



# 8x8 X Series



## Bring people together anytime, anywhere, on any device.

We work together in different ways. We connect and collaborate using voice calls, instant messages, video meetings and more. But when each requires a different tool, we're less productive and business suffers.

There is a better way. The 8x8 Open Communications Platform™ with X Series service plans empowers individuals, teams, and organizations to work better from anywhere, engage better with customers, and seize business opportunities without compromise.

Get the best of voice, video, chat, contact center, analytics, and APIs for everyday business apps, so that everyone can work together more naturally and effectively from anywhere.

### X Series service plans:

Lobby	Common areas and break rooms
X1	Shared extensions and entry-level users with unlimited domestic calling
X2	Standard users with international calling
X3	Power users with global calling
X4	Managers and supervisors with extended global calling
X5	Voice-centric Contact Center users, including Predictive Dialer <sup>1</sup>
X6	Voice-centric Contact Center users with Advanced Reporting
X7	Multi-channel Contact Center users with Advanced Reporting
X8	Multi-channel Contact Center users with Advanced Analytics and Predictive Dialer



# X Series services plans support every aspect of your work.

Features Summary <sup>2</sup>	Lobby	X1	X2	X3	X4	X5 <sup>1</sup>	X6	X7	X8
Number of Countries in Unlimited Telephony Calling Zone:		Domestic only	14	32	47	47	47	47	47
Number of Minutes (local & international) in CC Calling Zone (countries)						4000	4000	4000	4000
Auto Attendant (multi-level)	■	■	■	■	■	■	■	■	■
Call Handling (Caller ID, Call Forwarding, Transfer, Park, Hunt Groups, Ring Groups)	■	■	■	■	■	■	■	■	■
Call Queues			■	■	■	■	■	■	■
Barge, Monitor and Whisper <sup>3</sup>					■	■	■	■	■
HD Secure Voice, Hot-desking	■	■	■	■	■	■	■	■	■
Mobile and Desktop Apps		■	■	■	■	■	■	■	■
Presence Detection		■	■	■	■	■	■	■	■
Voicemail Transcription		■	■	■	■	■	■	■	■
Cross-Platform Team Messaging		■	■	■	■	■	■	■	■
HD Audio and Video Conferencing with Screen Sharing (100 Active Participants)		Join from browser	■	■	■	■	■	■	■
Out of the Box Integrations with Key CRM, Productivity, Service and Support Applications			■	■	■	■	■	■	■
8x8 Voice for Microsoft Teams Add-On		■	■	■	■	■	■	■	■
UC Media Storage (unlimited capacity) for Meetings & UC Call Recording <sup>4</sup>		30 Days	30 Days	130 Days	130 Days		130 Days	130 Days	130 Days
CC Media Storage (unlimited capacity) for CC Call Recording <sup>4</sup>							30 Days	30 Days	30 Days
Unlimited Internet Fax			■	■	■	■	■	■	■
Switchboard Pro				■	■	■	■	■	■
Call Activity Analytics		■	■	■	■	■	■	■	■
Supervisor Analytics					■	■	■	■	■
Skills-Based Routing						■	■	■	■
Intelligent Interactive Voice Response (IVR)							\$	\$	\$
Queued and Web Callback							■	■	■
Post-Call Survey							■	■	■
Contact Center Reporting and Analytics						■	■	■	■
8x8 Disaster Recovery							■	■	■
8x8 Secure Pay							\$	\$	\$
Chat, Email, SMS, Social Media Channels								■	■
Co-browsing								■	■
Auto Dialer: Preview, Progressive, & Predictive							\$	\$	■
Quality Management and Speech Analytics							\$	\$	■
Enterprise-Grade Security	■	■	■	■	■	■	■	■	■
Compliance and Certifications (GDPR, HIPAA, ISO27001, 9001 etc.)	■	■	■	■	■	■	■	■	■

1. X5 Service Plans are only available as add-ons for existing customers.
2. Refer to the X Series Solutions overview for the full X Series feature set.
3. 8x8 Barge-Monitor-Whisper (BMW) helps office managers and supervisors with X4 licenses to listen in on any active call X2 and above.
4. Add-on storage options are available including long-term archive 'cold' storage and CC screen recording.

Contact 8x8 sales or your 8x8 partner for additional information.  
 Call **1 866 879 8647** or **+44(0)333 043 8888** or visit **8x8.com**.



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](http://www.8x8.com), or follow 8x8 on LinkedIn, Twitter and Facebook.

