



# Look Bigger to Grow Bigger

Using Virtual Office to help grow your business



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# Leverage advanced features of Virtual Office to Look Bigger and Grow Bigger

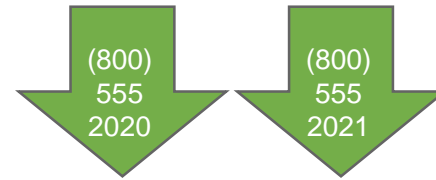
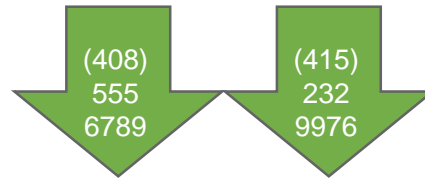
- Feature highlights and case studies
  - Virtual Numbers
  - Auto Attendant
  - Ring Group
  - Call Queues
  - Mobile App
  - Call forwarding
  - CRM integration
- Live Demo
- Questions



# Feature Highlights & Case Studies

# Virtual Numbers

A Virtual Number is a local or toll-free phone number that is not “attached” to a phone; here are 3 uses to look bigger:



## Direct Company numbers



## Local Presence

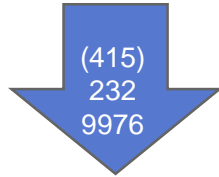


## Marketing

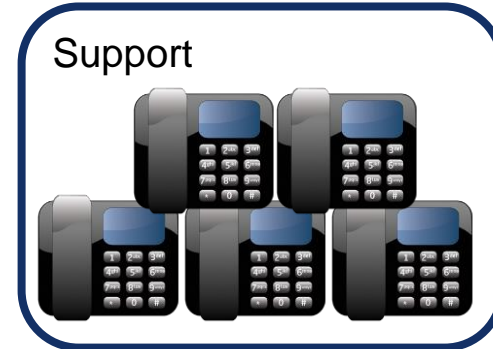
Email Report   Download Report		Incoming Call Summary			Outgoing Call Summary		
		Total Calls : 5			Total Calls : 7		
		Total Time : 00:00:00			Total Time : 00:02:45		
Seq.	From	To	Start Date and Time	End Date and Time	Duration	Direction	
1	(408) 762-2170	(408) 624-9674	2013-05-17 10:04:18	2013-05-17 10:04:43	00:02:25	OUT	
2	(408) 762-2170	(408) 624-9674	2013-05-17 10:06:07	2013-05-17 10:06:17	00:00:10	OUT	
3	(408) 762-2170	(408) 624-9674	2013-05-17 10:10:12	2013-05-17 10:10:21	00:00:09	OUT	
4	(408) 762-2170	(408) 624-9674	2013-05-17 12:38:20	2013-05-17 12:38:34	00:00:14	OUT	
5	(408) 762-2170	(408) 624-9674	2013-05-17 16:40:49	2013-05-17 16:40:59	00:00:11	OUT	
6	(408) 762-2170	(408) 624-9674	2013-05-17 16:51:00	2013-05-17 16:51:26	00:00:26	OUT	
7	(408) 762-2170	(408) 624-9674	2013-05-17 16:53:00	2013-05-17 16:54:28	00:01:28	OUT	

# Virtual Numbers

Use a Virtual Number any time you want a direct number to reach the auto attendant or add a direct department “line”



<b>MENU</b>	
0	Receptionist
1	Business Hours
2	Support
3	Corp. Directory
4	Dial by Name

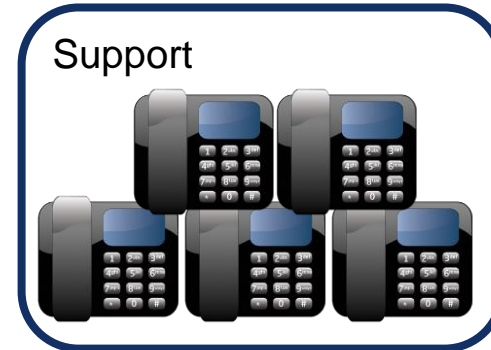


# Virtual Numbers

You can also use Virtual Numbers to get local numbers in other area codes



MENU	
0	Receptionist
1	Business Hours
2	Support
3	Corp. Directory
4	Dial by Name



# Virtual Numbers

You can also get different Virtual Numbers to test out new advertising campaigns



If you advertise the same number in multiple campaigns, how do you know which campaign is the most successful?

# Virtual Numbers

By using different virtual numbers, you can run reports and track the success of the campaign



