8x8

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8X8 Launches ContactNow: a New Contact Center Solution for Teams

Solution enhances customer experiences for informal and non-traditional contact centers

SAN JOSE, Calif.--(BUSINESS WIRE)-- 8x8, Inc. (NASDAQ:EGHT), the world's first Communications Cloud, today announced 8x8 ContactNow™, an intelligent, scalable and easy-to-use cloud contact center solution for teams. ContactNow expands upon the company's cloud contact center portfolio to include a solution for teams, such as sales, marketing, human resources, recruiting and help desks that regularly interact with internal and external customers. The new solution offers companies complete flexibility with pay-as-you-go as well as monthly pricing models. 8x8 ContactNow enables teams to be more efficient and productive by providing advanced contact center capabilities for improved customer engagement, all at an affordable cost.

"8x8 ContactNow is a rich and easy to use solution for teams where such functionality was not previously cost effective. In fact, the disruptive pay-as-you-go cost model should be 'prove-as-you-go' as it proves its value before the customer gets to the next tier," said Nancy Jamison, Principal Analyst in Digital Transformation at Frost & Sullivan.

"At Solve-It Companies we design, manufacture and distribute quality products that meet the specific needs of our customers. Many employees across our company are responsible for providing the best customer experience and supporting sales efforts," said Alfredo J. Rayos, Operations Administrator, Solve-It Companies, LLC. "8x8 ContactNow is easy to set up and powerfully transforms the way we handle both inbound and outbound customer interactions. Calls are now intelligently routed to the correct teams with rich reporting and analytics, which allows employees to deliver a higher level of service and increase orders."

8x8 ContactNow Capabilities

8x8 ContactNow enables companies to get a contact center up and running in minutes. It offers a flexible pay-as-you-go model along with monthly recurring plans, and is easily scalable and customizable through self-service configuration. This allows companies to scale up or down by adding agents on the fly and expanding their business based on customer demand.

Additional features of 8x8 ContactNow include:

- A no-compromises inbound calling solution for smaller contact centers.

- Powerful outbound campaign management that improves call completion KPIs.

- Predictive outbound dialing, which increases productivity by replacing manual dialing.

- Quick and powerful customer engagement tools that dynamically route customer calls with an easy to use "drag & drop" visual IVR tool.

- A web based user interface with instant configuration and easy administration.

- Call monitoring and recording that improves agent quality and performance, while also enhancing employee productivity.

- Robust run-time reporting to improve agent performance and gain critical employee and business insights.

- An iPad monitoring app that allows managers to access real-time information while in the office or away on business.

"Customer satisfaction is core to every successful business, and this requires some form of contact center capability. The challenge, however, is that companies with informal and non-traditional contact centers have been underserved and ill equipped to fulfill this promise," said Darren Hakeman, senior vice president of product & strategy at 8x8. "8x8 ContactNow delivers the power of contact center solutions with the simplicity, ease of use and affordability that modern teams expect. ContactNow is designed for teams with growing needs to better serve both internal and external customers, helping them improve the overall customer experience while also enhancing productivity."

8x8 ContactNow will be available in April 2017 in three editions with pay-as-you-go as well as monthly recurring pricing

plans. Pricing for the Standard pay-as-you-go edition starts at no cost with 4₵ per minute, while the Pro and Ultimate editions have a monthly recurring per agent charge of $50 and $75 and include 2,000 to 5,000 bundled minutes respectively per agent each month, with additional time costing as low as 2₵ per minute.

To learn more about the benefits of 8x8 ContactNow as well as the 8x8 Communications Cloud, visit the 8x8 Booth #1819 at Enterprise Connect in Orlando, Florida, at the Gaylord Palms Resort & Conference Center, March 27-30, 2017.

8x8 Contact Center Portfolio

The 8x8 suite of award-winning, omni-channel cloud contact center solutions, including 8x8 Virtual Contact Center™ and 8x8 ContactNow, 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, outbound dialing integrated with advanced unified communications and collaboration services to increase agent productivity while enhancing the overall customer experience.

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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