

8x8 Virtual Office for G Suite

Optimize every moment of engagement

How often are calls with customers cut short because your service or sales reps can't find the relevant email the customer just sent or they can't quickly add a subject matter expert to the call?

8x8's out-of-the-box integration with G Suite instantly provides context specific to that caller including email, records from Salesforce for Salesforce users, and a one click to call capability to reach out to the subject matter expert.

The results? More intelligent and productive interactions between your employees and your customers.

Key Benefits

Enhanced Customer Experience

Auto-sorting and screen pops for relevant information as the call arrives keep the context during the communication delivering a frictionless experience.

Increased Productivity

The integration empowers the user to have all the information in one place enabling a first call resolution.

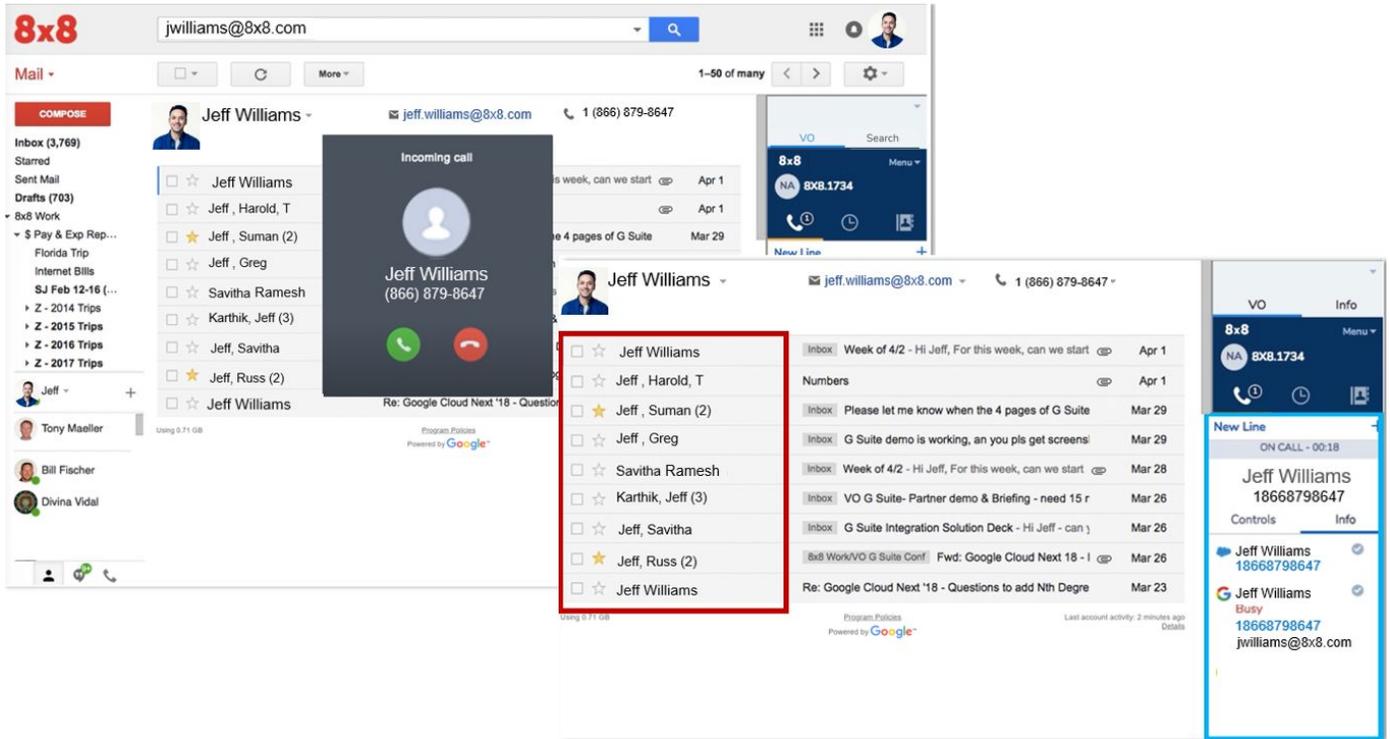


of customers feel valued by a company when their query is dealt with properly on the first call.¹