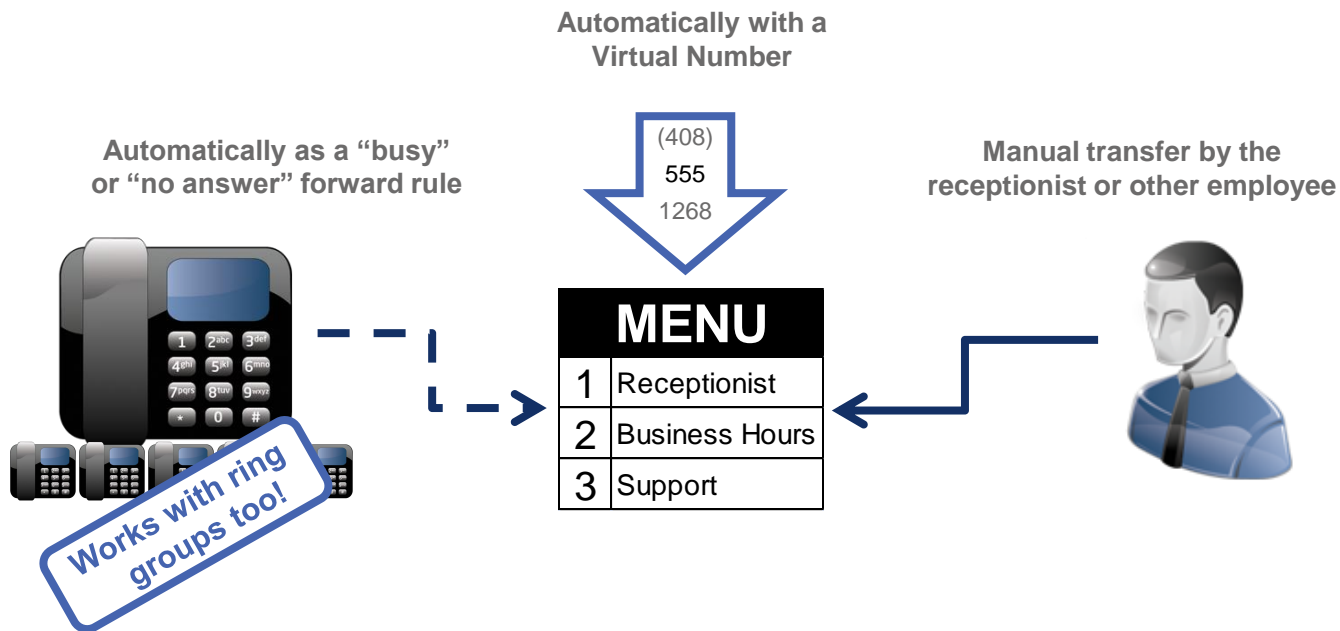
You can use reports to track your progress

Email Report   Download Report			Incoming Call Summary		Outgoing Call Summary	
			Total Calls: 0		Total Calls: 7	
			Total Time: 00:00:00		Total Time: 00:03:46	
Seq	From	To	Start Date and Time	End Date and Time	Duration	Direction
1	(408) 702-2170	(408) 824-9014	2013-05-17 10:04:18	2013-05-17 10:04:43	00:00:25	OUT
2	(408) 702-2170	(408) 824-9014	2013-05-17 10:06:07	2013-05-17 10:06:17	00:00:10	OUT
3	(408) 702-2170	(408) 824-9014	2013-05-17 10:11:12	2013-05-17 10:11:21	00:00:09	OUT
4	(408) 702-2170	(408) 824-9014	2013-05-17 12:36:20	2013-05-17 12:36:34	00:00:14	OUT
5	(408) 702-2170	(408) 824-9014	2013-05-17 16:48:49	2013-05-17 16:49:30	00:00:41	OUT
6	(408) 702-2170	(408) 824-9014	2013-05-17 16:51:55	2013-05-17 16:52:36	00:00:41	OUT
7	(408) 702-2170	(408) 824-9014	2013-05-17 16:53:00	2013-05-17 16:54:26	00:01:26	OUT



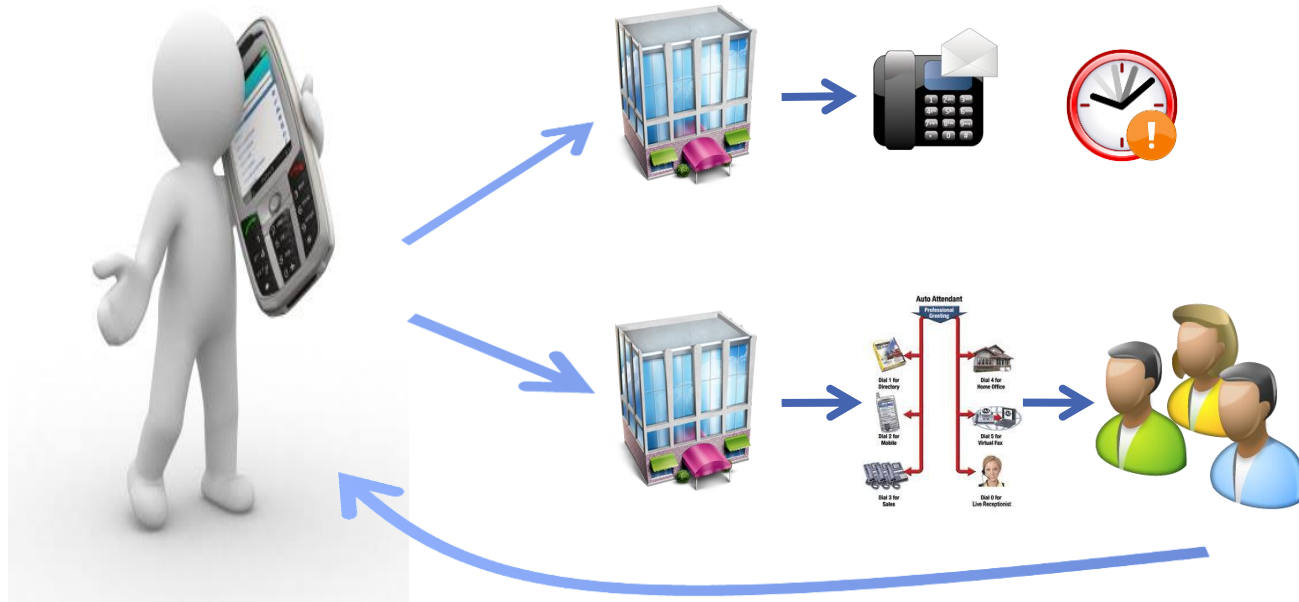
# Auto Attendant

Auto Attendants provide professional messaging and can be used to make sure calls are answered *every time*



