

		Lobby	X1	X2	X3	X4	X6	X7	X8
Voice and Telephony									
Unlimited global calling for UC phone	Call freely up to 47 countries without additional long distance charges, excluding mobile, special and premium numbers for certain countries.		Unlimited UK	14 Countries	32 Countries	47 Countries	47 Countries	47 Countries	47 Countries
4000 free minutes for contact centre calling	Includes 4,000 minutes per concurrent contact centre seat (local and international, inbound and outbound, within 47 country zone). The total minutes included are the pooled total of all agents. If a customer exceeds the total usage pool allowed in any given month, extra minutes will incur standard usage rates. Toll calls and special numbers are not included in the allowed usage.						47 Countries	47 Countries	47 Countries
Tier 1 phone number & extension	Phone Number: Utilise a dedicated DID (direct inward dialing) number for each extension; DIDs available for 145 countries or toll-free numbers.	•	•	•	•	•	•	•	•
HD quality voice	Ensure crisp connectivity leveraging a guaranteed voice quality score.	•	•	•	•	•	•	•	•
Secure voice calls (TLS and SRTP)	Protect calls from eavesdropping with TLS/SRTP secure voice encryption.	•	•	•	•	•	•	•	•
Voicemail	Listen to recordings on your desk phone, computer or mobile device.		•	•	•	•	•	•	•
UC call recording	Record incoming and outgoing calls, play them back, download or delete them.		•	•	•	•	•	•	•
Web browser click-to-dial	Click any phone number in a web page to instantly make calls from your 8x8 number.		•	•	•	•	•	•	•
Power keys (Busy Lamp Field - BLF)	Handle multiple calls at the same time and monitor other users' availability by taking advantage of spare line keys.		•	•	•	•	•	•	•
Mobile apps	Allow employees to work on any mobile device, from anywhere, at anytime.		•	•	•	•	•	•	•
Desktop app	Allow employees to work on any desktop device, from anywhere, at anytime.		•	•	•	•	•	•	•
Switchboard Pro ¹	View of the presence and availability of every user in the organisation or branch and streamlines live call handling.				•	•	•	•	•
Barge, monitor, whisper	Enable managers and supervisors to monitor phone conversations of other employees, privately speak (whisper) to the employee without the customer hearing or join (barge) the call and talk with the customer.					•	•	•	•
Hot desking	Enable any end user to log into a shared desk phone as if it were his or her own.	•	•	•	•	•	•	•	•
Caller ID	Identify who's calling before you pick up the phone; customise your external caller ID.	•	•	•	•	•	•	•	•
Number porting - self service or managed	Port existing phone numbers to 8x8 through a self-service method or have 8x8 manage the porting.	•	•	•	•	•	•	•	•
Call waiting	Allow callers to reach you even when you are on another call.	•	•	•	•	•	•	•	•
Call transfers	Transfer calls to others through a warm transfer or a cold (blind) transfer.	•	•	•	•	•	•	•	•
Extension to extension calling	Call others in your business by dialing the extension only.	•	•	•	•	•	•	•	•
Call park	"Park" a call in the cloud while you use your phone to make another internal or external call, or ask a colleague to pick up the call.	•	•	•	•	•	•	•	•
Phone paging (Polycom devices only)	Send one-way audio announcements to users who are members of a specific paging group or to everyone in an emergency.	•	•	•	•	•	•	•	•
Hold music	Play recorded music or marketing messages while your callers are on hold.	•	•	•	•	•	•	•	•
UC media storage for meeting recording and call recording	Storage capacity for recordings a user makes.		0 GB	1 GB	5 GB	10 GB	10 GB	10 GB	10 GB

