



June 3, 2015

## **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 and contact center services, today announced that it has been awarded a new patent related to its contact center technologies. On June 2, 2015, the U.S. Patent and Trademark Office issued United States Patent number 9,049,297 entitled "Networked Contact Center." The '297 patent is a continuation of United States Patent number 8,804,940 which was awarded to 8x8 on August 12, 2014.

The '297 patent relates to, among other things, a networked contact center organized as layers including a telephony layer to receive communications, a platform layer to support multiple tenants and a storage layer to store tenant data, such as a list of agents, agents' skills, voice response data, *etc.* for the multiple tenants. The stored data for multiple tenants is held in shared repositories accessible to agent supervisors, and the invention relates to sending and receiving data, based on an access to a data location, over a broadband communications network and between a machine operated by an agent associated with the tenant and another entity with which or whom the agent has targeted by a telephone number or other identifier.

Since its establishment, 8x8 has been awarded 106 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](http://www.8x8.com), or [www.8x8.com/UK](http://www.8x8.com/UK) or connect with 8x8 on [Google+](#), [Facebook](#), [LinkedIn](#) and [Twitter](#).

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