8x8 Cloud Contact Center

Consolidate and optimize your business communications and customer collaboration with X Series by 8x8.

X Series delivers the best set of cloud communications features for your business. X Series means integrated phone, meetings, collaboration and contact center to address your most important asset—your customers.

All delivered with 8x8's class-leading voice quality, uptime and security compliances.

Whether you are running a startup or large enterprise, you can waste valuable time and money maintaining and managing an inefficient contact center solution. Outdated premise-based technology only gets in the way of keeping your customers happy.

8x8 can help. Our cloud contact center solution enables you to deliver a customer experience that differentiates your business from the competition.

X Series X5-8 packages deliver a tightly integrated unified communications and contact center solution, or standalone contact center, with class-leading uptime, collaboration and analytics.

Unlike any other CCaaS solution on the market, 8x8 delivers team messaging as a native entitlement to enhance customer service, removing corporate silos that prevent information sharing and degrade customer support. Mobile access for remote workers plus video and audio conferencing for true collaboration are all supported with voice quality unsurpassed by any cloud solution.
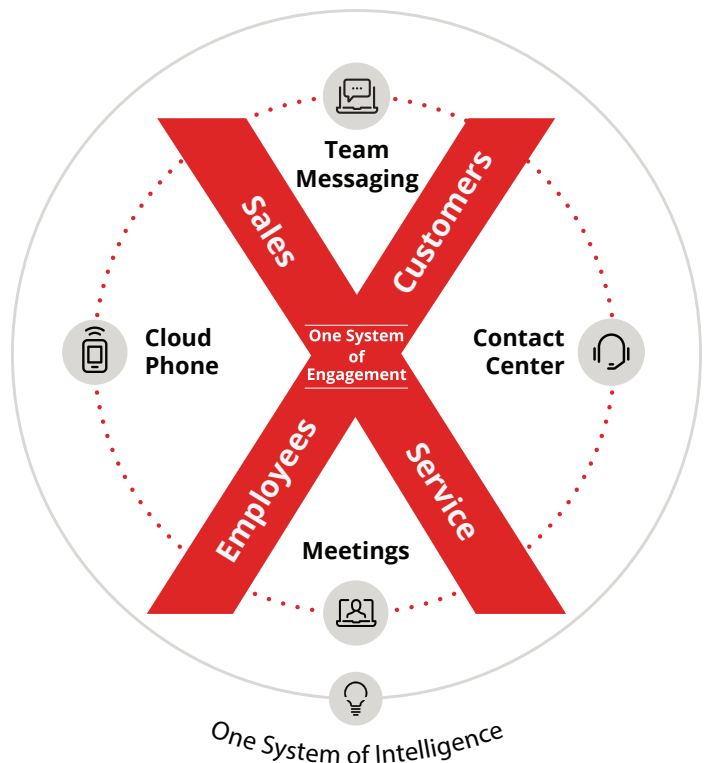
With X Series, 8x8 features a combined unified communications and contact center solution, but contact center can easily be deployed standalone as well. X Series can simply layer on the communication capabilities your company needs, at the price point you want, directly from the 8x8 cloud.

X Series Value for any Business

Multi-channel

Communicate with customers and manage contacts on voice, email, chat or social channels. Optimize all interactions for increased customer satisfaction and agent efficiency.

Security and compliance

No other VoIP or contact center provider does more to safeguard the security and compliance of mission-critical communications. 8x8 X Series meets multiple security requirements; details can be found on the 8x8 website.

Speech analytics

With the powerful capabilities of 8x8 speech analytics, users can analyze the full spectrum of their customer interactions and listen to the most pertinent ones, rather than a random handful that have no predetermined context. 8x8 includes call recording and, along with automated speech-to-text transcription, can extract valuable insights from recorded voice conversations.

Enterprise and agent management

Our intuitive, web-based user interface enables agents across the globe to work either in the office or from home. Centralized management and reporting empowers supervisors to manage teams and focus on improving agent productivity and the customer experience. Features such as Expert Connect ensure agents can drive first contact resolution via embedded access to experts, anywhere in the world.

