



# The 8x8 Experience Communications Platform™

X Series service plans

## Modern communication experiences powering business agility

The Experience Communications Platform™ is the first and only XCaaS platform on the market. It empowers enterprises with modern communication experiences, eliminates organizational silos, boosts employee productivity, delights customers, and unifies data to reveal deeper insights for smarter decisions and a more agile business. One integrated platform also enables a single integration framework to connect to productivity tools like Microsoft® Teams and CRM apps with your communications across all functional areas, saving implementation time and maintenance dollars. Embeddable APIs enable low-code, no-code customized experiences, especially in the contact center with more robust omnichannel possibilities.

## Service plans

- X2:** Standard users with international calling
- X4:** Advanced call handling and analytics for supervisors and receptionists
- X6:** Voice-based Contact Center with Advanced Reporting
- X7:** Omni-channel Contact Center with Advanced Reporting
- X8:** Advanced Contact Center with Comprehensive Reporting, CX and Interaction Analytics, Quality Management and Auto Dialer

## The Experience Communications Platform supports every communication need company-wide

Features	X2	X4	X6	X7	X8
UC Voice and Telephony Features					
Number of countries in unlimited global calling zones for UC phone	14	48	48	48	48
Secure HD quality voice	■	■	■	■	■
Unlimited internet fax	■	■	■	■	■
Voicemail with transcription	■	■	■	■	■
UC call recording	■	■	■	■	■
Web browsers click-to-dial	■	■	■	■	■
8x8 Work Mobile and Desktop app or web based access	■	■	■	■	■
8x8 Frontdesk		■	■	■	■
8x8 Mobile Admin	■	■	■	■	■
Barge, monitor, whisper		■	■	■	■
Hot desking	■	■	■	■	■
Caller ID, Call waiting, Call transfers, Call park	■	■	■	■	■
Block callers	■	■	■	■	■
Flip calls	■	■	■	■	■
Hold music	■	■	■	■	■
Emergency services	■	■	■	■	■
UC media storage for instant access and playback of audio call and video meeting recordings¹	30 Days	130 Days	130 Days	130 Days	130 Days
Auto attendant, Ring groups and Call queues	■	■	■	■	■
8x8 Conversation IQ	\$	\$			

Features	X2	X4	X6	X7	X8
<b>UC Voice and Telephony Features (Continued)</b>					
8x8 Analytics for 8x8 Work Essentials	■	■	■	■	■
8x8 Analytics for 8x8 Work Supervisor		■	■	■	■
<b>Universal Team Messaging Features</b>					
1 on 1 instant messaging and Team messaging	■	■	■	■	■
Business SMS/MMS and texting (US and Canada only)	■	■	■	■	■
Block SMS spam	■	■	■	■	■
<b>Video and Audio Conference Features</b>					
HD video and audio conferencing (500 participants)	■	■	■	■	■
Virtual backgrounds, Emoji and GIF reactions, Polls, Hand raising	■	■	■	■	■
Secure passcodes	■	■	■	■	■
Screen sharing	■	■	■	■	■
Breakout Rooms	■	■	■	■	■
Advanced moderation controls	■	■	■	■	■
Post meeting insights	■	■	■	■	■
<b>Contact Center Features</b>					
8x8 Agent Workspace			■	■	■
8x8 Supervisor Workspace			■	■	■
ACD			■	■	■
Omnichannel routing of voice, chat, email, SMS, social media, and messaging apps				■	■
Web callback			■	■	■
Queued callback			■	■	■
Interactive voice response (IVR)			■	■	■
Intelligent IVR (IIVR)			\$	\$	\$
Intelligent Customer Assistant (ICA)			\$	\$	\$
Outbound preview campaign dialer			\$	\$	■
Outbound predictive AI dialer			\$	\$	■
Graphical call flow reports			■	■	■
Expert Connect			■	■	■
Post call survey			■	■	■
Native CRM			■	■	■
Knowledgebase			■	■	■
Co-browse				■	■
CC voice recording			■	■	■
CC media storage for CC call recording <sup>1</sup>			30 Days	30 Days	30 Days
Contact center Agent Outbound Port			■	■	■
Contact center VoIP softphone			■	■	■
8x8 Secure Pay			\$	\$	\$
8x8 Analytics for Contact Center			■	■	■
Workforce management			\$	\$	\$
<b>Integrating Communications into your Ecosystem</b>					
8x8 Voice for Microsoft® Teams	■	■	■	■	■
8x8 Phone App for Microsoft® Teams	\$	\$	\$	\$	\$
Additional integrations	\$	\$	\$	\$	\$
<b>Security, Compliance, and Certifications</b>					
Enterprise grade security	■	■	■	■	■
Financially backed end to end SLA	■	■	■	■	■
Compliance and certifications (GDPR, HIPAA, ISO27001, 9001, etc.)	■	■	■	■	■

1. Add-on storage options are available including long-term archive 'cold' storage.

Additional information: [Calling countries for X-Series licenses](#) | [How Contact Center per-minute usage is charged](#) | [International destinations blocked by 8x8](#)

**Contact 8x8 sales or your 8x8 partner for additional information, or visit [8x8.com](https://8x8.com).**



8x8, Inc. (NASDAQ: EGHT) is transforming the future of business communications as a leading Software as a Service provider of 8x8 XCaaS™ (Experience Communications as a Service™), an integrated contact center, voice communications, video, chat, and SMS solution built on one global cloud communications platform. 8x8 uniquely eliminates the silos between Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS) to power the communications requirements of all employees globally as they work together to deliver differentiated customer experiences. For additional information, visit [www.8x8.com](https://www.8x8.com), or follow 8x8 on LinkedIn, Twitter and Facebook.

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