8x8 X Series

Voice, video, chat and contact center all on one cloud platform.

Communications fuel the speed of your business. It's time to turbo charge them with X Series.

Looking for a new phone system?
Try the X Series Lobby – X4.

Need a contact center solution?
Try the X Series X5 – X8.

Want an audio and video conferencing solution?
Included at no additional cost. Can you stop paying for, administering and maintaining all those other audio and video conferencing applications? Yes.

Interested in a team messaging solution with one global directory that connects your existing messaging solutions so they act as one?
It's included at no additional cost. Does that mean your users can continue using Slack, Hangouts, Skype For Business, Webex Teams or whatever and start communicating with each other? Yes.

**Advanced analytics, machine learning, AI?**
Yes, including speech analytics that you can have operational in minutes without an expensive, time consuming professional services engagement—across both business communications and contact center for data on all interactions.

We'll throw in central administration for easy set-up, administration and maintenance.

How can it be so easy? It's all on one integrated cloud platform built for security and reliability.

Each service plan is designed for the different roles in your company so you only pay for the features each role needs. Because one size doesn't fit all.

No matter what your communication needs are now, X Series has a service plan designed to meet them, while giving you an easy way to expand your communications options in the future.

One System of Intelligence
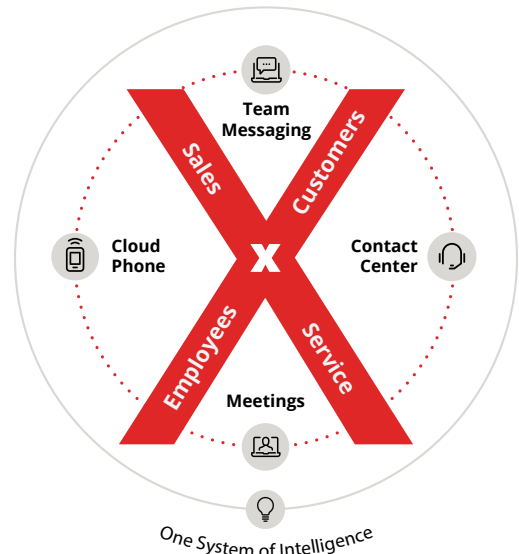
Meet the X Series

Looking for a phone system that just works? How do you get a consistent voice experience over the internet? You don't unless you have patented technology that optimizes how your call is routed and monitored across the internet. 8x8's patented technology finds the best path and routes your call to the nearest data center. Your call isn't routed halfway around the world just to reach George in the office upstairs.

8x8 was born in the cloud and has invested over the past 17+ years to create a rock solid infrastructure that just works every time you pick up the phone. We believe that so strongly, we'll provide analytics on every call.

With X Series, you can instantly look at the call quality across your company, see any poor-quality calls and get immediate insights into the root cause.

How? Because we own the technology. Owning the technology is so important that Gartner has recently made it a requirement to be considered in its UCaaS research and technology provider comparison.

All X Series service plans are based on this patented, secure, reliable infrastructure.

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Lobby
The Lobby/Break Room Plan

- HD quality voice
- Extension to extension calling
- Phone number and extension

X1
The Retail Store Station/ Manufacturing Floor Plan

Lobby+:
- Communicate through the desktop app, mobile app or a desk phone
- Unlimited calling to US and Canada
- Call recording
- Power keys (busy lamp field—BLF)
- Team messaging
- Sameroom (cross-platform team messaging with Chatter, Slack, +20 more)
- Single Sign-on

X2
The Employee Plan

X1+:
- Unlimited calling to 14 countries
- Host video and audio conferences for up to 100 participants, with HD quality, screen sharing and more
- Personal call analytics
- Integration with G Suite, Office 365, Salesforce and NetSuite
- Business SMS
- Internet fax
- Call queues
- Additional recording storage

X3
The Global Caller Plan

X2+:
- Unlimited calling to 32 countries
- Switchboard Pro
- Additional recording storage

X4
The Supervisor/Analyst Plan

X3+:
- Unlimited calling to 47 countries
- Barge-Monitor-Whisper
- Supervisor analytics
- Call quality reporting
- Additional recording storage

X Series Enterprise Grade Cloud PBX Model

IP Agnostic Access
SLA for uptime and voice quality over the public internet
PATENTED

PSTN Access
20+ PSTN carriers to provide global coverage

911 Service
User updatable E911 location information that verifies address information with the servicing PSAP provider

Geo Routing
Automatic localized signaling and voice
PATENTED

15 Data Centers
Top tier geo diverse data centers strategically positioned for global reach

Disaster Recovery
< 30 second failover between POPs
PATENTED

Security/Compliance
Single vendor with code scanned by VeraCode for code-based security

Need a contact center solution that empowers agents?