		Lobby	X1	X2	X3	X4	X6	X7	X8
Collaborative Contact Centre									
Auto attendant	A service that acts as an automated receptionist. Through profiles and rules, select which phone menu options and recordings are used at specific times for callers to route themselves to the appropriate destination.	•	•	•	•	•	•	•	•
Ring groups / Hunt groups	Distribute calls within specific departments by having all the phones in a group ring at once or set up a “round robin” approach where the extensions in the group ring in a specific order until the call is answered.	•	•	•	•	•	•	•	•
Call queues	Queue up to 20 calls to a single number. Allows staff to log in and out of queues.			•	•	•	•	•	•
Expert Connect	Chat and bridge available experts onto a call with a single click, all without leaving the single user interface.						•	•	•
Interactive voice response (IVR)	Quickly connect callers with agents and streamline customer flow, allowing customers to get quick answers to simple questions and helping companies identify the right resource to help a customer with a given issue.						•	•	•
Skills-based inbound voice	Match customers to the best available agent—without programming or IT help, boosting first-call resolution rates and customer satisfaction.						•	•	•
Graphical call flow reports	View the caller’s journey from the moment they reach the call centre through to call termination. Reveals step-by-step experience in the IVR, queuing to agents, agent connection and post-call survey. Use this to expose an ‘outside-in’ view of your contact centre to enable continual process improvement and agent training.						•	•	•
Post call survey	Capture the voice of the customer with 8x8’s native post-call survey application. Surveys help you take appropriate action to ensure your customer engagement management strategy is optimised to meet customer needs.						•	•	•
Native CRM	Leverage a built-in customer contact and case management tool to provide agents with critical customer information and make every agent interaction more efficient.						•	•	•
Knowledgebase	Provide your customers with faster, smarter and more consistent answers using a collection of frequently asked questions (FAQ) to provide the right answer quickly, reliably and consistently.						•	•	•
Web callback	Allow customers to request a call from an agent from an online form, saving time for customers and better managing your agents’ time.						•	•	•
Queued callback	Give callers the option to stop waiting on hold, provide their phone number and receive an automatic callback as soon as it’s their turn, eliminating long hold times and boosting caller satisfaction.						•	•	•
Inbound chat, email, social channels	Meet your customers on the channels they choose with a 360-degree view of all of a customer’s communications across all available channels.							•	•
Co-browse	Allow your agents to see exactly what is on the customer’s page, quickly helping customers find the information they are looking for or clarifying any questions they may have while filling out a form online.							•	•
Outbound preview campaign dialer	In preview mode, a customer’s information will be presented at the time the system begins the call. This allows the agent to read the customer’s information while waiting for the call to be connected. The agent must manually answer and terminate the call when completed.								•
CC screen recording	Recording and archiving available for call centre compliance, record keeping, agent training and process improvement.						\$	\$	\$
CC voice recording	Voice recording available for call centre compliance, record keeping, agent training and process improvement.						\$	\$	\$
CC voice archiving	Voice archiving available for call centre compliance, record keeping, agent training and process improvement.						\$	\$	\$

