



# X Series

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Plans Overview


# X Series Plans

The 8x8 X Series is built on the premise that successful businesses must move at the new speed of business by:

- Lowering cost of ownership and improving end customer service
- Delivering a personalized customer experience
- Identifying actionable business insights using advanced analytics
- Enabling new business models
- Facilitating flexible work locations and business continuity


8x8 X Series Plans provide businesses with the communication capabilities necessary to achieve those goals.

## Business Communications



**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, including Busy Lamp Field
  - Team messaging
  - Sameroom (cross-platform team messaging with Chatter, Slack, +20 more)
  - Single Sign-On



**X2**  
**The General Employee Plan**

- X1+:
- Unlimited calling to 14 countries
  - Host video and audio conferences with HD quality, screen sharing and more
  - Personal call analytics
  - Out of the box integrations
  - 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

## Contact Center




**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




**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



**X7**  
**The Multichannel Contact Center  
with Advanced Reporting Plan**

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



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

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

# X Series Features

Features	Lobby	X1	X2	X3	X4	X5	X6	X7	X8
<b>Voice and Telephony</b>									
Unlimited global calling for UC phone		US, Canada	14 Countries	32 Countries	47 Countries				
4000 free minutes for contact center calling					47 Countries				
Tier 1 phone number & extension	•	•	•	•	•	•	•	•	•
HD quality voice	•	•	•	•	•	•	•	•	•
Secure voice calls (TLS and SRTP)	•	•	•	•	•	•	•	•	•
Financially backed end to end SLA	•	•	•	•	•	•	•	•	•
IP agnostic access	•	•	•	•	•	•	•	•	•
PSTN access	•	•	•	•	•	•	•	•	•
Geo routing	•	•	•	•	•	•	•	•	•
Voicemail with transcription		•	•	•	•	•	•	•	•
UC call recording		•	•	•	•	•	•	•	•
Power keys, including Busy Lamp Field		•	•	•	•	•	•	•	•
Mobile apps		•	•	•	•	•	•	•	•
Desktop app		•	•	•	•	•	•	•	•
Switchboard Pro <sup>1</sup>				•	•	•	•	•	•
Barge-Monitor-Whisper					•	•	•	•	•
Hot desking	•	•	•	•	•	•	•	•	•
Caller ID	•	•	•	•	•	•	•	•	•
Number porting - self service or managed	•	•	•	•	•	•	•	•	•

## X Series Features – Continued

Features	Lobby	X1	X2	X3	X4	X5	X6	X7	X8
<b>Voice and Telephony</b>									
Call waiting	•	•	•	•	•	•	•	•	•
Call transfers	•	•	•	•	•	•	•	•	•
Extension to extension calling	•	•	•	•	•	•	•	•	•
Call park	•	•	•	•	•	•	•	•	•
Phone paging (Polycom devices only)	•	•	•	•	•	•	•	•	•
Hold music	•	•	•	•	•	•	•	•	•
911 service	•	•	•	•	•	•	•	•	•
15 data centers	•	•	•	•	•	•	•	•	•
Disaster recovery	•	•	•	•	•	•	•	•	•
UC media storage for meeting recording and call recording		0 GB	1 GB	5 GB	————— 10 GB —————				
Auto attendant	•	•	•	•	•	•	•	•	•
Ring groups/Hunt groups	•	•	•	•	•	•	•	•	•
Call queues			•	•	•	•	•	•	•
<b>Collaborative Contact Center</b>									
Expert Connect							•	•	•
Outbound preview campaign dialer									•
Outbound predictive AI dialer							2k min		5k min
Interactive voice response (IVR)						•	•	•	•
Skills-based inbound voice						•	•	•	•
Graphical call flow reports							•	•	•

## X Series Features – Continued

Features	Lobby	X1	X2	X3	X4	X5	X6	X7	X8
<b>Collaborative Contact Center</b>									
Post call survey							•	•	•
Native CRM						•	•	•	•
Knowledge-base							•	•	•
Web callback						•	•	•	•
Queued callback							•	•	•
Inbound chat, email and social channels								•	•
Co-browse								•	•
Workforce management							\$	\$	\$
CC screen recording							•	•	•
CC voice recording						•	•	•	•
CC voice archiving							•	•	•
<b>Universal Team Messaging</b>									
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 <sup>2</sup>			•	•	•	•	•	•	•

