



8x8, Inc.

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## 8x8 Virtual Office and Virtual Contact Center SuiteApps Achieve 'Built for NetSuite' Verification

*New SuiteApps Meet NetSuite SuiteCloud Platform's Development Standards and Documented Best Practices*

SAN JOSE, Calif.--(BUSINESS WIRE)-- **SuiteWorld 2014, Booth #403** - 8x8, Inc. (NASDAQ: EGHT), a provider of [cloud contact center](#), unified communications and collaboration solutions, today announced that the 8x8 Virtual Office SuiteApp and the Virtual Contact Center SuiteApp have achieved 'Built for NetSuite' verification. 8x8's cloud communications SuiteApps, built using NetSuite's SuiteCloud Computing Platform, provide NetSuite customers with a tightly integrated business telephony and contact center solution that simplifies the execution, management and reporting of day-to-day customer interactions.

Built for NetSuite is a program for NetSuite SuiteCloud Developer Network (SDN) partners that provides them with information, resources and a method to verify that their applications and integrations, built using the NetSuite SuiteCloud Computing Platform, meet NetSuite's standards and best practices. The Built for NetSuite program is designed to give NetSuite customers additional confidence that SuiteApps have been built to meet these standards.

"8x8 places a priority on bringing high performance solutions to our customers, as every business moving their mission critical IT applications to the cloud is demanding," said 8x8 Sr. Vice President of Business Development, Huw Rees. "We look forward to delivering our best of breed cloud communications, customer interaction and business management solutions to NetSuite customers across the globe."

"As a leading provider of cloud UC and contact center services, 8x8 has already helped many businesses realize the value to be gained from integrating NetSuite's business management solution into their call center processes," said Guido Haarmans, Vice President Business Development for Technology Partners at NetSuite. "With the Built for NetSuite badge, joint 8x8 and NetSuite customers can now feel more confident that they are not only improving the quality, efficiency and value of their customer interactions, they are doing so with a solution that has been developed using NetSuite's best practices."

Key features of the 8x8 Virtual Office and Virtual Contact Center SuiteApps include:

- **Screen Pop Records** - When a customer calls, the caller ID is used as a key in the NetSuite database to look up customer and ticket information, which can then be sent directly to the agent's desktop, enabling the agent to identify the caller automatically and provide customized responses to their customers.
- **Built-In Communications Tools** - All of the agent's tools for communicating with customers, supervisors and other agents are integrated with the NetSuite desktop, maximizing efficiency, cost savings and customer loyalty.
- **Single Sign-on** - Users can sign into their 8x8 Virtual Contact Center or Virtual Office solution within NetSuite.
- **Click To Dial** - Users can save time by clicking on the phone number inside a NetSuite record to contact customers.

8x8 is exhibiting at [SuiteWorld 2014](#), NetSuite's annual user conference for customers, partners, media and industry analysts, being held May 12-15 in San Jose, Calif. To learn more, visit us at booth #403 in the SuiteWorld Expo at the San Jose Convention Center.

For information about Built for NetSuite SuiteApps, please visit [www.netsuite.com/BuiltforNetSuite](http://www.netsuite.com/BuiltforNetSuite). For more information about the integrated solution, please visit [www.suiteapp.com](http://www.suiteapp.com).

### **About SuiteCloud**

NetSuite's SuiteCloud is a comprehensive offering of cloud-based products, development tools and services designed to help customers and commercial software developers take advantage of the significant economic benefits of cloud computing. Based on NetSuite, the industry's leading provider of cloud-based financials / ERP software suites, SuiteCloud enables customers to run their core business operations in the cloud, and software developers to target new markets quickly with newly-created mission-critical applications built on top of mature and proven business processes. The complete SuiteCloud offering includes NetSuite's multi-tenant, always-on SaaS infrastructure; the NetSuite Business Suite of applications (Accounting/ERP, CRM and Ecommerce); and the NS-BOS Development Platform.

The SuiteCloud Developer Network (SDN) is a comprehensive developer program for Independent Software Vendors (ISVs) who build apps for SuiteCloud. All available SuiteApps are listed on [SuiteApp.com](http://SuiteApp.com), a single-source online marketplace where NetSuite customers can find applications to meet specific business process or industry-specific needs. For more information on SuiteCloud and the SDN program, please visit: <http://www.netsuite.com/developers>.

### **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 36,000 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, [cloud contact center](#) solutions, and web conferencing. For additional information, visit [www.8x8.com](http://www.8x8.com), or [www.8x8.com/UK](http://www.8x8.com/UK) or connect with 8x8 on [Google+](#), [Facebook](#), [LinkedIn](#) and [Twitter](#).

NOTE: NetSuite, the NetSuite logo, SuiteCloud and Built for NetSuite are service-marks or trademarks of NetSuite Inc.

8x8, Inc.  
Tim Polakowski, 669-200-6638  
[tim.polakowski@8x8.com](mailto:tim.polakowski@8x8.com)

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