

8x8 Virtual Office X8 Edition



Truly Unified Communications

Business Communications Meets Customer Service

Today's businesses must embrace speed as the new currency for success and with legacy communications and contact centre solutions separated into silos, you are putting your business at risk. 8x8's Virtual Office X8 Edition brings these two worlds together and provides these capabilities to your entire organisation for increased customer satisfaction and reduced time to revenue.

Business Communications for the Modern Workforce

The Virtual Office X8 Edition is a powerful, modern and easy-to-use cloud business phone system that includes everything your employees need to efficiently communicate with co-workers and customers. Business voice, auto attendant, audio and video conferencing, screen sharing and instant messaging optimise workforce productivity and allow employees to communicate more freely. Feature-rich mobile and desktop applications allow employees to communicate anytime from anywhere.

Contact Centre without the Overhead

Enable your teams with rich contact centre capabilities without the cost or complexity of traditional systems. Easy-to-use web-based system administration makes it a breeze to setup and configure. Inbound call management, a powerful outbound campaign manager combined with graphical reporting and analytics empower support and sales teams to make better business decisions to improve customer satisfaction and increase revenue.

Increase Time to Resolution

Your customers expect to resolve their questions in a single engagement and siloed systems today leave customers on hold. Increase your speed to resolution by up to 40% by tapping into the entire organisation to help resolve issues and answer questions on the spot.

Unified Platform

Combine communications, collaboration, and contact centre into one platform to reduce complexity and run your business faster

Unified Customer Experience

Use the collective power of the entire enterprise to create a seamless experience for customers

Unified Insights

A unified view of your call and quality detail to make better informed decisions



Up to **40%** faster
time to resolution

Unified Communications, Collaboration and Contact Centre



Easy Self-service Administration

Instantly and conveniently make configuration changes through an easy to use web-based interface



Inclusive Calling Packages

Substantially reduce your phone bill with inclusive calling packages to a number of countries worldwide



Mobile and Desktop Apps

Powerful applications allow employees to work with any device, from anywhere, at anytime



HD Voice

Phone calls are delivered with the highest quality to ensure your callers never miss a word



Instant Messaging

Send individual or team messages to instantly chat with coworkers and customers



Visual Voicemail

Listen to voicemail from your desk phone, PC or mobile device



Web and Video Meetings

Collaborate more effectively with online meetings that include audio conferencing, video conferencing and screen sharing capabilities



Presence

Allow co-workers to share their availability across the organisation



Inbound Call Routing and Predictive Dialling

Route and answer incoming calls to the right person or supercharge customer outreach with predictive dialling capabilities



Call Encryption

Protect calls from eavesdropping with TLS/SRTP secure voice encryption



Skills-based Routing

Intelligently distribute calls to the team or individual who can best address the customer's questions



Drag 'n Drop IVR

Create flexible contact centre IVRs using a drag & drop visual IVR tool



Intelligent Analytics

Be informed and make better decisions with detailed calling and voice quality analytics



CRM Integration

Directly integrate voice capabilities into Zendesk and Salesforce

For more information, call **0333 043 8888** or visit **8x8.com/uk**