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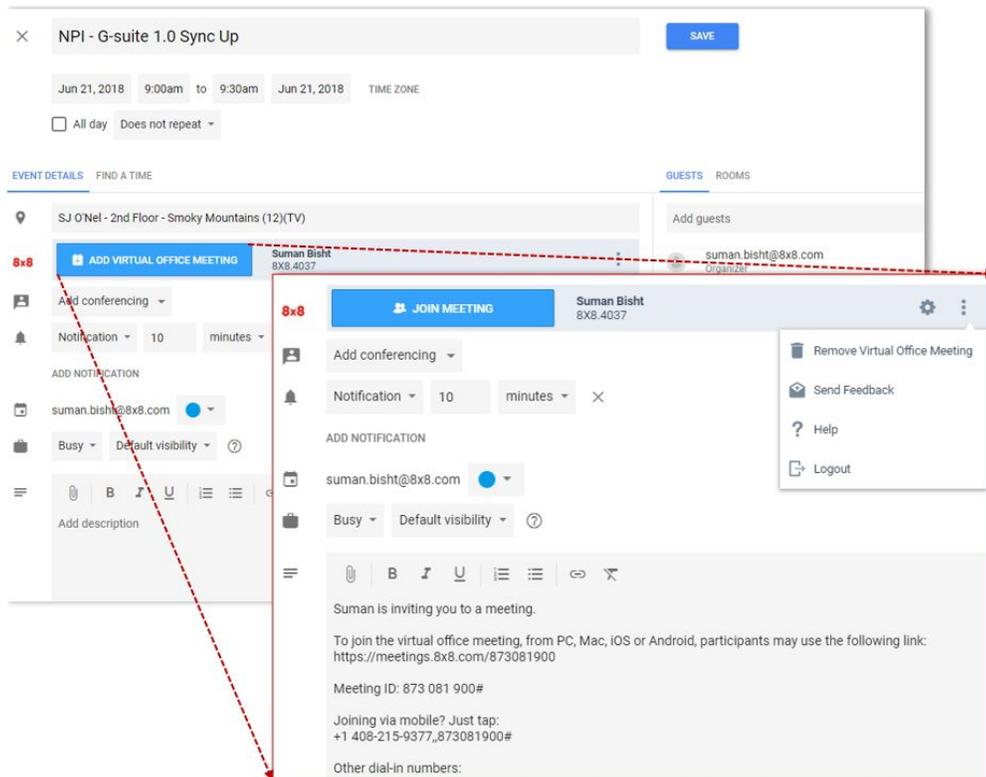
Instantly filters email specific to the caller

When the call comes in, emails are automatically filtered to provide context for the conversation instantly.



Click-to-dial from Gmail and Google Calendar

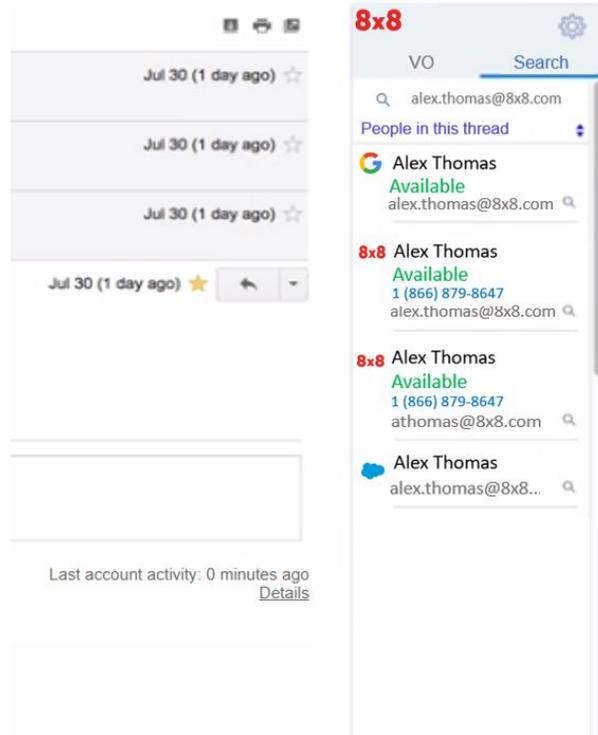
Dial directly from your Gmail console or join meetings just by clicking on the meeting invite.