## X Series Features – Continued

Features	Lobby	X1	X2	X3	X4	X5	X6	X7	X8
Integrated Video and Audio Conferencing									
HD video and audio conferencing		Join Only	•	•	•	•	•	•	•
Personalized virtual rooms			•	•	•	•	•	•	•
Remote desktop control			•	•	•	•	•	•	•
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			•	•	•	•	•	•	•
Schedule 8x8 meetings within Outlook/Office 365 calendar			•	•	•	•	•	•	•
Schedule 8x8 meetings within Google Calendar			•	•	•	•	•	•	•
Record meetings			•	•	•	•	•	•	•
Call out to your number, call in or join via computer audio to quickly join the meeting			•	•	•	•	•	•	•
Dial in number options for 58 countries or toll-free numbers			•	•	•	•	•	•	•
Granular conferencing and audio controls			•	•	•	•	•	•	•
Push to talk mode			•	•	•	•	•	•	•
Shared presence across meetings, phone and team messaging		•	•	•	•	•	•	•	•

## X Series Features – Continued

Features	Lobby	X1	X2	X3	X4	X5	X6	X7	X8
<b>Integrated Video and Audio Conferencing</b>									
Join without downloading an app		•	•	•	•	•	•	•	•
Join from mobile devices		•	•	•	•	•	•	•	•
Join from online web browser		•	•	•	•	•	•	•	•
Join with a passcode or join anonymously			•	•	•	•	•	•	•
Raise your hand			•	•	•	•	•	•	•
Meeting live streaming			•	•	•	•	•	•	•
Controller mode			•	•	•	•	•	•	•
Video layout selection			•	•	•	•	•	•	•
Bandwidth controls			•	•	•	•	•	•	•
Cascaded routing			•	•	•	•	•	•	•
<b>Advanced Analytics</b>									
Company summary dashboard	•	•	•	•	•	•	•	•	•
Extension summary	•	•	•	•	•	•	•	•	•
Call detail records	•	•	•	•	•	•	•	•	•
Active calls	•	•	•	•	•	•	•	•	•
Unreturned calls	•	•	•	•	•	•	•	•	•
Calls by DID	•	•	•	•	•	•	•	•	•
Meeting analytics			•	•	•	•	•	•	•
Analytics – Supervisor					•	•	•	•	•

## X Series Features – Continued

Features	Lobby	X1	X2	X3	X4	X5	X6	X7	X8
<b>Advanced Analytics</b>									
Wallboards					•	•	•	•	•
Contact center analytics						•	•	•	•
Customer experience analytics							•	•	•
Quality management							\$	\$	•
Speech transcription and analytics							\$	\$	•
<b>Integrating Communications into Your Ecosystem</b>									
Active Directory – authentication	•	•	•	•	•	•	•	•	•
Single Sign-On		•	•	•	•	•	•	•	•
Okta integration		•	•	•	•	•	•	•	•
Web dialer for web browser (Chrome, Internet Explorer)		•	•	•	•	•	•	•	•
Calendar integration (Google and Office 365 plugins)			•	•	•	•	•	•	•
G Suite integration			•	•	•	•	•	•	•
Outlook integration <sup>3</sup>		•	•	•	•	•	•	•	•
Integration with Skype for Business <sup>3</sup>		•	•	•	•	•	•	•	•
Office 365 integration			•	•	•	•	•	•	•
Slack integration		•	•	•	•	•	•	•	•
Salesforce integration			•	•	•	•	•	•	•
Microsoft Dynamics 365 integration			•	•	•	•	•	•	•
ServiceNow integration			•	•	•	•	•	•	•



## X Series Features – Continued

Features	Lobby	X1	X2	X3	X4	X5	X6	X7	X8
<b>Integrating Communications into Your Ecosystem</b>									
Zendesk integration			•	•	•	•	•	•	•
Netsuite integration			•	•	•	•	•	•	•
Bullhorn integration			•	•	•	•	•	•	•
200+ more integrations		\$	\$	\$	\$	\$	\$	\$	\$
<b>SD-WAN Solutions</b>									
Partnership with Aryaka	•	•	•	•	•	•	•	•	•
Managed Technical Services	\$	\$	\$	\$	\$	\$	\$	\$	\$
<b>Security and Compliance</b>									
Enterprise grade security	•	•	•	•	•	•	•	•	•
High industry SLA	•	•	•	•	•	•	•	•	•
GDPR requirements for data processors	•	•	•	•	•	•	•	•	•
HIPAA <sup>4</sup>	•	•	•	•	•	•	•	•	•
ISO 27001 <sup>4</sup>	•	•	•	•	•	•	•	•	•
UK government ATO <sup>4</sup>	•	•	•	•	•	•	•	•	•
FISMA (NIST 800-53) <sup>4</sup>	•	•	•	•	•	•	•	•	•
Privacy Shield	•	•	•	•	•	•	•	•	•
Cyber Essentials <sup>4</sup>	•	•	•	•	•	•	•	•	•
FIPS 140-2 Encryption	Optional								
CSA Cloud Security Alliance – Star Alliance Compliance	•	•	•	•	•	•	•	•	•
CPNI	•	•	•	•	•	•	•	•	•