# Auto Attendant

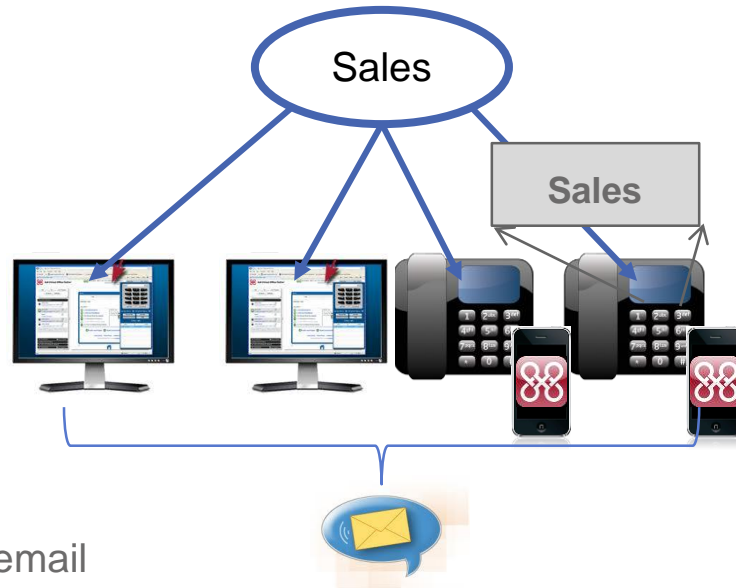
Providing your customers with direct options can help you capture missed business



# Ring Groups

Ring Groups allow you to organize your phones into groups or departments, directing calls, and making you look bigger

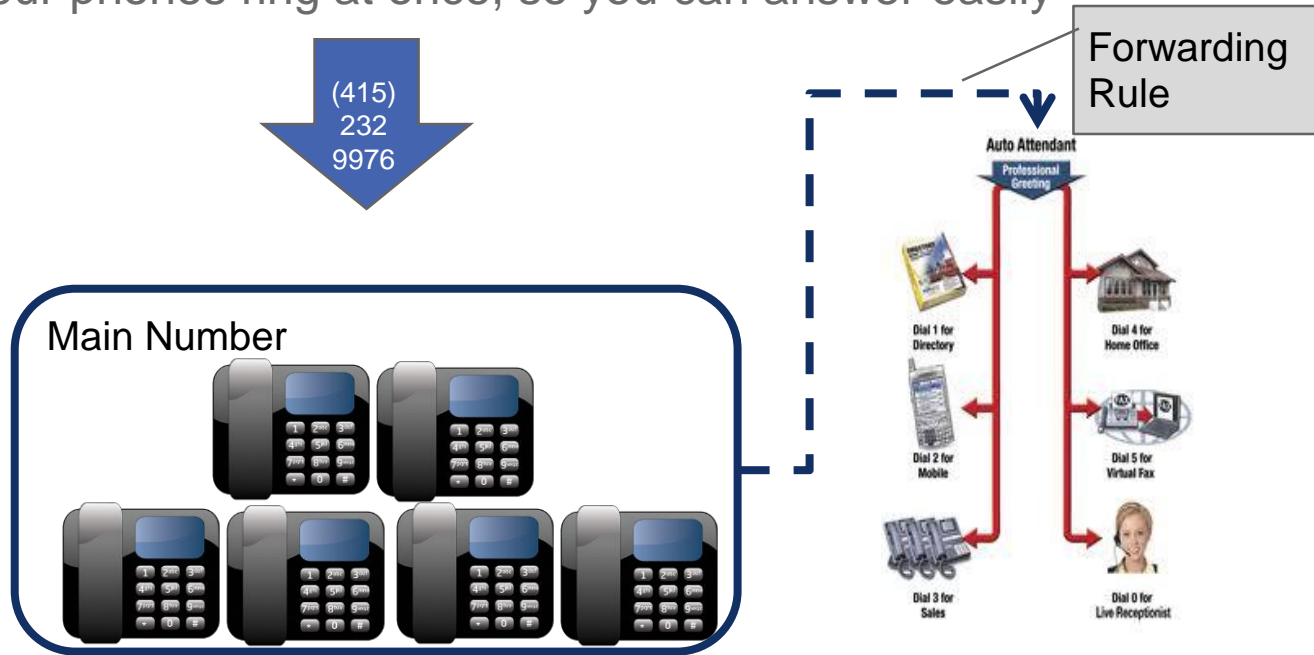
- 9 Ring Groups are included
- Ring Groups have options
  - Cyclic repetitive (priority)
  - Cyclic (round robin)
  - Simultaneous



