

X Series

A single cloud platform for voice, video, chat and contact centre

Empower your teams to connect, collaborate and delight your customers. Mix and match service plans to user requirements and create a communications solution that's tailored for your business.



One size doesn't fit all; meet the X Series line-up of service plans:



Lobby - Common areas and break rooms



X1 - Shared extensions and entry-level users with domestic calling



X5 - Voice-centric Contact Centre users including Predictive Dialer



X2 - Standard users with international calling (14 countries)



X6 - Voice-centric Contact Centre users with Advanced Reporting



X3 - Power users with global calling (32 countries)



X7 - Omni-channel Contact Centre users with Advanced Reporting



X4 - Managers and supervisors with extended global calling (47 countries)



X8 - Omni-channel Contact Centre users with Advanced Analytics and Predictive Dialer

The power of one AI-driven platform

Start by addressing the immediate communications need. Turn on other parts of the platform when you're ready. Bringing all your communications capabilities onto one platform means that you can stop paying for, administering and maintaining other communication applications. It also means that the data from your various communication channels is available in one place. With complete, comprehensive, relevant data becoming easily accessible, you can take advantage of the advanced analytics and machine learning/AI capabilities to deliver operational efficiency and lower costs through automation.

Which X Series plans are right for your business?

Features	Lobby	X1	X2	X3	X4	X5	X6	X7	X8
Number of Countries in Unlimited Telephony Calling Zone		UK	14	32	47	47	47	47	47
Number of Minutes for Local International in CC Calling Zone (countries)						2,000 (0)	4,000 (47)	4,000 (47)	4,000 (47)
Advanced Auto Attendant	•	•	•	•	•	•	•	•	•
Call Handling (Caller ID, Call Forwarding, Call Queues, Ring Groups, Barge, Monitor, Whisper)	•	•	•	•	Advanced	Advanced	Advanced	Advanced	Advanced
HD Secure Voice	•	•	•	•	•	•	•	•	•
Mobile and Desktop Apps		•	•	•	•	•	•	•	•
Presence Detection		•	•	•	•	•	•	•	•
Voicemail Transcription		•	•	•	•	•	•	•	•
Cross-Platform Team Messaging		•	•	•	•	•	•	•	•
HD Audio and Video Meetings with Screen Sharing		•	•	•	•	•	•	•	•
Out of the Box Integrations with Key CRM, Productivity, Service and Support Applications			•	•	•	•	•	•	•
Call Recordings		•	•	•	•	•	•	•	•
Unlimited Internet Faxing			•	•	•	•	•	•	•
Switchboard Pro				•	•	•	•	•	•
Call Activity Analytics		•	•	•	•	•	•	•	•
Supervisor Analytics					•	•	•	•	•
Skills-Based Routing						•	•	•	•
Interactive Voice Response (IVR)						•	•	•	•
Queued and Web Callback							•	•	•
Post Call Survey							•	•	•
Contact Center Reporting and Analytics						•	•	•	•
Chat, Email, SMS, Social Media Channels								•	•
Co-browsing								•	•
Outbound Predictive AI Dialer (minutes)						2,000			5,000
Quality Management and Speech Analytics									•
Enterprise-Grade Security	•	•	•	•	•	•	•	•	•
Compliance and Certifications (GDPR, HIPAA, ISO27001, 9001 etc.)	•	•	•	•	•	•	•	•	•

8x8, Inc. (NYSE: EGHT) is transforming the future of business communications as a leading Software-as-a-Service provider of voice, video, chat, contact center and enterprise-class API solutions powered by one global cloud communications platform. 8x8 empowers workforces worldwide to connect individuals and teams so they can collaborate faster and work smarter. Real-time analytics and intelligence provide businesses unique insights across all interactions and channels so they can delight end-customers and accelerate their business. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, Twitter and Facebook.



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