implemented a modern business communications system using 145 lines across corporate headquarters and 16 store locations.

Results:

Lenox dramatically cut costs by replacing 9 different applications with one platform, to flawlessly handle peak volumes of over 3,000 calls and 400 chats.

Results:

Town Fair Tire saved 35% on recurring monthly costs, gained valuable insights to increase responsiveness to their customers.

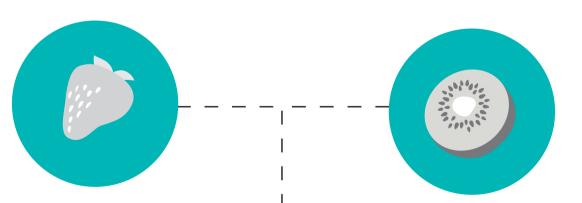
Results:

Lazy Dog saved 30%-40% on monthly phone costs, gained modern capabilities to better support daily operations and hit expansion goals.

8x8 powers your ability to deliver a "WOW-worthy" experience with a bouquet of communications capabilities including voice, video, chat, internet fax and contact center. So far, we've powered over 125 Edible Arrangements locations and counting.

Reliable

- Guaranteed call quality and reliability—never miss a call
- Longest phone warranty in the industry
- Secure, highest levels of data protection



Flexible

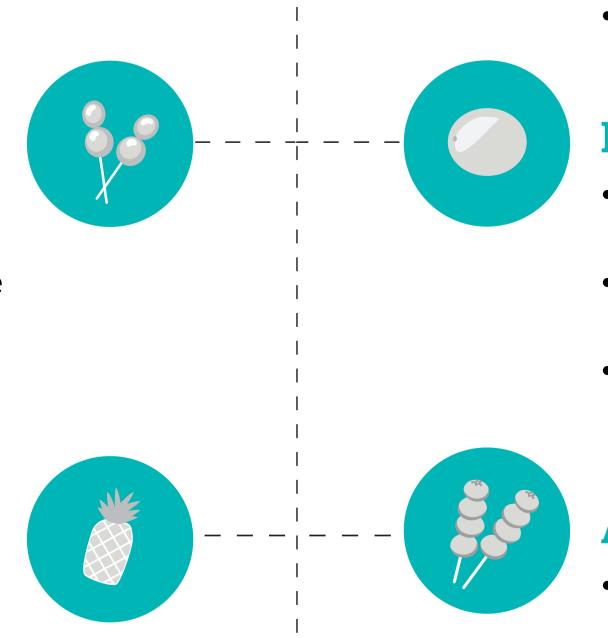
- Tailored service and implementation plans designed for Edible Arrangements
- Intuitively use the mobile app, iPad, desktop app, or desk phones

Cost Effective

- Born in the Cloud—lower phone bill, no-cost upgrades
- Mix and match plans—buy only the services you need
- No large, up-front phone expense

Simple Administration

- One application for centralized administration and maintenance
- Out-of-the-box integrations with CRM, service, support and productivity applications
- Align user requirements with tailored service plans



• Easy to integrate with other business apps

Risk Free

- 8x8 Partnership Agreement with the most favored commercial terms
- SLA for call quality and availability in the contract
- Leading solution—only vendor in the Gartner UCaaS and CCaaS Magic Quadrants

Analytics

- Track the customer journey across all communications
- Analysis and reporting for business communications, meetings and contact center
- Advanced machine learning and AI capabilities to automate call handling and increase first call resolution

To learn more about how 8x8 empowers you to create WOW-worthy communication experiences, give us a call at 1-669-257-1763 or visit 8x8.com/wowyou.