Whether you're running a startup or a large enterprise, X Series provides the communication capabilities your agents need to respond faster using instant access to relevant information and subject matter experts. Designed to ensure you pay for only the requirements needed, there are four X Series Cloud Contact Center service plans:

X5
The Voice-Focused Contact Center with Predictive Dialer Plan

X4+:
- Voice-focused contact center
- Outbound predictive AI dialer
- IVR that can be configured with drag and drop

X7
The Multichannel Contact Center with Advanced Reporting Plan

X6+:
- Multichannel contact center
- Email, webchat and social channels
- Co-browse

X6
The Voice-Focused Contact Center with Advanced Reporting Plan

X4+:
- Voice-focused contact center
- Real-time and historical contact center reports
- Graphical customer journey analytics
- Customizable wallboards and dashboards

X8
The Multichannel Contact Center with Advanced Analytics and Predictive Dialer Plan

X7+:
- Quality management
- Speech analytics
- Outbound predictive AI dialer

8x8 Cloud Contact Center

Multichannel
Email, webchat, social, SMS

Built-In IVR
Skills based routing, simple scripting

Quality Management
Collaboration with @mentions

Speech Analytics
100% transcription, pre-configured topics

Graphical Customer Journey Maps
Step by step flow of every interaction

Dashboards and Wallboards
Expanded filters, customized widgets

Effortless Integrations
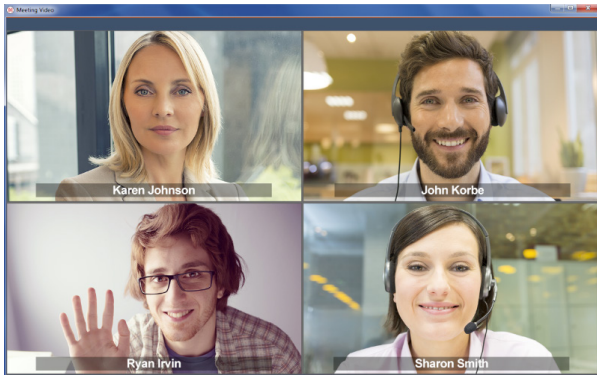Out-of-the-box CRM includes, open APIs

Forecasting and Scheduling
Extended WFM features

Want an audio/video conferencing solution? Included.

Audio and video conferencing for up to 100 participants is included in X2 - X8 plans.

Deliver reliable, crystal clear audio and video conferencing

Web conferencing is enhanced through HD quality video and voice. Rest assured the quality will be ever-present due to our patented technology. Additionally, all your data is protected by the highest levels of security and compliance.

It's like being there

If you can't be there in person, this is the next-best thing. It just takes one click to join or start a meeting from your computer, mobile device or a conference room phone. Attendees don't even need an app to join.
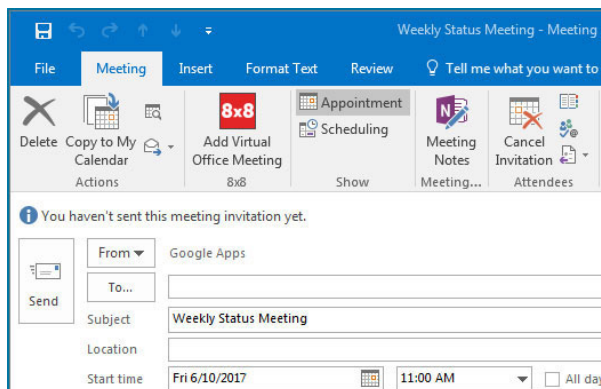
Connect decentralized teams

Bring people together to collaborate no matter where they are. 8x8 integrates with your calendar system so you can schedule a meeting with just one click. Share your screen instantly to get everyone on the same page. Record the meeting to reference later or to send to those who couldn't make it.

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 organized 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.
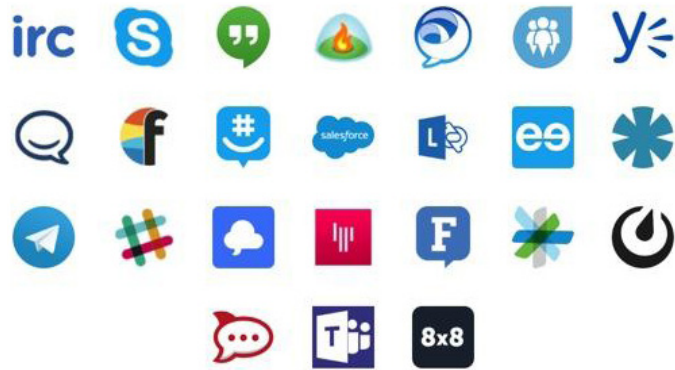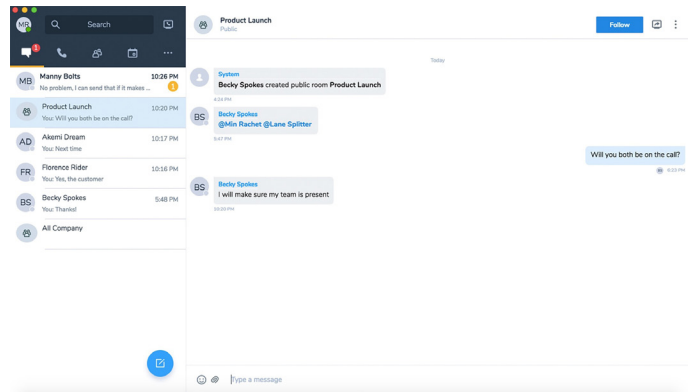
Share chat rooms across platforms

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 Center	Multichannel Contact Center
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	

8x8 X Series

Features	X2	X4	X6	X8
Contact Center				
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				•
Outbound predictive AI dialer				5k min
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	•	•	•	•

8x8 X Series

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			$	$

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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 Leverage Cloud Services at sales@leveragecloudservices.com

8x8

8x8, Inc. (NYSE:EGHT) cloud solutions help businesses transform their customer and employee experience. With one system of engagement for voice, video, collaboration and contact center and one system of intelligence on one technology platform, businesses can now communicate faster and smarter to exceed the speed of customer expectations. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, Twitter, and Facebook.