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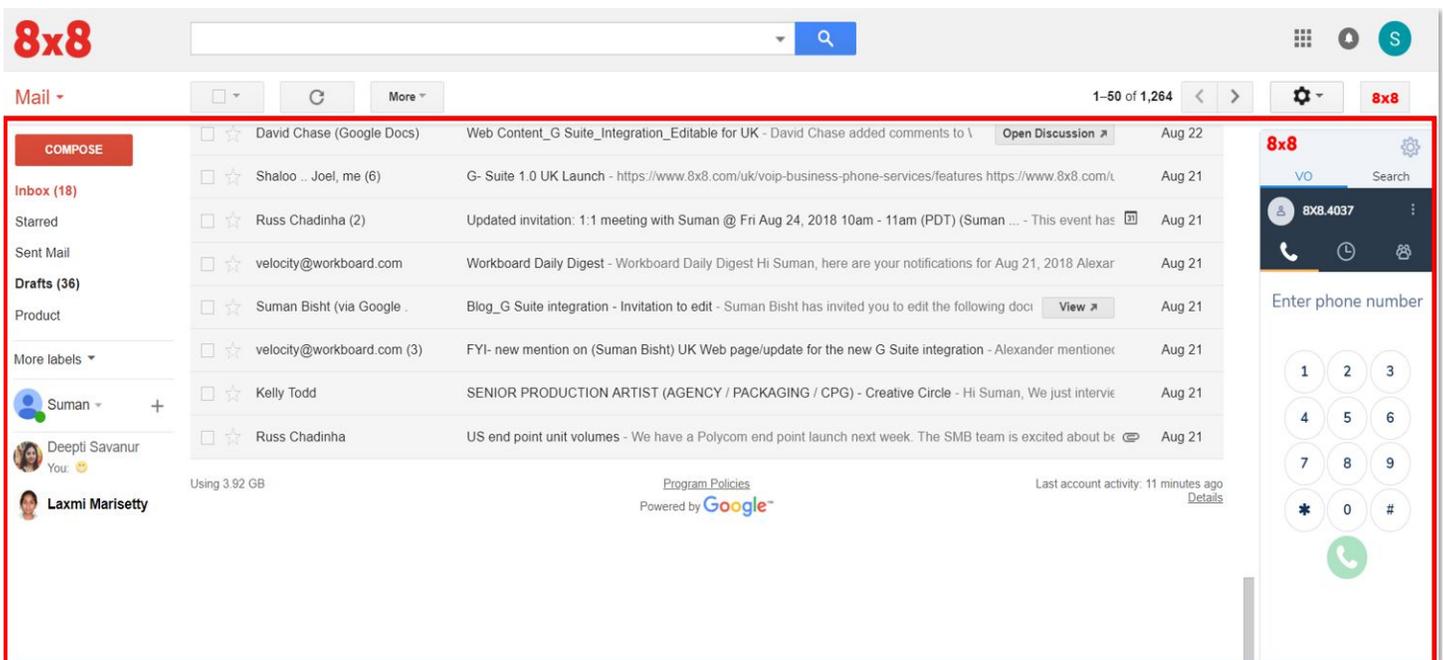
Integrated search results

Quick Search within Virtual Office helps you instantly find records across Google corporate directory, current availability, upcoming meetings, Virtual Office call history and Salesforce records.



Single user interface for email and business communications

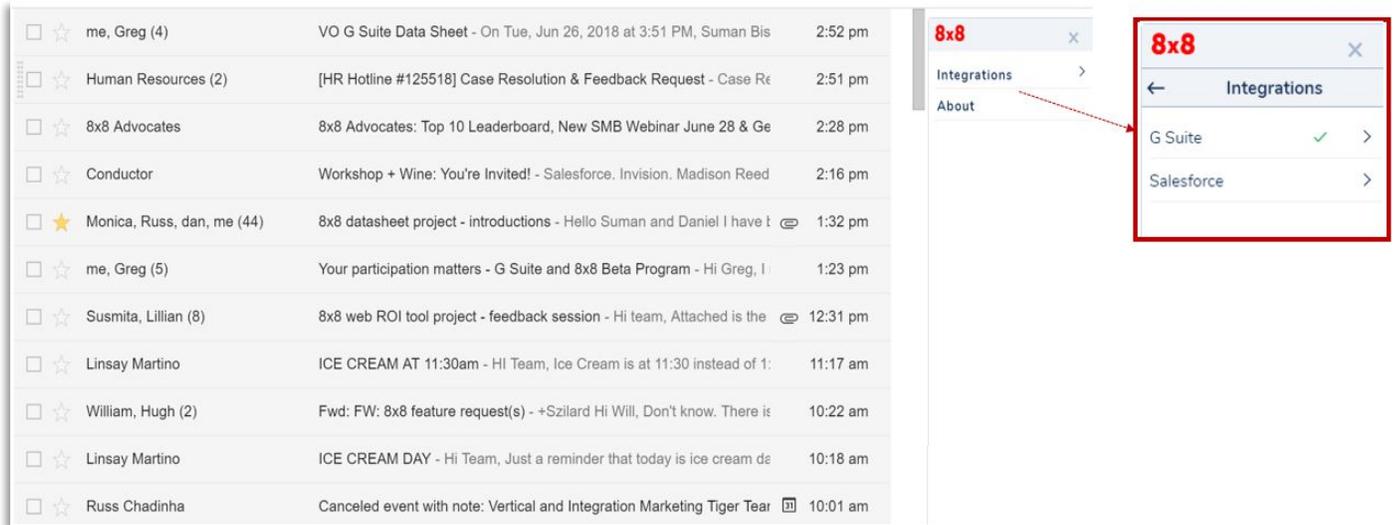
Now service and sales reps have a consolidated view to navigate through all the data related to a customer for both inbound and outbound calls.



