8x8

Enhance student engagement with a connected campus

The 8x8 Experience Communications Platform integrates contact centre, voice, video, chat, and APIs on a single platform to empower universities with communication capabilities that deliver campus-wide collaboration, real-time student engagement and the flexibility to adjust to dynamic events such as Clearing.

Connect administration teams, lecturers and students

Administrators, lecturers and students can connect on any device through the channel of their choice. A fully connected campus provides students with instant access to useful information using AI-powered chatbots, SMS and WhatsApp messaging to speed up the sharing of information and video elevation to create more personalised and inclusive experiences.
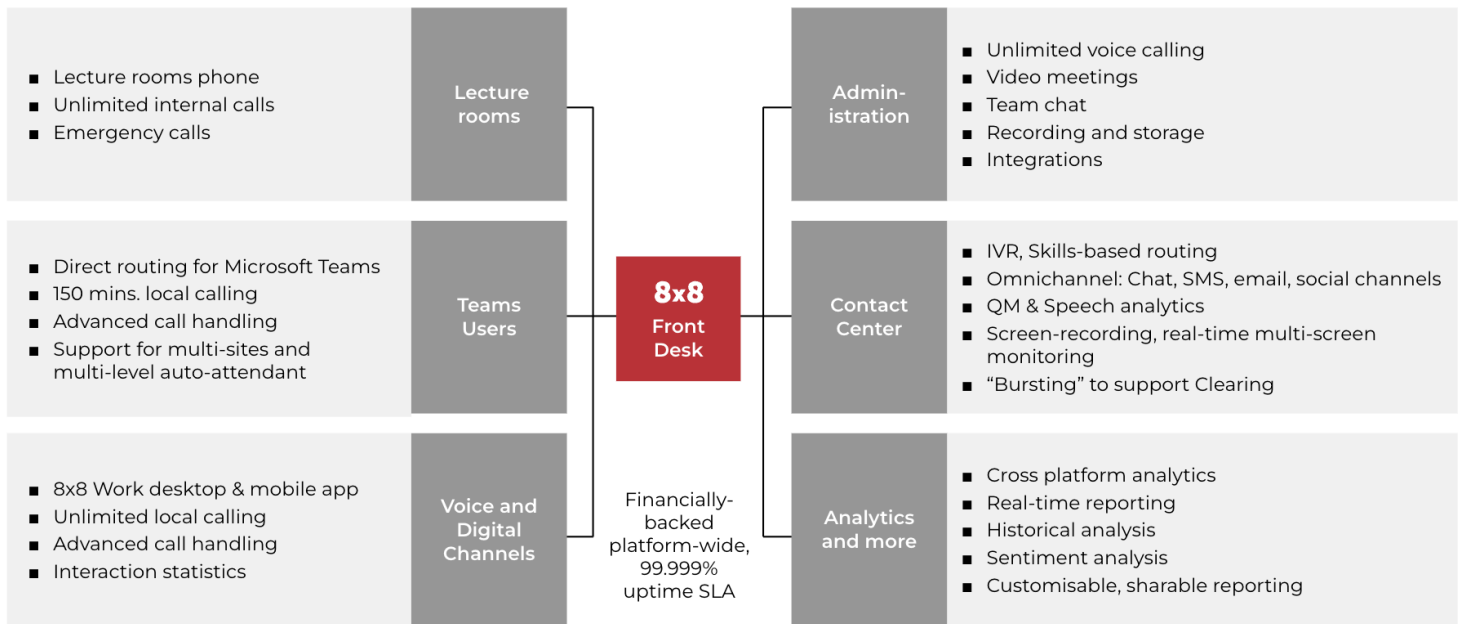
Microsoft Teams Integration

8x8 easily integrates with Microsoft Team, allowing universities and colleges to maximise their existing investment. Teams users can share Presence and make and receive calls over the PSTN using the native Teams desktop, mobile or web app to improve efficiency.

Key benefits

- Make and receive calls directly in Microsoft Teams
- Support Clearing with short-term (30, 60, or 90 day) burstable omnichannel Contact Centre licences
- Enable administrators, lecturers and students to connect anywhere, anytime, and on any device
- Deliver innovative, affordable online courses using video meetings
- Enhance student convenience and wellbeing with multichannel contact centres
- Manage the entire environment from a single, unified admin console
- Provide the services you need today with the flexibility to easily add new capabilities in the future

For more information, call 1 866 879 8647 or visit 8x8.com.

8x8 for administration, study areas and students

Lecture rooms		Admin-istration
■ Lecture rooms phone ■ Unlimited internal calls ■ Emergency calls		■ Unlimited voice calling ■ Video meetings ■ Team chat ■ Recording and storage ■ Integrations

8x8 Front Desk

Teams Users		Contact Center
■ Direct routing for Microsoft Teams ■ 150 mins. local calling ■ Advanced call handling ■ Support for multi-sites and multi-level auto-attendant		■ IVR, Skills-based routing ■ Omnichannel: Chat, SMS, email, social channels ■ QM & Speech analytics ■ Screen-recording, real-time multi-screen monitoring ■ "Bursting" to support Clearing

Financially-backed platform-wide, 99.999% uptime SLA

Voice and Digital Channels		Analytics and more
■ 8x8 Work desktop & mobile app ■ Unlimited local calling ■ Advanced call handling ■ Interaction statistics		■ Cross platform analytics ■ Real-time reporting ■ Historical analysis ■ Sentiment analysis ■ Customisable, sharable reporting

Reliability through High Availability
Communications uptime is critical for universities and even more so to support annual Clearing. The 8x8 Experience Communications Platform ensures secure service delivery with four levels of redundancy backed by 8x8's platform-wide 99.999% uptime SLA.

Real-time Student Engagement
Connect with today's students on their terms with the ability to integrate SMS, Chat Apps, voice and video interactions into applications and websites to make it easy and convenient for students to stay connected throughout their campus life**.**

Get Top Marks Using 8x8 for Clearing
Once students open their A Level results, the calls start flowing. Easily adjust your contact centre capacity with short-term (30, 60, or 90 day) licences and be ready to support all of those anxious new students looking to secure courses.

Create a Connected Campus with 8x8
Find out more about how our decades of experience, patented technology and integrated, secure, platform eliminates risk from moving to the cloud, lowers costs, improves service and transforms education experiences.

Keeping your data safe with industry leading security and compliance

GDPR · CSA cloud security alliance® · CYBER ESSENTIALS PLUS · AICPA SOC 2 · ISO 27001

Find out more about 8x8 for Education