8x8, Inc.

Has Your Call Center Outgrown Your PBX?

Add functionality quickly and easily with the 8x8 Virtual Contact Center

Don't Replace Your PBX — Add Features and Extend its Lifespan

Need to upgrade, but wondering what it will cost to rip out and replace your old PBX and ACD systems? Good news. You don't have to. Keep your existing systems, continue to use them, and extend their capabilities with a hosted hybrid approach that will allow your agents, supervisors and admins to be even more productive.

Add powerful functionality to your traditional systems — quickly, easily, and inexpensively with 8x8 Virtual Contact Center. Best of all, there is no new equipment to buy or extra staff time required.

It's About Time

In today's competitive and changing economy, it's important to be flexible and to act fast.

8x8 Virtual Contact Center is a Software as a Service (SaaS) solution that can typically be set up in days, instead of months; your staff can be trained in hours. This solution offers tremendous value and gets you up and running quickly.

Until recently, migrating to a new system required a significant outlay of time and resources. Making tough choices from fixed feature lists was often part of the move process, forcing you to make trade-offs or locking you in to features or equipment you may or may not need.

The 8x8 Virtual Contact Center solution offers the benefits of cloud-based computing. Our robust architecture eliminates the need for you to acquire and manage complex hardware and software systems. Via a subscription basis, 8x8 provides you with reliable, advanced call center functionality from our 5 worldwide data centers, freeing up time for you to focus on serving your customers. Unlike first generation managed services solutions built on legacy, premises-based systems, our true SaaS solution was developed from the ground up to leverage the Internet and VoIP. There is nothing you have to install or download.

We also offer the fastest, easiest path to added functionality, such as call recording, live monitoring, and robust reporting across a wide range of metrics.

> "8x8's Virtual Contact Center is easy to use, it performs wonderfully, and our agents have gotten up to speed very quickly. Our agents' uptime is extremely high because of the flexibility that 8x8 gives us."
>
> Jonas Nicholson
> CEO, Direct Interactions
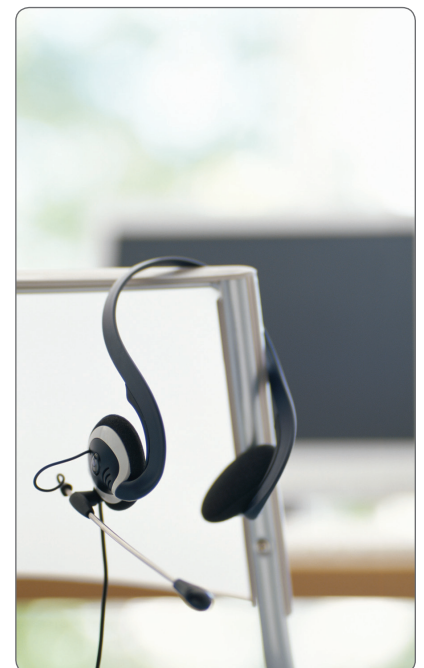
Call Center Features

Skills-based routing

8x8's patented ACD with skills-based and skill-level routing automatically routes each type of incoming communication (call, email or chat) based on agent availability, skills and skill levels. With skills-based routing, you can utilize your agents more effectively and provide better customer service.

Monitoring and reporting

Monitoring and reporting are key to quality assurance and maintaining high levels of customer satisfaction. Real-time monitoring allows supervisors to gain critical insights into performance, to identify areas for improvement, and to take action as needed. Authorized supervisors can see in real-time the status of their contact center via a web-based interface, and can monitor agents regardless of location. Detailed reporting options provide immediate access to the key metrics you need.

Multi-channel management

Today customers want to interact via multiple channels of their choosing. Our system supports interactive multimedia options (phone calls, email, chat), and allows you to manage these options in a single, integrated system. Unlike some systems with multiple modules and different interfaces to learn, our solution offers your agents a consistent experience and allows them to be more productive when managing multimedia types.

8x8 Virtual Contact Center helps your Customer Service, Help Desk, Telesales or Technical Support teams provide the highest level of customer satisfaction.