		Lobby	X1	X2	X3	X4	X6	X7	X8
Universal Team Messaging									
1 on 1 instant messaging	Ability to message any individual user within a company's global directory.		•	•	•	•	•	•	•
Team messaging	Provide group chat functionality to send messages to public or private Rooms.		•	•	•	•	•	•	•
Sameroom (cross-platform team messaging with Chatter, Slack, etc.)	Real-time interoperability with 3rd party chat applications such as Slack, Chatter and 20+ messaging apps to enable them to work as one within and across companies.		•	•	•	•	•	•	•
Presence detection	See who is available, busy, away, in do-not-disturb mode, on a call or in a meeting. You can also set your status to show as offline using invisible mode.		•	•	•	•	•	•	•
Unlimited internet fax ²	Send and receive online faxes.			•	•	•	•	•	•
Video and Audio Conferencing									
HD video conferencing ³	Share high definition (HD) quality video to see others in a meeting.		Join Only	100 Participants	100 Participants	100 Participants	100 Participants	100 Participants	100 Participants
HD audio conferencing	Speak in meetings with HD-quality audio.		Join Only	100 Participants	100 Participants	100 Participants	100 Participants	100 Participants	100 Participants
Instant screen sharing across multiple windows and monitors	Share your computer screen and choose which programs or monitors to display.			•	•	•	•	•	•
One click to start or join meetings on any device, anytime, anywhere	Click one button to join a meeting or create a new one on any device.			•	•	•	•	•	•
One click to move from call to chat to video conferencing	Transfer between modes of communication by clicking one button.			•	•	•	•	•	•
Integrated scheduling with Microsoft Office 365 / Microsoft Outlook plugin	Click one button to add an 8x8 meeting to the details of a calendar invite in Outlook or Office 365 calendar.			•	•	•	•	•	•
Integrated scheduling with Google Calendar extension	Click one button to add an 8x8 meeting to the details of a calendar invite in Google Calendar.			•	•	•	•	•	•
Record meetings	Record the meeting to reference later or to send to those who couldn't make it.			•	•	•	•	•	•
Call your number or call in features to quickly join the meeting	To join audio, 8x8 can call out to a phone number you specify or you can call in to a conference line number.			•	•	•	•	•	•
Dial in number options for 145 countries or toll-free numbers	Choose to dial in to numbers from 145 country numbers or toll-free numbers.			•	•	•	•	•	•
Add co-hosts to meetings	Add others as co-hosts to meetings to give them host privileges			•	•	•	•	•	•
Mute all or specific participants	Ability to mute all or specific people.			•	•	•	•	•	•
Shared presence across meetings, phone, and team messaging	Status to show a user's presence is synced across meetings, phone and team messaging.		•	•	•	•	•	•	•
Join without downloading an app	Join meetings using Meetings Online if you want to avoid downloading an app to your computer or phone — or dial in directly to the number.		•	•	•	•	•	•	•
Join from mobile devices	Join from iOS, Android and tablets.		•	•	•	•	•	•	•
Join from online web browser	Join meetings using Meetings Online from any web browser.		•	•	•	•	•	•	•
Analytics on Every Interaction									
Analytics - Essentials	Get detailed reporting on all extensions in your organisation including active calls, abandoned calls, talk time, ring time, call detail records and more.	•	•	•	•	•	•	•	•
Analytics - Service Quality	Status on endpoints, MOS scores and summary graphs.					•	•	•	•
Analytics - Supervisor	Reporting on call queues, ring groups and agent performance.					•	•	•	•
Wallboards	Provide a real-time view into critical contact centre metrics.					•	•	•	•
Contact centre analytics	Analytics to know what is working and to fix what isn't.						•	•	•
Customer experience analytics	Visibility into customer interactions and IVR usage.						•	•	•
Quality management	Performance management tool built around collaboration and coaching.						\$	\$	•
Speech transcription and analytics	Provides voice-of-the customer insights for 100% of calls.						\$	\$	•
Workforce management	Improve staffing efficiency.						\$	\$	\$

		Lobby	X1	X2	X3	X4	X6	X7	X8
Support and Training									
24/7 Support	24/7 global follow-the-sun Support.	•	•	•	•	•	•	•	•
7 global support centres	7 support centres around the globe, co-location with Network Operations Centre.	•	•	•	•	•	•	•	•
Self-service support portal	Access the global support team via our portal, chat or phone.	•	•	•	•	•	•	•	•
Extensive knowledgebase	Access to the 8x8 Knowledge Base for 24/7/365 access to the latest product capabilities and best practices.	•	•	•	•	•	•	•	•
Network diagnostic tools	Tools that give specific measurements indicating network performance that affect VoIP call quality, including DNS service, network path characteristics, NAT/firewall/router characteristics, packet loss rates, jitter levels (changes in network traffic delivery times), round trip network delay (latency) between your network and the 8x8 servers, and more.	•	•	•	•	•	•	•	•
Basic online training	Free online training for end users and IT administrators.	•	•	•	•	•	•	•	•
Advanced online or on-site training	Customized training and advanced topics for end users and IT administrators.	\$	\$	\$	\$	\$	\$	\$	\$
Elite touch implementation services	Variety of implementation services based on deep best practices and flexible deployment methodology.	\$	\$	\$	\$	\$	\$	\$	\$
Professional services	Build custom solutions and capabilities through the professional services team.	\$	\$	\$	\$	\$	\$	\$	\$