CRM integration

Integration and Open APIs multiply the power of your contact center with ready-made services that are pre-integrated, quick to deploy and ready to use. With screen pop, 8x8 X Series amplifies your user experience of NetSuite, Salesforce, Zendesk, or Microsoft Dynamics. 8x8 integration enhances sales and service teams' effectiveness by creating one system of engagement from Unified Communications to Contact Center to CRM.

One System of Engagement

One System of Intelligence

X8
• Quality Monitoring
• Speech Analytics
• Predictive Outbound

X7
• Voice, email, chat, social
• Co-browsing

X6
• Customer Experience Analytics
• Native CRM, knowledgebase
• Queued and web callback

X5
• Skills-based routing
• Contact Center Dashboards
• IVR enabling DB dip
• Predictive Outbound

Local Connectivity With Global Management

X Series is supported on 8x8's secure, resilient data centers. Designed to monitor and maintain your entire communications system through one seamless global support network.

X Series Features (all levels, X1–X8)

- Single cloud solution for voice (UC) and multi-channel contact center (CC)
- Contextual conversations
- Universal team messaging
- Intelligent analytics and reporting
- Mobile UC voice and video for all remote workers
- Audio and video conferencing on demand
- Integrated CRM data to improve customer interfaces
- Simple implementation and local configuration
- Maintenance and service guaranteed as part of cloud solution
- Built for the future of customer collaboration

X Series Customer Collaboration (levels X5–X8)

X5—Voice contact center with predictive dialer

X5 includes X4 capabilities plus:

- Voice contact center channel
- IVR with drag and drop design
- Predictive dialer

X6—Voice Contact Center with advanced reporting

X6 includes X4 capabilities plus:

- Real time and historical contact center reports
- Graphical customer journey analytics
- Customizable wallboards/dashboards

X7—Multi-channel contact center with advanced reporting

X7 includes X6 capabilities plus:

- Email, webchat, and social channels
- Co-browse

X8—Multi-channel contact center with advanced analytics and predictive dialer

X8 includes X7 capabilities plus:

- Quality management
- Speech analytics
- Predictive dialer

8x8 X Series

Capability	X5	X6	X7	X8
Unlimited Global Calling for UC Phone	●	●	●	●
Included Minutes for Contact Center[1]	2K	4k	4k	4k
Workgroups (Auto Attendant, Hunt Groups, Call Queues)	●	●	●	●
Phone Number & Virtual Extension	●	●	●	●
HD Voice, Secure Voice	●	●	●	●
Mobile & Desktop Apps	●	●	●	●
Instant Messaging; Presence; Voicemail	●	●	●	●
Call Recording[2]	●	●	●	●
Unlimited Internet Fax[3]	●	●	●	●
Business SMS	●	●	●	●
Single Sign On	●	●	●	●
Audio & Video Conferencing with Meetings	100 Participants	100 Participants	100 Participants	100 Participants
Salesforce, Zendesk, Microsoft Dynamics, and NetSuite Integration	●	●	●	●
Operator Switchboard	●	●	●	●
Analytics & Call Quality Reporting	●	●	●	●
Interactive Voice Response (IVR)	●	●	●	●
Skills-Based Inbound Voice	●	●	●	●
Graphical Call Flows; Post Call Survey		●	●	●
Native CRM, Knowledgebase		●	●	●
Queued & Web Callback		●	●	●
Inbound Chat, Email, Social Channels			●	●
Co-browse			●	●
Speech Analytics		Optional	Optional	●
Quality Management		Optional	Optional	●
Workforce Management		Optional	Optional	Optional
Outbound Predictive Dialer	2,000 min			5,000 min

[1]Additional information regarding CC minutes available on 8x8 Support.
[2]Varying levels of storage are available.
[3]May require the purchase of an additional virtual phone number.