Rock Solid Reliability
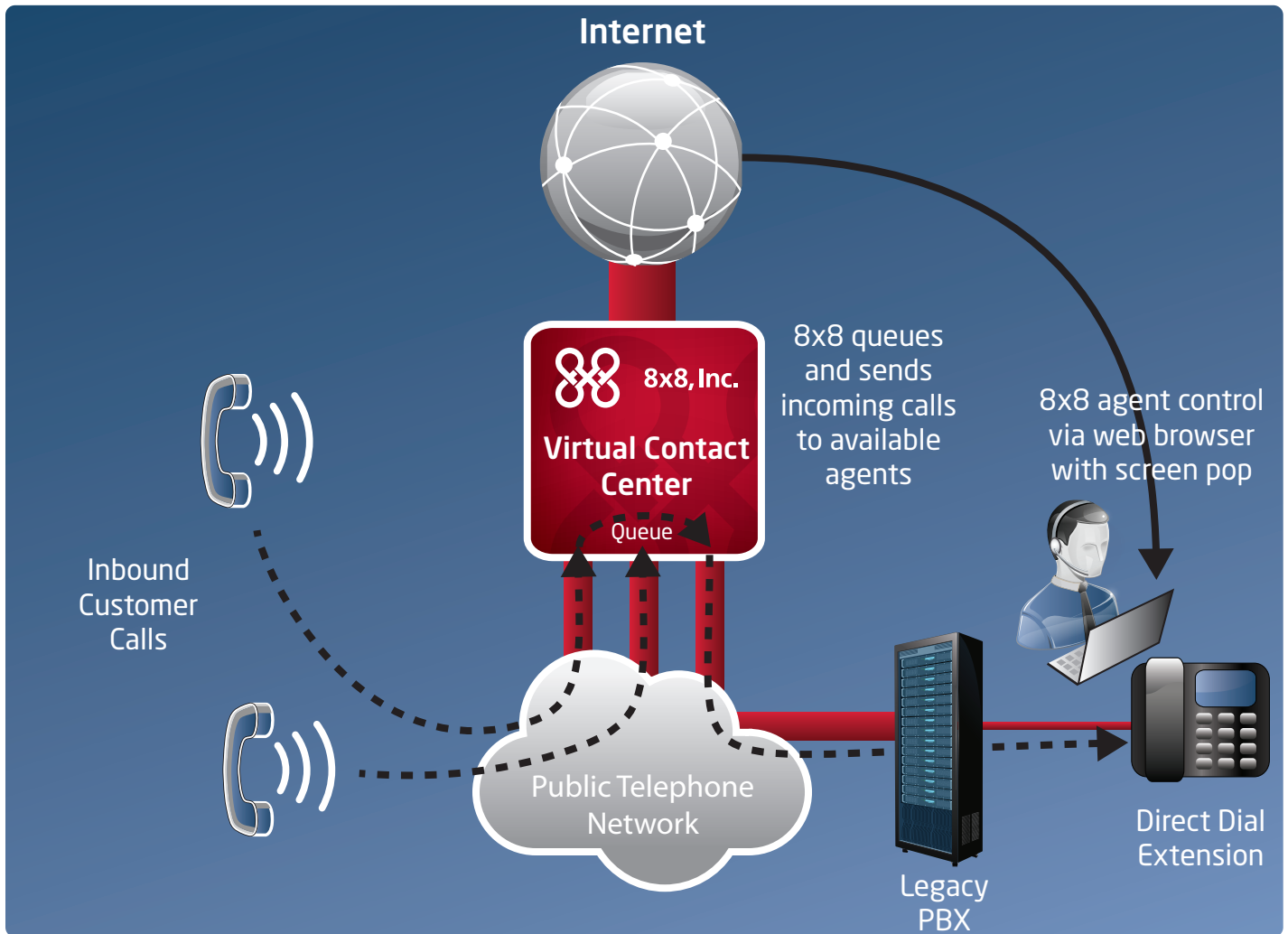
Our robust Advanced Virtual Tenant Architecture enables us to offer a highly reliable (99.99+%) system. Our solution provides high availability, resiliency and redundancy to meet your needs while satisfying regulatory requirements for disaster recovery. Continue to use your PBX system for core telephony, while gaining advanced call center functionality.

Remarkable Ease of Use

The system is easy to use, enabling you to respond quickly to changes in your business environment. Changes are dynamic and interaction flows are updated in real-time. If a supervisor logs an agent out, that agent is immediately taken offline. Overflow rules, schedules, queue assignments, and agent skills or skill levels can be changed on the fly.

8x8's Virtual Contact Center adds value to existing telephony systems, and allows you to realize more productivity from your original investment.

Internet

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Virtual Contact Center

Queue

8x8 queues and sends incoming calls to available agents

8x8 agent control via web browser with screen pop

Inbound Customer Calls

Public Telephone Network

Legacy PBX

Direct Dial Extension

PBX System Overlay

Keep your existing PBX or ACD system as you migrate to VoIP, or add advanced features and functionality to your existing system

Previously, customers were limited to their existing PBX vendor for expansion, or needed to purchase additional hardware and software from yet another vendor. Valuable staff, time and money can be tied up in acquiring, integrating and maintaining these new systems.

8x8 Virtual Contact Center allows you to keep your existing PBX system while benefiting from advanced call center functionality. 8x8 is an easy-to-implement overlay, augmenting existing PBX and ACD systems, including those from Avaya, Cisco, ShoreTel and many others.

Fast Deployment With JumpStart

8x8's unique JumpStart methodology helps you configure your 8x8 Virtual Contact Center and train your staff in hours rather than days

It's About Choice

It's easy to grow your system and capabilities over time, and even easier to get started. Choose the options that are best for you today. Begin by answering simple questions, such as these:

• What media types will be managed by the call center?

• Do you have an existing CRM system that your agents need access to?

• What optional services, such as call recording or case and contact management, will you require?

8x8 Virtual Contact Center makes is easy to decide how and where different media types will be routed to your call center agents, and how you want 8x8 to manage your interaction media types. After answering some basic questions, you'll be ready to deploy your 8x8 Virtual Contact Center in three easy steps. There are no expensive hardware or software systems to purchase and maintain.

Results

A successful and stable implementation in less time than you thought possible, while being able to extend the life of your traditional systems — and add powerful capabilities to make your business more competitive and better able to serve customers.

Let Our Experts Help You

Call to set up a free consultation today or attend one of our weekly live demonstrations. Ask the experts how you can future-proof your call center today.

Deploy in 3 Easy Steps with JumpStart Methodology

Step One
Provisioning

• 8x8 provisions a tenant for your call center

• There are no clients or Java-based applications to install

Step Two
JumpStart Training and Certification

• Attend 3 hands-on, online sessions; each session is 2 hours in length

• Learn how to upload IVR messages, add new agents, establish queues, define interaction flows, and much more

Step Three
Get Ready to Receive Calls

• Transition your 800 numbers, and your agents are ready to receive calls, email messages, and chats

• All agents need is a phone, a web browser and a high-speed Internet connection

Find out how 8x8 can help your business

Call: 1.866.913.7684 or visit: www.8x8.com

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The Champion For Business Communications