- Also has group voicemail with email

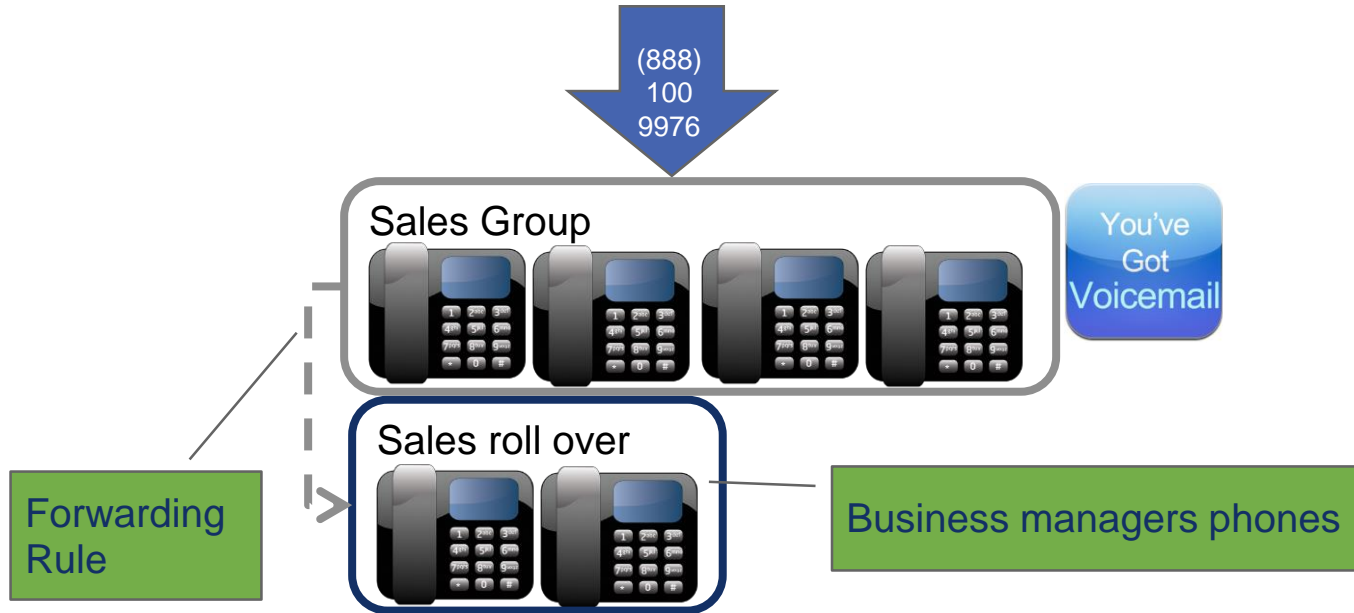
# Ring Groups

You can use Ring Groups and Virtual Numbers to make all your phones ring at once, so you can answer easily



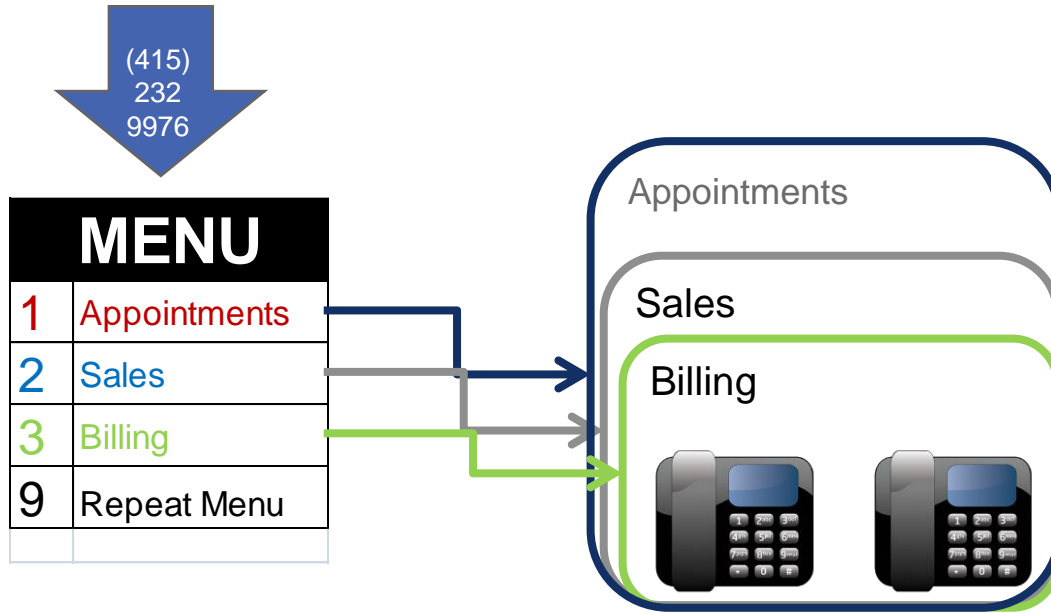
# Ring Groups

You can also use ring groups to designate primary and secondary groups using forwarding rules



# Ring Groups

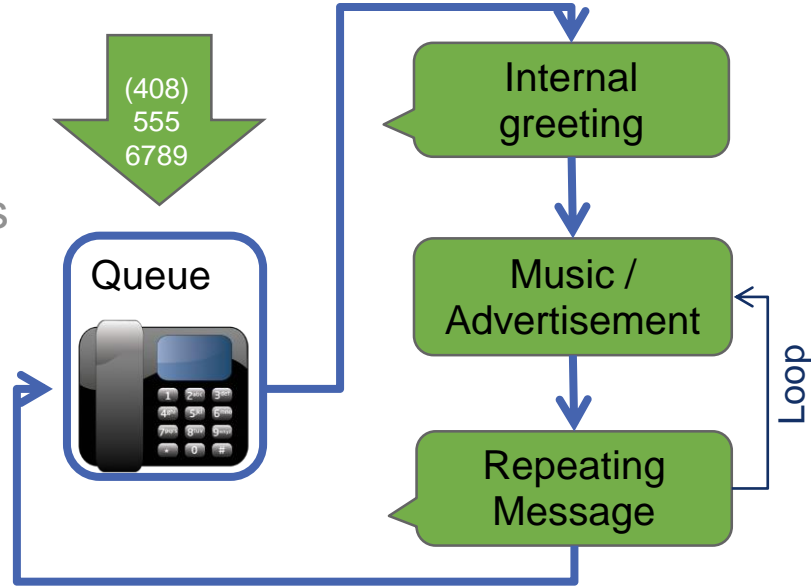
You can set phones to be in different groups, multi-task and look like a much bigger company



# Call Queues

Call queues are similar to ring groups but also offer the ability to “stack” calls and play pre-recorded messages

