



October 8, 2014

8x8 Issued New Contact Center Patent by U.S. Patent and Trademark Office

SAN JOSE, Calif.--(BUSINESS WIRE)-- [8x8, Inc.](#) (NASDAQ:EGHT), a provider of cloud based unified communications, contact center and collaboration services, today announced that it has been awarded a new patent related to its contact center technologies.

On October 7, 2014, the U.S. Patent and Trademark Office issued United States Patent number 8,855,291 entitled "Limiting Contact in a Networked Contact Center Environment." The patent is a continuation of U.S. Patent number 8,243,913 that was awarded to the company in 2012.

The new patent relates to, among other things, limiting contact to a networked contact center that is a host to multiple tenants. In an example embodiment, a communication is received by a networked contact center. In determining whether to allow the communication to reach contact center resources, a contact rate value may be examined. The contact rate value may represent an allowable quantity of contact within a time interval. For some example embodiments, a determination of whether the network contact center is to accept or reject the communication is made based on the contact rate value.

Since its establishment, 8x8 has been awarded ninety-six (96) United States patents covering a variety of voice and video communications, signaling, processing and storage technologies.

About 8x8, Inc.

8x8, Inc. (NASDAQ:EGHT) is the trusted provider of secure and reliable cloud-based unified communications and virtual contact center solutions to more than 40,000 small, midsize and distributed enterprise organizations operating in over 40 countries across six continents. 8x8's out-of-the-box cloud solutions replace traditional on-premise PBX hardware and software-based systems with a flexible and scalable Software as a Service (SaaS) alternative, encompassing cloud business phone service, contact center solutions, and web conferencing. For additional information, visit www.8x8.com, or www.8x8.com/UK or connect with 8x8 on [Google+](#), [Facebook](#), [LinkedIn](#) and [Twitter](#).

8x8, Inc.
Tim Polakowski, 408-883-8434
tim.polakowski@8x8.com

Source: 8x8

News Provided by Acquire Media