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8x8 Announces Availability of New Virtual Contact Center Editions

New product and implementation packages improve customer buying experience, better align features and value, and help accelerate adoption of cloud contact centers

SAN JOSE, Calif.--(BUSINESS WIRE)-- [8x8, Inc.](#) (NASDAQ:EGHT), the world's first Communications Cloud, today announced the general availability of new [8x8 Virtual Contact Center Editions](#) and [implementation packages](#). The new solution and integration options are packaged and priced to better align features and value delivery with the specific requirements of companies adopting cloud for their contact center needs.

"Enterprises are turning to Contact Center as a Service for increased agility, flexibility, scalability and productivity. They want solutions that map to their specific requirements so they can speed up discovery, procurement and implementation," said Matt McGinnis, vice president of product marketing at 8x8. "We are very excited to announce the new Virtual Contact Center Editions and implementation packages as they will make it easier for businesses to select the solution that best meets their needs and enhance the overall customer experience."

The Virtual Contact Center Editions offer four simple packages that are designed with the features and capabilities necessary to meet the most common and innovative customer requirements. Some customers may simply require a voice-only contact center, while others need the full suite of features, including omni-channel and quality management solutions, offered by the 8x8 Virtual Contact Center. The new Editions allows customers to pick and choose the package that works best for their organization.

The four new Virtual Contact Center Editions are:

- 1 **Digital** - Web chat and email channels packaged and targeted for digital customer service teams. Includes proactive chat and co-browse capabilities.
- 1 **Standard** - A voice only offering that enables voice customer engagement with effective routing, reporting, and standard self-service.
- 1 **Pro** - A complete omni-channel solution, including enhanced self-service for speech enabled menus and prompts.
- 1 **Ultimate** - Everything in the Pro Edition, plus quality management and preview campaign dialer capabilities.

Along with the new Virtual Contact Center Editions, 8x8 is launching two new implementation packages to help onboard customers faster and more effectively. Since every contact center deployment is different, the new implementation packages enable companies to choose an implementation service that best meets their needs. Visit the [website](#) to learn more.

8x8 Virtual Contact Center

[8x8 Virtual Contact Center](#) is an award-winning, omni-channel cloud contact center solution that gives organizations the ease of use, flexibility, and scalability required to better serve customers in a new and more efficient way. 8x8 provides companies of all sizes with a complete range of contact center capabilities, including analytics, quality management, workforce management, and outbound dialing integrated with advanced unified communications and collaboration services to increase agent productivity while enhancing the overall customer experience.

The 8x8 Virtual Contact Center Editions packages are available today in the US and UK. To learn more about the benefits of 8x8 Virtual Contact Center, visit the company [website](#).

About 8x8, Inc.

8x8, Inc. (NASDAQ:EGHT) is the world's first Communications Cloud. 8x8 easily and seamlessly connects employees, customers and applications to improve business performance for organizations anywhere in the world. For additional information, visit www.8x8.com, or connect with 8x8 on [LinkedIn](#), [Twitter](#), [Google+](#) and [Facebook](#).

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