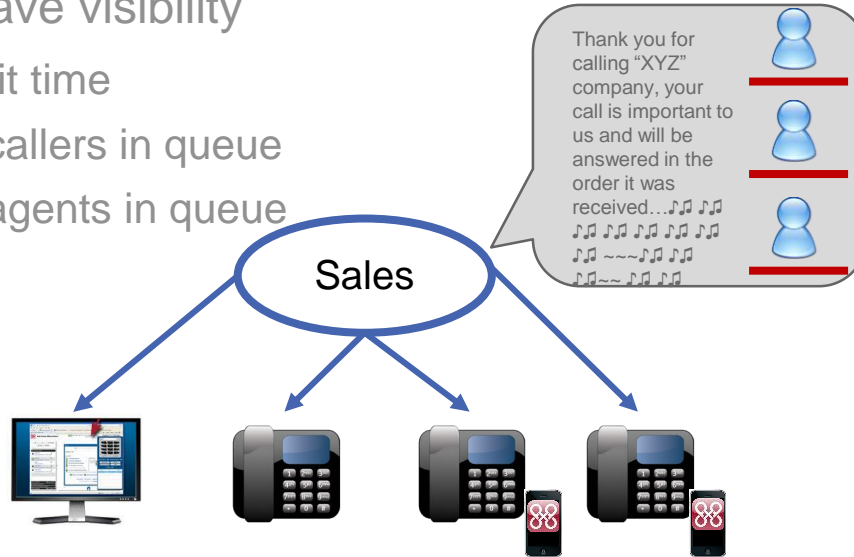
- Queues are add on services
- Each order has 6 queues
- Each queue can hold 10 agents
  - Plus 10 back up agents
- Each queue can hold 20 callers



# Call Queues

Running a sales or support queue is an obvious use and can provide a simple way of dealing with a high call volume

- Managers have visibility
  - Average wait time
  - Number of callers in queue
  - Number of agents in queue





# Feature Highlights and Case Studies: Auto Attendant / Call Queues

## Professional Recording

- Consider a professional recording if:
  - You feel shy about recording your own voice.
  - You have a heavy accent.
  - You need assistance writing a script.
- Use to create a vocal image for your company
  - Use same voice for voicemail greetings, company presentations, marketing, etc
- Ability to add background music
- For more information visit the 8x8 Audio production Store

[www.8x8.com/Music](http://www.8x8.com/Music)



# Virtual Office Mobile App

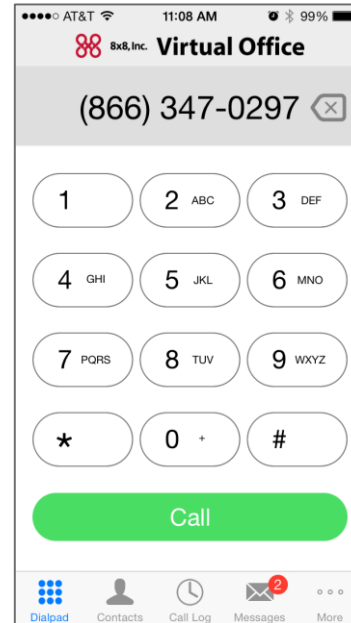
The mobile app acts like your desk phone, with full features, wherever you are



# Virtual Office Mobile App

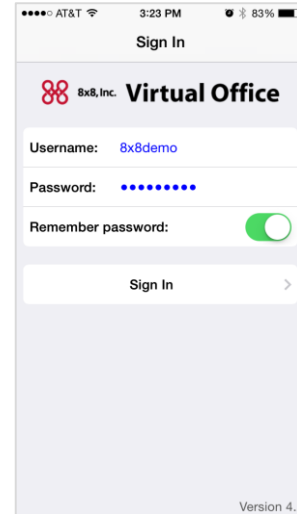
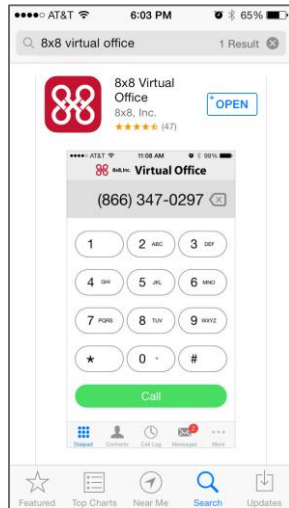
Gives you access to your extension on your mobile device

- Telephony
  - Calling, transfer, conference, etc
- Contacts
  - Local and corporate
- Presence
- Chat
- Video
- Call logs
- Faxes
- Call forwarding
- Settings



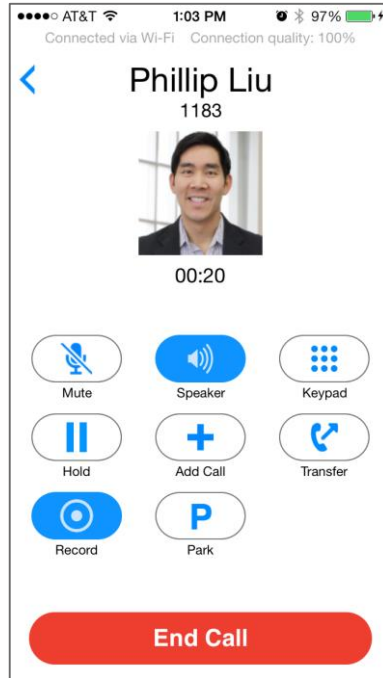
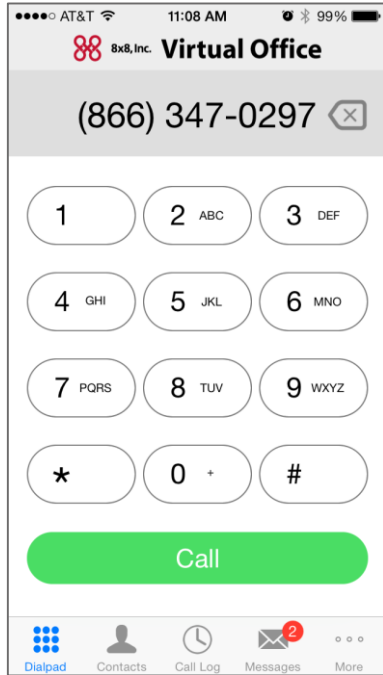
# Virtual Office Mobile App

