8x8

8x8 Virtual Office for NetSuite CRM

Built for
ORACLE®
NETSUITE

Powerful Unified Communications with NetSuite

8x8 Virtual Office is the most reliable and secure way for companies to deploy a best-in-class unified communications system from the cloud. When coupled with NetSuite, you get a complete, integrated customer service solution that works "out of the box," enabling employees to immediately begin servicing customers better.

Customer Contact Reinvented

8x8 realizes that today's customers expect service that is knowledgeable and requires as little customer effort as possible. That means knowing who the customer is, what products or services they have purchased, and whether they've called recently. For this reason 8x8 has integrated its Virtual Office with leading ERP, and CRM companies like NetSuite.

8x8 integration with NetSuite is available on SuiteApp.com. Setup is a breeze. Just a few clicks and your employees are up and running, talking to customers with the full set of customer information available in your NetSuite instance.

NetSuite-Ready Phone Service for Fast Time to Value

8x8 lets you immediately deploy a highly reliable and secure unified communications solution for a low monthly subscription fee. There's no cumbersome hardware or software to buy—and no implementation or maintenance team to hire. You get all the features of an enterprise PBX, at a fraction of the cost, plus collaboration features such as meetings and chat.

Global and Reliable—8x8's redundant servers and network provide greater reliability than on-premises solutions. You also get a free mobile app and disaster failover, to keep you going when on-premises solutions can't.

Scalable—Pay only for what you need. Quickly add capacity when business grows. Support one office or 100, without expensive PBX hardware.

Secure—8x8 employees, procedures, and product development practices support a highly secure product offering. 8x8 has also achieved FISMA, HIPAA, Privacy Shield Framework and other compliance standards.

Simple—An easy-to-use web interface gives you everything you need, both for internal teamwork and customer facing communication.

The 8x8 Virtual Office phone service includes built-in integration with NetSuite to help you deliver personalized customer service. Serve your clients better and work more efficiently with the NetSuite integration app for your 8x8 Virtual Office business phone system.

ʹʹ With the Built for Oracle NetSuite badge, joint 8x8 and NetSuite customers can feel more confident that they are not only improving the quality, efficiency and value of their customer interactions, they are doing so with a solution that has been developed using NetSuite's best practices.

Guido Haarmans—VP of Business Development for Technology Partners, NetSuite

Cloud Communications and CRM Team Up for Insight into the Full Customer Journey

8x8 Virtual Office writes key information into each customer record within NetSuite, giving you new insight into the full customer experience. You can see all of your caller's interactions, with all departments.
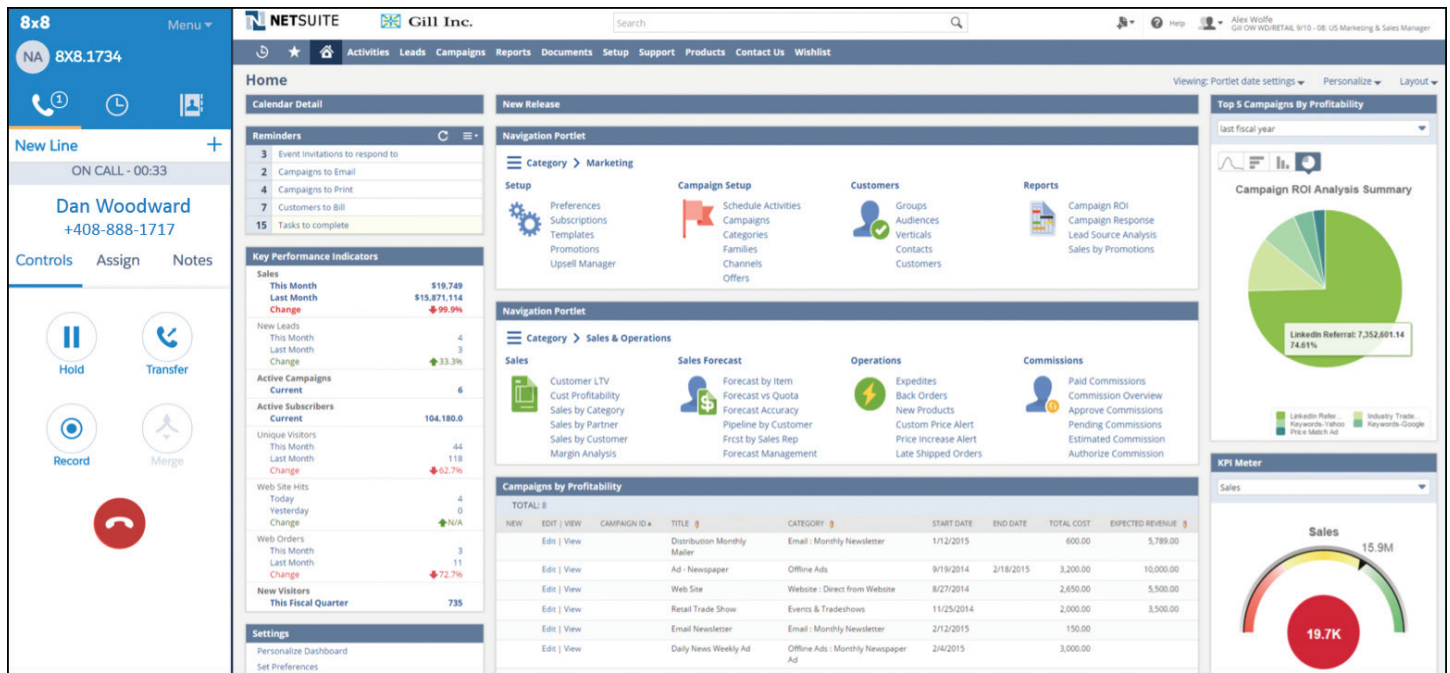
Virtual Office for NetSuite—Capabilities

- Instantly recognize your customer, with screen pop.
- Automatically sync inbound customer calls with customer information.
- With auto logging, information from customer interactions, including notes, automatically becomes part of the customer record.
- Log received and missed calls into NetSuite.
- Create new contacts easily when no match is found.
- Employees can start and end their workdays within NetSuite, without hassling with other communication interfaces.

- NetSuite acts as a single repository for contacts and works seamlessly with other 8x8 phone service features.
- Control calls from the desktop (including transfer, mute, conferencing and more).
- Get new workers up to speed quickly, with a powerful-yet-intuitive interface.
- It's easy to deploy 8x8 Virtual Office within NetSuite, with just a few clicks within SuiteBundler.

8x8 Offers Better Communication and Collaboration for All

8x8 has a full spectrum of capabilities via our Virtual Office and Virtual Contact Center that enables all your service employees to optimize their time and help your company to reduce customer effort and increase loyalty. Both Virtual Office and Virtual Contact Center are integrated with NetSuite so regardless of your focus— B2C, B2B, SMB or enterprise—8x8 and NetSuite have you covered.

8x8

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