8x8 Global Cloud
Communications

8x8 Virtual Office for Desk.com

8x8 Virtual Office for Desk.com® is the most reliable and secure way for companies to deploy a best-in-class unified communications system in the cloud—and leverage their existing Desk.com service.

Service Reinvented

Today's customers expect companies to provide excellent customer service that is knowledgeable and informed. That's why 8x8 has integrated its industry leading cloud-based phone and unified communications service—Virtual Office—with Desk.com, the ticketing-based support system from Salesforce®.

8x8 integration with Desk.com makes setup a breeze. With just a few clicks of the mouse, your employees can start collaborating as a team. Your organization can take customer communications to a whole new level, using all of the customer and support information available on Desk.com.

Powerful Capabilities

- Instantly recognize your customer, with a screen pop showing historical information about the caller.

- Automatically sync inbound customer calls with customer information.

- Create new contacts easily when no match is found.

- Work seamlessly from any location by using the 8x8 softphone embedded in the Desk.com web console.

- Start and end the workday within Desk.com, without hassling with other communication interfaces.

- Utilize Desk.com as a single repository for critical customer events and take advantage of all 8x8's phone system 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.

- Easily deploy 8x8 Virtual Office within Desk.com in a few clicks.

8x8 Virtual Office

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

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 of 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 your business grows. Support one office or 100, without expensive PBX hardware.
- **Secure**—8x8 employees, procedures and product development practices are designed to support a highly secure product offering. 8x8 has also achieved FISMA, HIPAA, PCI-DDS 3.0 and SSAE 16 compliance, and offers solutions that meet these standards.
- **Simple**—An easy-to-use web interface gives you everything you need, both for internal teamwork and customer-facing communication.

Competitive Advantage

With the 8x8-Desk.com integration, incoming calls instantly retrieve the Desk.com customer record. Employees get the information at their fingertips to provide customers with faster, more personalized service. 8x8 Virtual Office and Desk.com help your whole team deliver an even better customer service, support and sales experience.
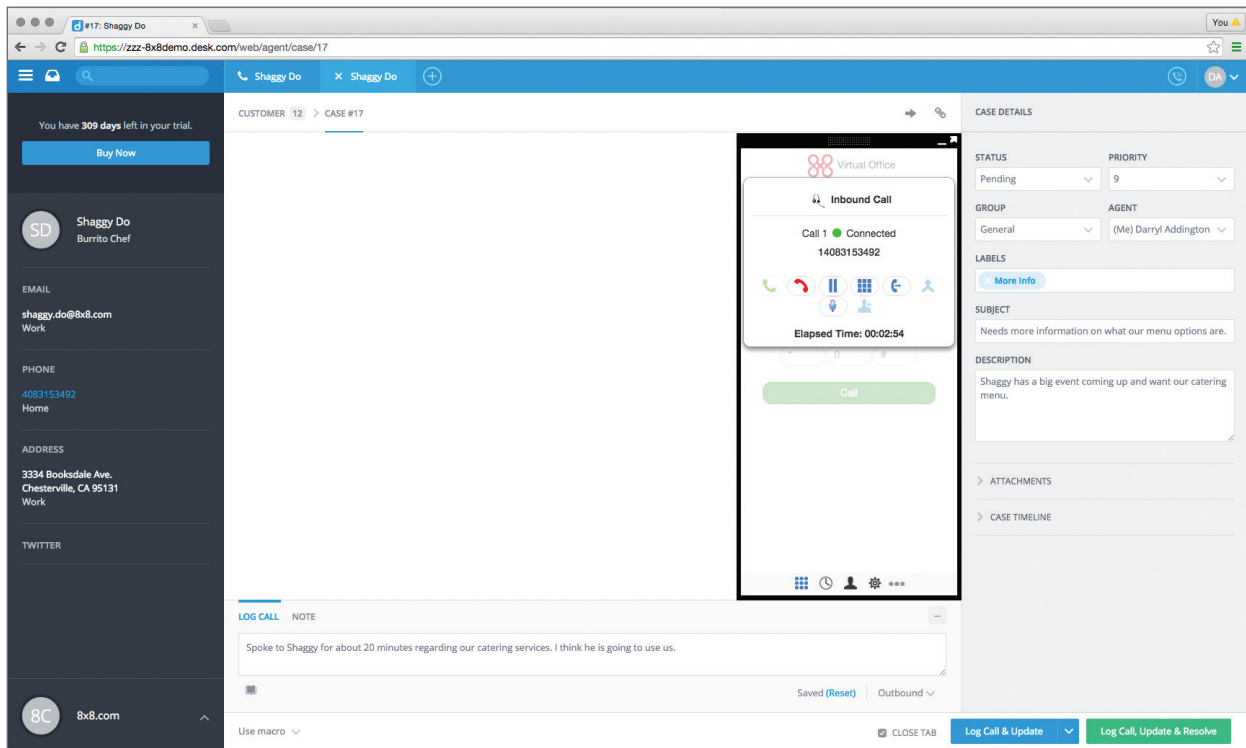
For more information, call 1.855.591.9094 or visit 8x8.com