- Download the app from iTunes or Google Play
  - Search: 8x8 Virtual Office
- Tap the application on your home screen
- Use same Username and Password you use for Virtual Office Online & Virtual Office Desktop



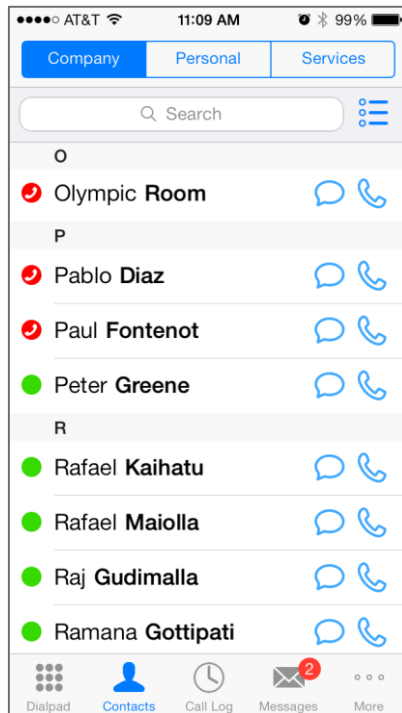
# Virtual Office Mobile App

Virtual Office in your hand, on the go



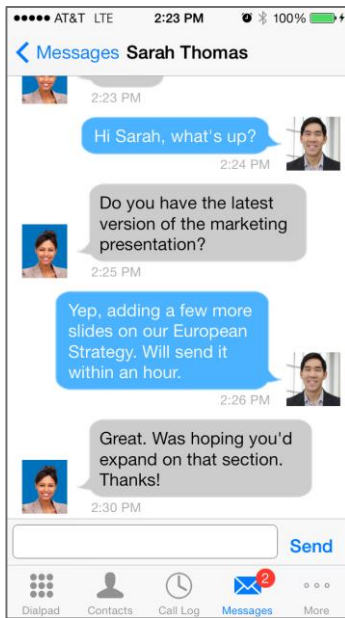
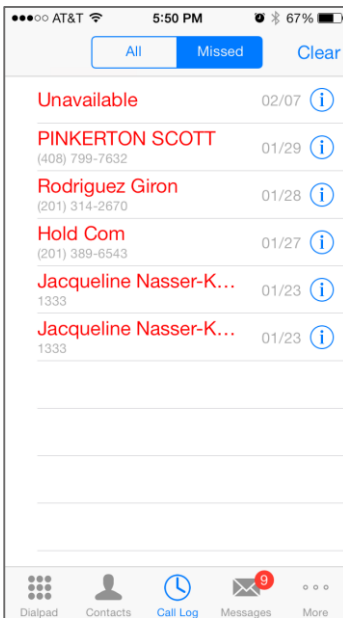
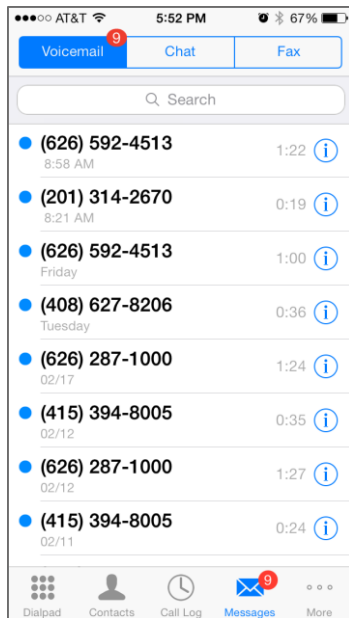
# Virtual Office Mobile App

- Access your local and corporate contacts
  - Corporate contacts have:
    - Presence
    - Chat
    - Click to call



