



The 8x8 eXperience Communications Platform™

X Series Service Plans

Modern communication experiences powering business agility

The eXperience Communications Platform™ is the first and only XCaaS platform on the market. It empowers enterprises with modern communication experiences, eliminates organizational silos, boosts employee productivity, delights customers, and unifies data to reveal deeper insights for smarter decisions and a more agile business.

One integrated platform also enables a single integration framework to connect to productivity tools like Microsoft Teams and CRM apps with your communications across all functional areas, saving implementation time and maintenance dollars. Embeddable APIs enable low-code, no-code customized experiences, especially in the contact center with more robust omnichannel possibilities.

X Series Service Plans				
X2	X4	X6	X7	X8
Standard users with international calling	Advanced call handling and analytics for supervisors and receptionists	Voice-based Contact Center with Advanced Reporting	Omni-channel Contact Center with Advanced Reporting	Advanced Contact Center with Comprehensive Reporting, CX and Speech Analytics, Quality Management and Auto Dialer

The eXperience Communications Platform™ supports every communication need company-wide

Features Summary ¹	X Series Service Plans				
	X2	X4	X6	X7	X8
Number of Countries in Unlimited Telephony Calling Zone	14	48	48	48	48
Number of Minutes (local & international) in CC Calling Zone (countries)			4,000	4,000	4,000
Number Porting (self-service or managed)	■	■	■	■	■
Auto Attendant (multi-level)	■	■	■	■	■
Call Handling (Caller ID, Call Forwarding, Transfer, Park, Hunt Groups, Ring Groups)	■	■	■	■	■
Call Queues	■	■	■	■	■
Barge, Monitor and Whisper ²		■	■	■	■
HD Secure Voice, Hot-desking	■	■	■	■	■
Mobile and Desktop Apps	■	■	■	■	■
Presence Detection	■	■	■	■	■
Voicemail with Transcription	■	■	■	■	■
Web-Browser Click-to-Call	■	■	■	■	■
Cross-Platform Team Messaging	■	■	■	■	■
HD Audio and Video Conferencing with Screen Sharing (500 Active Participants)	■	■	■	■	■
Advanced moderator controls of audio and video meetings	■	■	■	■	■
Out of the Box Integrations with popular business apps	■	■	■	■	■
8x8 Voice for Microsoft Teams Add-On	■	■	■	■	■
UC Media Storage (unlimited capacity) for Meetings & UC Call Recording ³	30 Days	130 Days	130 Days	130 Days	130 Days
CC Media Storage (unlimited capacity) for CC Call Recording ³			30 Days	30 Days	30 Days
Unlimited Internet Fax	■	■	■	■	■
8x8 Frontdesk tailored experience for receptionists		■	■	■	■
Call Activity Analytics	■	■	■	■	■
Supervisor Analytics		■	■	■	■
8x8 Contact Center for Microsoft Teams Solution Certified			■	■	■
Chrome Enterprise Recommended (CER) Contact Center Solution			■	■	■
Skills-Based Routing				■	■
Intelligent Interactive Voice Response (IVR)			\$	\$	\$
Queued and Web Callback			■	■	■
Post-Call Survey			■	■	■
Contact Center Reporting and Analytics			■	■	■
99.999% uptime SLA across UCaaS and CCaaS			■	■	■
8x8 Secure Pay			\$	\$	\$
Omni-Channel Routing: Voice, Chat, Email, SMS, Social Media Channels				■	■
Co-browsing				■	■
Auto Dialer: Preview, Progressive, & Predictive			■	■	■
Quality Management			\$	\$	■
Speech and Text Analytics			\$	\$	■
Enterprise-Grade Security	■	■	■	■	■
Compliance and Certifications (GDPR, HIPAA, ISO27001, 9001 etc.)	■	■	■	■	■

1. Refer to the [XCaaS Solution Overview](#) for the full X Series feature set.

2. 8x8 Barge-Monitor-Whisper (BMW) helps office managers and supervisors with X4 licenses to listen in on any active call X2 and above.

3. Add-on storage options are available including long-term archive 'cold' storage and CC screen recording.

Contact 8x8 sales or your 8x8 partner for additional information, or visit [8x8.com](https://www.8x8.com).



8x8, Inc. (NYSE: EGHT) is transforming the future of business communications as a leading Software-as-a-Service provider of voice, video, chat, contact center and enterprise-class API solutions powered by one global cloud communications platform. 8x8 empowers workforces worldwide to connect individuals and teams so they can collaborate faster and work smarter. Real-time analytics and intelligence provide businesses unique insights across all interactions and channels so they can delight end-customers and accelerate their business. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, Twitter and Facebook.

© 8x8, Inc. All Rights Reserved. Unless otherwise specified, all trademarks identified by the ©, TM, or SM are registered trademarks, trademarks, or services marks respectively of 8x8, Inc.

