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## 8x8 Announces New Integration With Salesforce for Enterprise Cloud Communications

*Extends ISV Partnership With [Desk.com](#) Integration; Broadens Comprehensive Integration Offerings with Salesforce*

SAN FRANCISCO--(BUSINESS WIRE)-- 8x8, Inc. (NASDAQ:EGHT), a leading provider of cloud-based unified communications and contact center solutions, today announced that the company has extended its partnership and enterprise cloud communications integrations with Salesforce to offer an out-of-the box [Desk.com](#) integration. 8x8 will be demonstrating its award-winning line of enterprise cloud communications, business analytics, product integrations with Salesforce and the first public display of its [Desk.com](#) integration with Virtual Office at Dreamforce® 2015, in Moscone's North Hall, Booth N1822, September 15-18.

[Desk.com](#) is the out-of-the-box customer support app that empowers fast-growing companies to get a help desk up-and-running in hours with everything they need to deliver service on every channel. The 8x8 integration with [Desk.com](#) increases employee productivity by automatically opening customer records within [Desk.com](#) based on an inbound phone call. Providing out-of-the box integration using OpenCTI with Virtual Office allows customers to answer a call from within the [Desk.com](#) app, access the current customer record and click to dial — which significantly minimizes training. Because Virtual Office operates from within [Desk.com](#), the solution is integrated in the cloud and updates in real time.

As part of its enterprise cloud communications portfolio, 8x8 offers an [integrated communications platform](#) that combines core business telephony and contact center functionality in a single cloud-based platform. With innovative features like [Expert Connect](#), agents can connect in real-time with any subject matter expert, from anywhere around the world, across any department. In May, 8x8 unveiled [VCC Global](#), the first cloud-based contact center solution that connects an organization's international agents over a single platform with integrated presence, multilingual chat with automatic translation, call routing, reporting and management.

By integrating the company's Virtual Office and Virtual Contact Center solutions, 8x8 helps businesses eliminate gaps between contact center agents and other employees so companies can deliver a seamless, personalized customer experience. 8x8's cloud-based Virtual Contact Center and Virtual Office unified communications platform add deep, real-time analytics to closely monitor and optimize critical customer-facing resources - improving agent productivity on the fly. Additionally, remote users on mobile devices can access both 8x8 unified communications and Salesforce customer data from anywhere.

"We remain fully committed to our partnership with Salesforce and have teamed to offer businesses a complete Salesforce integration for enterprise cloud communications," said Vik Verma, 8x8 CEO. "Since 2008, we have worked with Salesforce to provide world-class, cloud communications services, and more recently have helped customers migrate their business to the cloud with the highest levels of security, reliability and customer centricity in mind—all on a single platform. We look forward to our continued partnership to offer new cloud-based innovations and help enterprises truly transform their customer relationships."

### **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 100 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](http://www.8x8.com), [www.8x8.com/UK](http://www.8x8.com/UK) or connect with 8x8 on [LinkedIn](#), [Twitter](#), [Google+](#) and [Facebook](#).

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