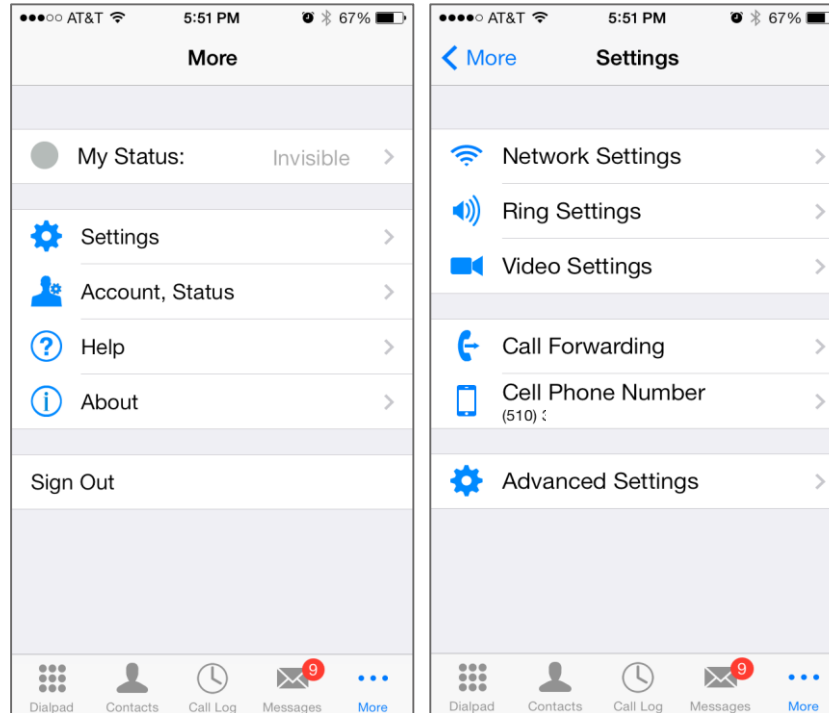
# Virtual Office Mobile App

- Messages:
  - Voicemail
  - Chat
  - Fax
  - Call Logs



# Virtual Office Mobile App

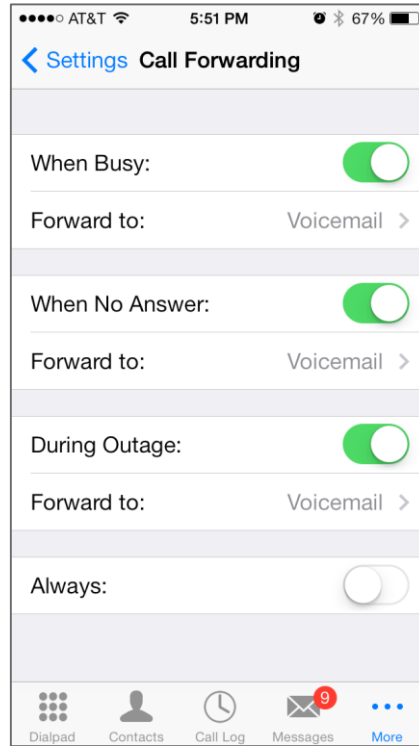
- Access your general settings





# Virtual Office Mobile App

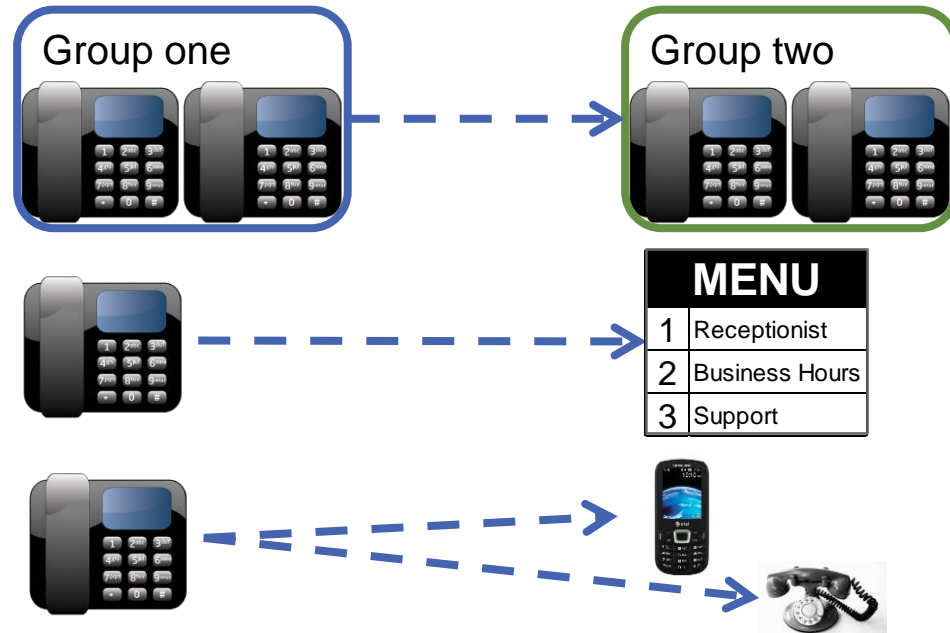
- Access and modify your call forwarding



# Basic Call Forwarding

Basic call forwarding can be used to tie features together to create “call flow,” or forward calls during a power outage

- Basic Rules
  - Busy Forward
  - No answer forward
  - “outage” forward



# Advanced Call Forwarding

Advanced call forwarding can help you create specific rules that make sense for you and your business

- Number based rules
- Time based rules

(555) 232 - 6679



(408)...



