



8x8, Inc.

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CUSTOMER Magazine Selects 8x8's Ground-Breaking Virtual Contact Center Solution As a 2015 Contact Center Technology Winner

Company Recognized for Contact Center Innovation, Customer Service Excellence

SAN JOSE, Calif.--(BUSINESS WIRE)-- 8x8, Inc. (NASDAQ:EGHT), a leading provider of cloud-based unified communications and contact center solutions, today announced that Virtual Contact Center (VCC), the company's flagship contact center offering, was named as a 2015 CUSTOMER Contact Center Technology winner, presented [CUSTOMER magazine](#).

Last week, 8x8 broke new ground in the contact center with a set of powerful analytics as part of its [latest release of Virtual Contact Center](#) (VCC). [VCC Analytics](#), a prominent capability featured in the new release, provide unique insights into the customer experience, increased contact center efficiencies and advanced workflow optimization to better manage their contact center and increase customer loyalty.

"We congratulate 8x8 for its contact center achievements and 2015 CUSTOMER Contact Center Technology Award," said Rich Tehrani, CEO, [TMC](#). "Virtual Contact Center was selected for its innovation, quality and unique capabilities that offer a highly personalized customer experience. We're pleased to recognize 8x8's product innovation and distinct contributions for contact center advancement."

This 10th-Annual Contact Center Technology Award, presented by *CUSTOMER Magazine*, honors vendors and technologies that have embraced technology as a key tool for customer service excellence. This award distinguishes their success as innovators, thought leaders, and market movers in the contact center and customer care industries. Results of the 2015 CUSTOMER Contact Center Technology Award will be published in the July/August edition of *CUSTOMER Magazine*.

"We are honored that Virtual Contact Center was awarded CUSTOMER Magazine's highest achievement for contact center innovation," said Enzo Signore, chief marketing officer for 8x8. "8x8 is committed to improving agent productivity, personalizing the customer experience and developing advanced offerings that allow companies to build high-value relationships that drive customer loyalty. With VCC, 8x8 continues to enhance its capabilities to help enterprises transform their business and consistently deliver an exceptional, a highly differentiated customer experience."

About 8x8, Inc.

8x8, Inc. (NASDAQ:EGHT) is the trusted provider of secure and reliable enterprise cloud communications solutions to more than 40,000 businesses operating in over 40 countries across six continents. 8x8's out-of-the-box cloud solutions replace traditional on-premises 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 conferencing. For additional information, visit www.8x8.com, or www.8x8.com/UK or connect with 8x8 on [Google+](#), [Facebook](#), [LinkedIn](#) and [Twitter](#).

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