Notes:

- Overages on UC Media Storage is billable
- *Excludes Mobile, Special, and Premium Numbers
- ¹Requires Polycom IP phone
- ²Unlimited internet fax may require the purchase of an additional DID
- ³Simultaneous video sharing is 9 for Mac, 16 for PC
- ⁴Available for PC only
- ⁵Applies to Virtual Contact Centre components only

DID Pricing				
Tier 1	Tier 2	Tier 3	Tier 4	Tier 5 (unpublished)
First DID - \$0	First DID - \$0	All DID Chargeable	All DID Chargeable	All DID Chargeable
Additional DID Chargeable	All DID Chargeable	All DID Chargeable	All DID Chargeable	All DID Chargeable
Australia	Austria	Argentina	Bahrain	Algeria
Canada	Belgium	Brazil	Colombia	Angola
France	Benin	Chile	Costa Rica	Cambodia
Germany	Bulgaria	Cyprus	El Salvador	Cayman Islands
Ireland	Croatia	Dominican Republic	Georgia	China
Italy	Czech Republic	Hong Kong	Kazakhstan	Grenada
Netherlands	Denmark	Israel	Kyrgyzstan	India
Portugal	Estonia	Japan	Latvia	Indonesia
Spain	Finland	Luxembourg	Liechtenstein	Jamaica
Sweden	Greece	Malaysia	Panama	Macau
United Kingdom	Hungary	Malta	Tajikistan	Nigeria
United States	Kenya	Mexico	Venezuela	Philippines
	Lithuania	Peru		Russia
	New Zealand	Puerto Rico		Sri Lanka
	Norway	Singapore		Taiwan
	Poland	South Korea		Thailand
	Romania	Turkey		Trinidad & Tobago
	Slovakia			Ukraine
	Slovenia			
	South Africa			
	Switzerland			

Important items to note

- The lobby licence can make no outbound calls with the exception of emergency services.
- Any countries shown with an asterisk (*) beside it do not include calls to mobiles phones to that region.
- Each System comes with two additional DID for use as LDN.
- All licences up to and including X4 can be mix-and-matched on the same system.
- X6 - X8 cannot be mixed - all contact centre licences on a single system must be the same.
- X6 - X8 includes all functionality of the X4 licence at no additional charge.
- Calls made from the VOD on X6 - X8 are not chargeable as per the normal X4 Bundles and will not be logged within the Contact Centre.
- Calls made from the VCC Interface on X6 - X8 are included on the 4000 minutes free log which comes with the primary X6 - X8 licence.
- Inbound and outbound calls for X6 - X8 are logged as part of the 4000 minutes per seat included.
- The included minutes for X6 - X8 can be pooled between users on the same PBX within the same calendar month only.
- Virtual numbers need to be added to VCC Queues.
- Virtual Numbers need to be added to VCC for direct agent connect.
- Please note that the call recording storage under X6, X7 and X8 refers to call recording on the X4 Licence only (ie calls made out of the VOD) and not VCC Call Recording or Screen Recording (ie not calls made out of the contact centre interface). These items are additional options.
- If you intend to use the concurrent VCC licences please ensure you add a UC licence for each additional user.