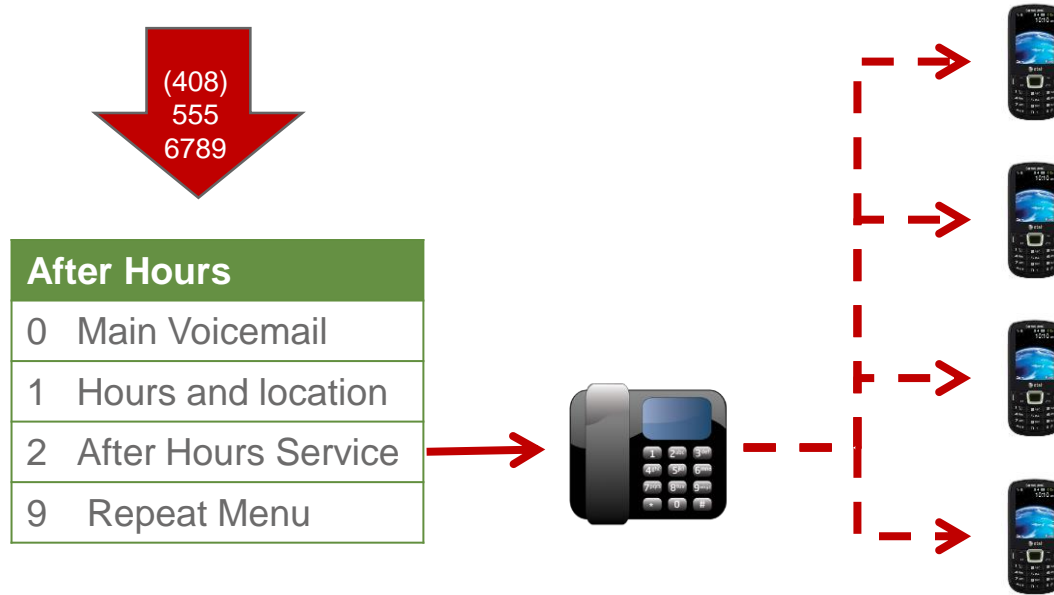
Anonymous



Mo n	Tue	Wed	Thu r	Fri	Sa t	Sun

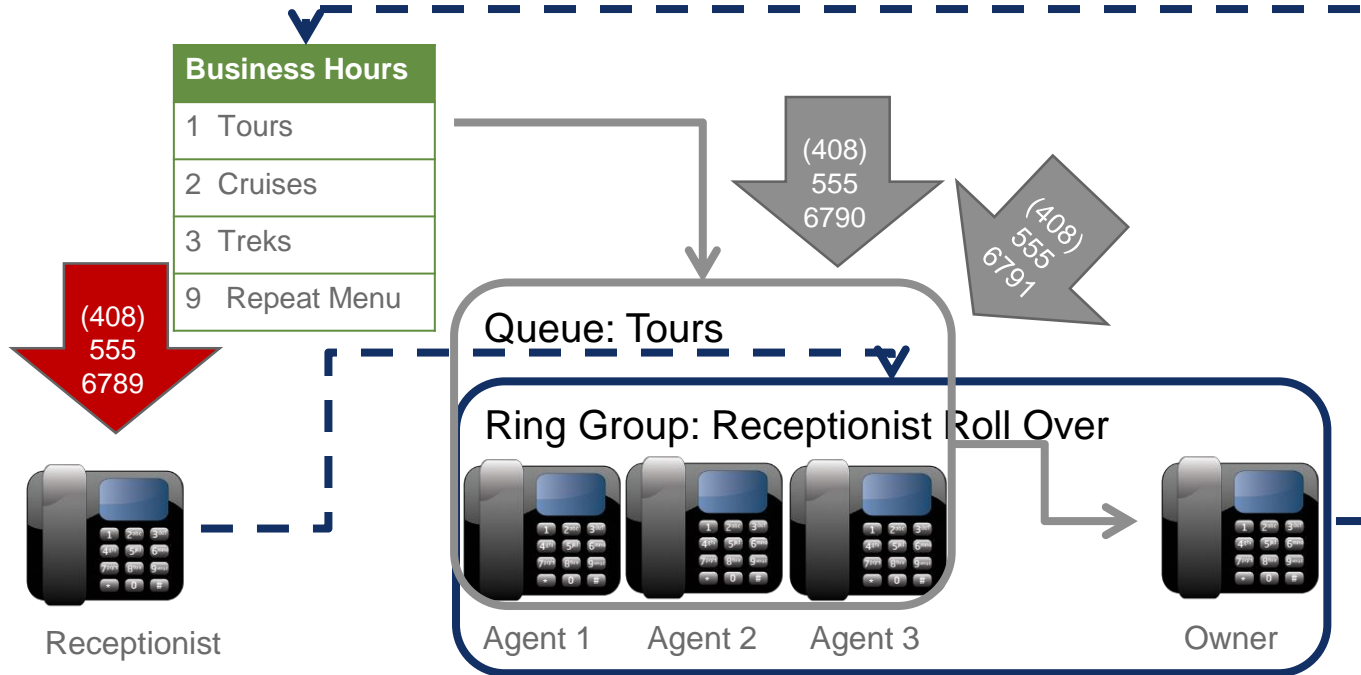
# Feature Highlights and Case Studies: Advanced Call Forwarding

Setting up after hours support or service hours that forwards to on-call staff is a common configuration



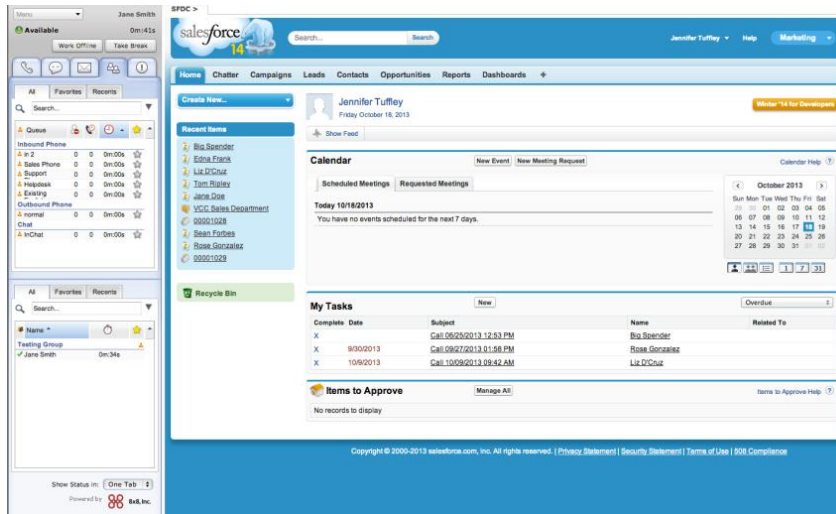
# Example

A travel agency wants to operate at full efficiency



# Integration Highlights

- Out-of-the-box integration (API's) with leading CRM solutions
  - Unified communications, screen pop, native auto logging
- Additional 3<sup>rd</sup> party Web Services APIs
  - Work Force Management, Agent productivity and others



Questions?