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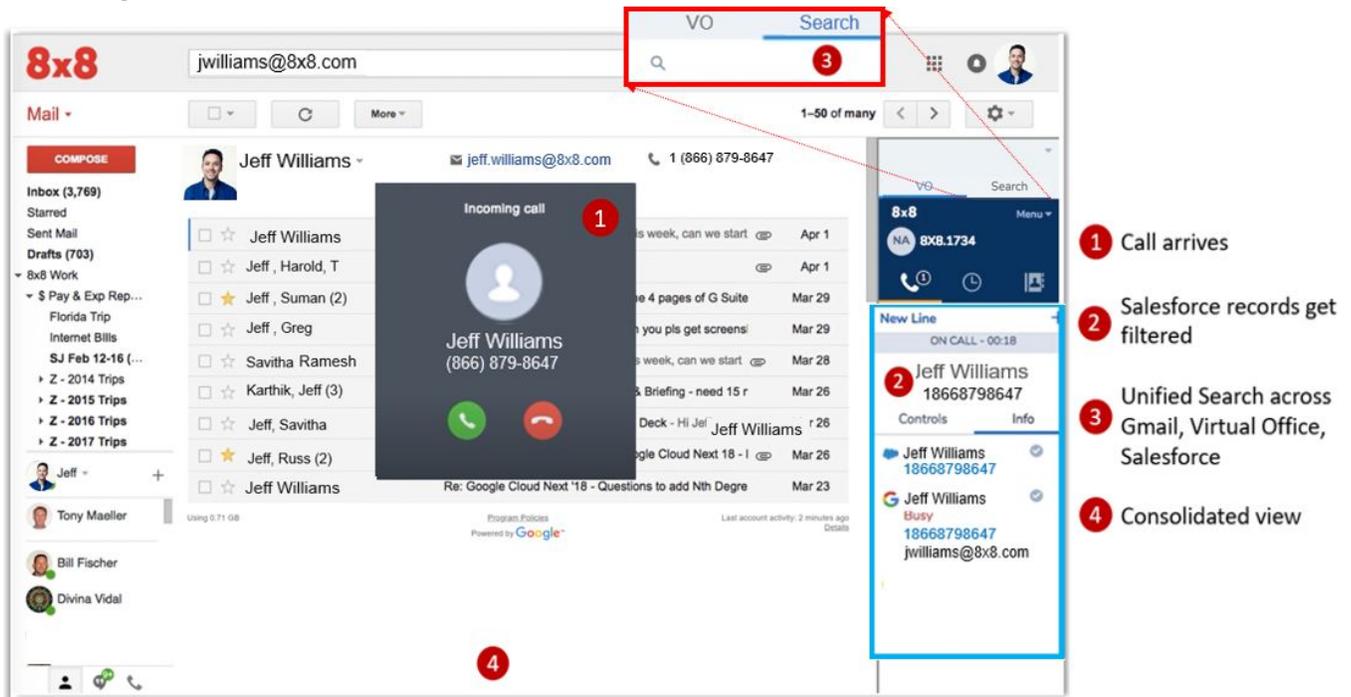
Personalize the experience

Enables users to create the experience that works best for them with configurable features to connect and load contacts from CRM system.



A bonus for Salesforce users

The experience is further enhanced for Salesforce users by instantly providing records from Salesforce for an incoming call or a contact search.



¹ 8x8 UK Customer Survey, 2016

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 www.8x8.com, or follow 8x8 on [LinkedIn](#), [Twitter](#), and [Facebook](#).