Global Calling Zones - UK

Lobby	X1	X2	X3	X4	X6	X7	X8
Internal Calls and Emergency Services only	Unlimited UK	Unlimited Calling within 14 Countries	Unlimited Calling within 32 Countries	Unlimited Calling within 47 Countries	Unlimited Calling within 47 Countries**	Unlimited Calling within 47 Countries**	Unlimited Calling within 47 Countries**
					4000 Minutes of Unlimited Calling within 47 Countries***	4000 Minutes of Unlimited Calling within 47 Countries***	4000 Minutes of Unlimited Calling within 47 Countries***
		United Kingdom	United Kingdom	United Kingdom	United Kingdom	United Kingdom	United Kingdom
		Australia*	Australia	Australia	Australia	Australia	Australia
		Canada	Canada	Canada	Canada	Canada	Canada
		France*	France*	France*	France*	France*	France*
		Germany*	Germany*	Germany*	Germany*	Germany*	Germany*
		Italy*	Italy*	Italy*	Italy*	Italy*	Italy*
		Ireland*	Ireland*	Ireland*	Ireland*	Ireland*	Ireland*
		Netherlands*	Netherlands*	Netherlands*	Netherlands*	Netherlands*	Netherlands*
		New Zealand*	New Zealand	New Zealand	New Zealand	New Zealand	New Zealand
		Puerto Rico	Puerto Rico	Puerto Rico	Puerto Rico	Puerto Rico	Puerto Rico
		Spain*	Spain*	Spain*	Spain*	Spain*	Spain*
		Sweden*	Sweden*	Sweden*	Sweden*	Sweden*	Sweden*
		Switzerland*	Switzerland*	Switzerland*	Switzerland*	Switzerland*	Switzerland*
		United States	United States	United States	United States	United States	United States
			Belgium	Belgium	Belgium	Belgium	Belgium
			Brazil*	Brazil*	Brazil*	Brazil*	Brazil*
			China	China	China	China	China
			Denmark	Denmark	Denmark	Denmark	Denmark
			Guam	Guam	Guam	Guam	Guam
			Hong Kong	Hong Kong	Hong Kong	Hong Kong	Hong Kong
			Hungary	Hungary	Hungary	Hungary	Hungary
			Israel	Israel	Israel	Israel	Israel
			Luxembourg*	Luxembourg*	Luxembourg*	Luxembourg*	Luxembourg*
			Malta	Malta	Malta	Malta	Malta
			Mexico	Mexico	Mexico	Mexico	Mexico
			Norway	Norway	Norway	Norway	Norway
			Poland*	Poland*	Poland*	Poland*	Poland*
			Portugal*	Portugal*	Portugal*	Portugal*	Portugal*
			Romania	Romania	Romania	Romania	Romania
			Slovakia	Slovakia	Slovakia	Slovakia	Slovakia
			South Korea	South Korea	South Korea	South Korea	South Korea
			Taiwan*	Taiwan*	Taiwan*	Taiwan*	Taiwan*
				Argentina*	Argentina*	Argentina*	Argentina*
				Chile	Chile	Chile	Chile
				Cyprus*	Cyprus*	Cyprus*	Cyprus*
				Dominican Rep	Dominican Rep	Dominican Rep	Dominican Rep
				Finland	Finland	Finland	Finland
				Greece	Greece	Greece	Greece
				India	India	India	India
				Indonesia	Indonesia	Indonesia	Indonesia
				Japan*	Japan*	Japan*	Japan*
				Malaysia	Malaysia	Malaysia	Malaysia
				Peru	Peru	Peru	Peru
				Singapore	Singapore	Singapore	Singapore
				South Africa	South Africa	South Africa	South Africa
				Thailand	Thailand	Thailand	Thailand
				Turkey*	Turkey*	Turkey*	Turkey*

Notes: Toll-free usage is charged separately - Excludes Mobile, Special, and Premium Numbers. * Includes calls to Landlines - calls to mobiles are chargeable. ** The Virtual Office licence associated with this VCC licence gives all the feature sets of X4. Direct calls made to and from the actual VO Application are included as per that licence. *** Calls made to and from the VCC Application are chargeable. Each Seat includes 4000 minutes which can be pooled amongst all seats for inbound and outbound calls excluding Toll Free.