

8x8 ContactNow



The Intelligent, Energetic and Easy-to-use Cloud Contact Center Solution for Teams

ContactNow enables teams to quickly and affordably deploy contact center capabilities without the cost or complexity of traditional systems. With web-based, no-compromises inbound call management and a powerful outbound campaign manager, small businesses can improve customer engagements and increase their return on investment. A rich set of analytics provides the tools to drive agent performance and improve customer satisfaction where it counts.

Create Effortless Customer Engagements

Set up in minutes with an intuitive, online drag-and-drop IVR tool that makes complex call routing easy. Ensure inbound calls are sent to the right agent and routed quickly to drive more revenue and increase customer satisfaction.

Improve Employee Productivity

Use the intuitive, Web-based user interface with advanced controls to allow your agents to make, receive, or transfer calls and communicate with your customers. Predictive, progressive, and preview dialer options allow you to tailor outbound campaigns to your evolving business and agent needs.

Make Better Decisions through Actionable Insights

Monitor your contact center’s traffic and agent performance with the pre-configured and rich suite of reports covering customer information, overall activity, and agent performance.

Take Your Contact Center with You

Whether you’re walking the office floor, working from home or away on business you can always access your live dashboard, real-time status reporting and instant messaging anywhere you can get online.

Instant Benefits

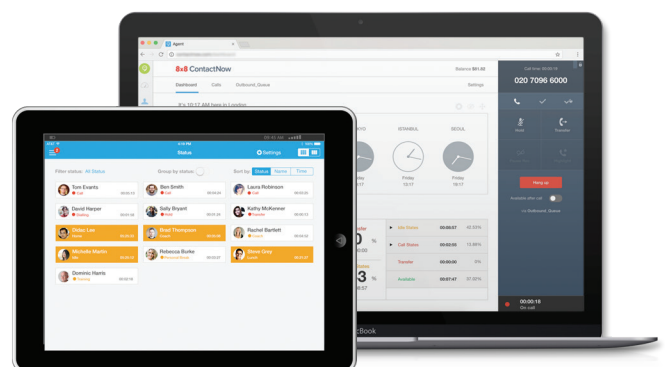
- Set up and deploy within minutes
- Real-time reporting

Easy and Intuitive

- Drag-and-drop web-based interface
- No IT or contact center expertise required
- Easy administration

Comprehensive Features

- Add additional capacity as your business grows
- A no-compromises inbound calling solution
- Powerful outbound campaign manager
- Monitoring app for iPad



Flexible Plans

8x8 ContactNow offers a flexible pay-as-you-go financial model along with monthly recurring plans. Adding additional capacity is easy, allowing you to scale up or down to expand your business based on customer demand.

8x8 ContactNow Editions

Features	Standard	Pro	Ultimate
Pricing	\$0/agent	\$50/mo/agent	\$75/mo/agent
Inbound Calling	✓	✓	✓
Outbound Calling	✓	✓	✓
Analytics	✓	✓	✓
IVR	✓	✓	✓
Included minutes	0 min	2,000 min	5,000 min
Additional minutes	4¢/min	3¢/min	2¢/min
Call recording storage	1 month	3 month	12 months
Email support	✓	✓	✓
Phone support		✓	✓
Graphical reporting			✓



ContactNow lets our agents spend more time on calls and increases their productivity. With better information, they're growing customer satisfaction and converting more leads.

—**Kristian Benham**, Money Claims

For more information, call **1.866.862.2811** or visit **www.8x8.com**

