



X Series

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 for up to 100 participants, with HD quality, screen sharing and more
 - Personal call analytics
 - Integrations (G Suite, Office 365, Salesforce, Zendesk 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

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
Voice and Telephony									
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)	•	•	•	•	•	•	•	•	•
Voicemail		•	•	•	•	•	•	•	•
UC call recording		•	•	•	•	•	•	•	•
Web browser click-to-dial		•	•	•	•	•	•	•	•
Power keys, including Busy Lamp Field		•	•	•	•	•	•	•	•
Mobile apps		•	•	•	•	•	•	•	•
Desktop app		•	•	•	•	•	•	•	•
Switchboard Pro ¹				•	•	•	•	•	•
Barge-Monitor-Whisper					•	•	•	•	•
Hot desking	•	•	•	•	•	•	•	•	•
Caller ID	•	•	•	•	•	•	•	•	•
Number porting—self service or managed	•	•	•	•	•	•	•	•	•
Call waiting	•	•	•	•	•	•	•	•	•
Call transfers	•	•	•	•	•	•	•	•	•
Extension to extension calling	•	•	•	•	•	•	•	•	•

X Series Features – Continued

Features	Lobby	X1	X2	X3	X4	X5	X6	X7	X8
Voice and Telephony									
Call park	•	•	•	•	•	•	•	•	•
Phone paging (Polycom devices only)	•	•	•	•	•	•	•	•	•
Hold music	•	•	•	•	•	•	•	•	•
UC media storage for meeting recording and call recording		0 GB	1 GB	5 GB	—————10 GB—————				
Collaborative Contact Center									
Auto attendant	•	•	•	•	•	•	•	•	•
Ring groups/Hunt groups	•	•	•	•	•	•	•	•	•
Call queues			•	•	•	•	•	•	•
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							•	•	•
Post call survey							•	•	•
Native CRM						•	•	•	•
Knowledge-base							•	•	•
Web callback						•	•	•	•
Queued callback							•	•	•
Inbound chat, email and social channels								•	•

X Series Features – Continued

Features	Lobby	X1	X2	X3	X4	X5	X6	X7	X8
Collaborative Contact Center									
Co-browse								•	•
CC screen recording							\$	\$	\$
CC voice recording						\$	\$	\$	\$
CC voice archiving							\$	\$	\$
Universal 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 ²			•	•	•	•	•	•	•
Integrated Video and Audio Conferencing									
HD video conferencing		Join Only	_____			100 Participants	_____		
HD audio conferencing		Join Only	_____			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			•	•	•	•	•	•	•

X Series Features – Continued

Features	Lobby	X1	X2	X3	X4	X5	X6	X7	X8
Integrated Video and Audio Conferencing									
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		•	•	•	•	•	•	•	•
Advanced Analytics									
Analytics - Essentials	•	•	•	•	•	•	•	•	•
Analytics - Service Quality					•	•	•	•	•
Analytics - Supervisor					•	•	•	•	•
Wallboards					•	•	•	•	•
Contact center analytics						•	•	•	•
Customer experience analytics							•	•	•

X Series Features – Continued

Features	Lobby	X1	X2	X3	X4	X5	X6	X7	X8
Advanced Analytics									
Quality management							\$	\$	•
Speech transcription and analytics							\$	\$	•
Workforce management							\$	\$	\$
Integrations to Your Core Systems									
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			•	•	•	•	•	•	•
200+ more integrations		\$	\$	\$	\$	\$	\$	\$	\$
Security and Compliance									
Enterprise grade security	•	•	•	•	•	•	•	•	•
High industry SLA	•	•	•	•	•	•	•	•	•
GDPR requirements for data processors	•	•	•	•	•	•	•	•	•
HIPAA ⁴	•	•	•	•	•	•	•	•	•
ISO 27001 ⁴	•	•	•	•	•	•	•	•	•

X Series Features – Continued

Features	Lobby	X1	X2	X3	X4	X5	X6	X7	X8
Security and Compliance									
UK government ATO ⁴	•	•	•	•	•	•	•	•	•
FISMA (NIST 800-53) ⁴	•	•	•	•	•	•	•	•	•
Privacy Shield	•	•	•	•	•	•	•	•	•
Cyber Essentials ⁴	•	•	•	•	•	•	•	•	•
FIPS 140-2 Encryption	Optional								
CSA Cloud Security Alliance - Star Alliance Compliance	•	•	•	•	•	•	•	•	•
CPNI	•	•	•	•	•	•	•	•	•
Support and Training									
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	\$	\$	\$	\$	\$	\$	\$	\$	\$

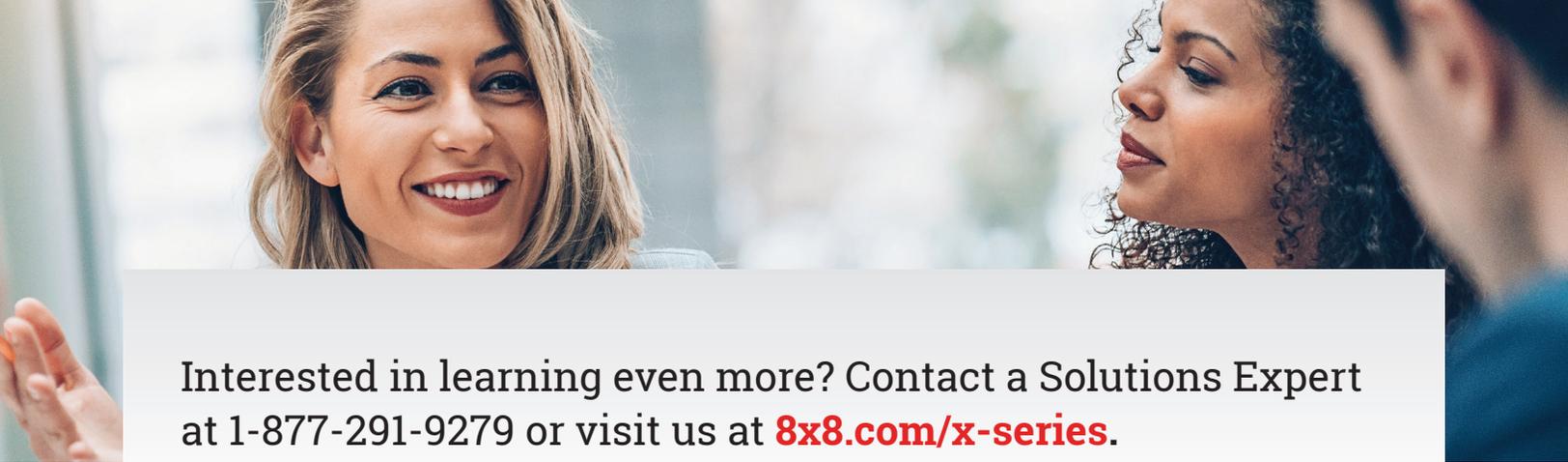
Notes:

¹Requires Polycom IP phone

²Unlimited internet fax may require the purchase of an additional DID

³Available for PC only

⁴ContactNow 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.

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 Agnostics 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 a leading provider of cloud phone, meeting, collaboration and contact center solutions with over a million business users worldwide. 8x8 helps enterprises engage at the speed of employee and customer expectations by putting the collective intelligence of the organization in the hands of every employee. For additional information, visit 8x8.com or follow 8x8 on LinkedIn, Twitter, and Facebook.

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