



8x8, Inc.

8x8 Streamlines Virtual Office Account Management With Launch of Powerful New Web Portal

SUNNYVALE, Calif., Oct. 18, 2011 (GLOBE NEWSWIRE) -- 8x8, Inc. (Nasdaq:EGHT), provider of innovative cloud communications and computing solutions, today announced the launch of a powerful new web portal designed to streamline subscribers' customization and management of their 8x8 cloud communications services.

One of the primary advantages of 8x8's cloud communications solutions is the ability to dynamically configure system wide and user preferences online as a business' needs and requirements change. With expanded capabilities and enhanced navigation, the new [8x8 Account Manager](#) self-service web portal enables 8x8 Virtual Office system administrators to quickly and easily manage their company's entire business phone system. Using the Account Manager portal, administrators can:

- Configure and manage user extensions on an individual or group basis with caller ID settings, voicemail passwords, E911 service addresses, call recording, call forwarding, international calling rights, music on hold, social networking permission and more
- Create auto attendant profiles, rules and greetings relative to how inbound calls should be handled at various times, including after hours, promotional or seasonal instances
- Upload or record company greetings for defined business hours
- Establish and configure ring groups
- Define what extensions virtual and toll free numbers ring to
- Create call queues to place callers in a queue while agents are busy
- Schedule and monitor all tasks from order status to support cases to number transfer
- View incoming and outgoing call logs for all extensions
- View monthly phone bills and manage payment methods, including new ACH payment options
- Schedule or modify 8x8 phone assisted Installation Appointment
- Download call recordings and filter based on date, time or phone number
- Selectively delegate responsibility to individual extensions
- Use new Purchasing Wizard to order additional services online with new options to upgrade your equipment or service plan
- Access Corporate Directory from the portal to call or chat with other employees
- Enable extension users to manage their extensions through [Virtual Office Online](#) using their existing username and password

"8x8's new Account Manager makes overseeing the company phone system a breeze with access to significantly more features, settings and capabilities powered by a highly intuitive user interface," said Debbie Jo Severin, 8x8 chief marketing officer. "We've incorporated years of knowledge about our customers' usage requirements and preferences into a brand new design that allows subscribers to take full advantage of the powerful web based features of their Virtual Office services. We are very pleased to offer our customers this valuable service enhancement and look forward to rolling out additional customer service tools to help them take full advantage of the economic and productivity advantages inherent in our cloud based solutions."

8x8 Account Manager has been automatically provisioned to all 8x8 Virtual Office and Virtual Office Pro subscribers at no additional cost. To learn more, go to www.8x8.com/New.

About 8x8, Inc.

8x8, Inc. (Nasdaq:EGHT), a pioneer in the development of cloud-based VoIP, video, mobile, and unified communications solutions, leverages its patented software technologies to deliver industry-leading SaaS applications to businesses of any size with employees in any location. We offer integrated business communications and cloud computing services that are designed to meet the highest levels of availability, reliability and scalability. Increasingly, businesses are finding they can reduce costs, improve productivity, and be positioned competitively for the future by choosing 8x8 for their mission critical, cloud-based communications and computing needs. For additional information, visit www.8x8.com, or connect with 8x8 on [Facebook](#) and [Twitter](#).

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