## X Series Features – Continued

Features	Lobby	X1	X2	X3	X4	X5	X6	X7	X8
<b>Support and Training</b>									
24/7 support	•	•	•	•	•	•	•	•	•
Seven global support centers	•	•	•	•	•	•	•	•	•
Self-service support portal	•	•	•	•	•	•	•	•	•
Extensive knowledge-base	•	•	•	•	•	•	•	•	•
Network diagnostic tools	•	•	•	•	•	•	•	•	•
Basic online training	•	•	•	•	•	•	•	•	•
Advanced online or on-site training	\$	\$	\$	\$	\$	\$	\$	\$	\$
Elite touch implementation services	\$	\$	\$	\$	\$	\$	\$	\$	\$
Professional services	\$	\$	\$	\$	\$	\$	\$	\$	\$

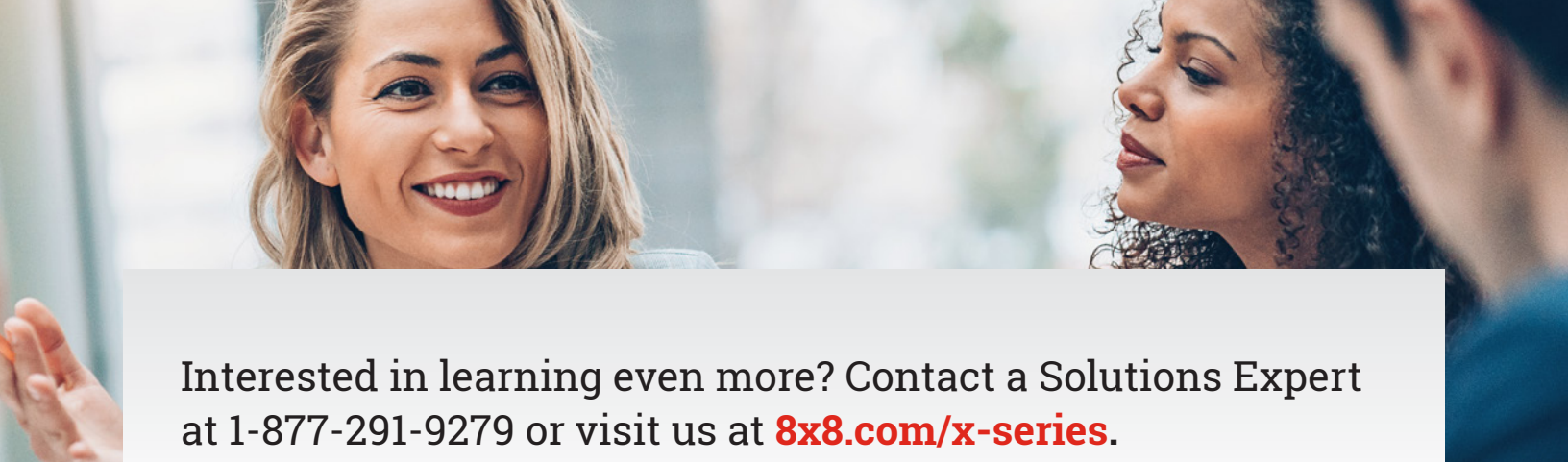
Notes:

<sup>1</sup>Requires Polycom IP phone

<sup>2</sup>Unlimited internet fax may require the purchase of an additional DID

<sup>3</sup>Available for Windows only

<sup>4</sup>ContactNow components do not apply



Interested in learning even more? Contact a Solutions Expert at 1-877-291-9279 or visit us at [8x8.com/x-series](http://8x8.com/x-series).

## Peace of Mind

One of the main reasons 8x8 is consistently a Leader in the Gartner Magic Quadrant is due to our commitment to delivering the best communications experience. With over 175 patents and over 120 pending patents, 15 data centers across the globe and the highest levels of security and compliance, we are able to guarantee your call quality in the contract!

### Enterprise Grade Cloud PBX Model



#### IP Agnotics Access\*

SLA for uptime and voice quality over the public internet



#### PSTN Access

20+ PSNT Carriers to provide World Coverage



#### POPS

TopTier Geo Diverse Data Centers strategically positioned for global reach



#### Geo Routing\*

Automatic Localized Signalling and Voice



#### Disaster Recovery\*

< 30 second failover between POPS



#### 911 Service

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



#### Service Compliance

Code scanned by VeraCode for code based security



Asterisk indicates patented services



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.

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