



8x8

# X Series

## Feature Matrix | United Kingdom | G Cloud 13

May 2022

The product specifications shown within this document are subject to change. Please ensure you are using the most up-to-date version of this document and check with your 8x8 representative or the 8x8 website for current features and specifications.



Features	Description	Lobby	XT	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
Price (£ for 1-99 Users / 100-999 Users / 1,000+ users)		£4.00 / £3.50 / £3.00	£2.65*	£7.00 / £6.30 / £5.60	£3.99	£8.69 / £7.60 / £7.00	£18.62 / £17.00 / £13.95	£25.00/ £22.50 / £20.00	£34.00 / £32.00 / £29.00	£79.00 / £72.70 / £68.00	£99 / £95.70 / £92.40	£115.40 / £110.90 / £107.70
Voice and Telephony												
Unlimited global calling for UC phone	Call freely up to 48 countries without additional long distance charges, excluding mobile, special and premium numbers for certain countries	Internal calling only	Metered outbound calling <sup>1</sup>	Inbound/ Outbound Calling (Charged Per Minute)	150 mins (Pooled per PBX)	Domestic (UK only)	14 Countries	32 Countries	48 Countries	48 Countries	48 Countries	48 Countries
Free minutes for contact centre calling	Includes minutes per concurrent contact centre seat (local and international, inbound and outbound). The total minutes included are the pooled total of all agents. If a customer exceeds the total usage pool allowed in any given month, extra minutes will incur standard usage rates. Toll-free calls and special numbers are not included in the allowed usage.									1) No minutes included with X6, X7, X8 SKUs  2) 4000 Minutes and 48 Countries included with the following SKUs: X6 Bundled, X7 Bundled, X8 Bundled		
Tier 1 phone number & extension	Phone Number: Utilize a dedicated DID (direct inward dialing) number for each extension; DIDs available for 145 countries or toll-free numbers	■	UK DIDs Only	■	■	■	■	■	■	■	■	■
HD quality voice	Ensure crisp connectivity leveraging a guaranteed voice quality score	■	■	■	As per Microsoft	■	■	■	■	■	■	■
Secure voice calls (TLS and SRTP)	Protect calls from eavesdropping with TLS/SRTP secure voice encryption	■	■	■	As per Microsoft	■	■	■	■	■	■	■
Financially backed end to end SLA	The 8x8 Experience Communications Platform ensures secure, global service delivery with four levels of redundancy, backed by 99.999% uptime SLA across both UCaaS and CCaaS	■	■	■		■	■	■	■	■	■	■
IP agnostic access	Connect to us over any IP network connection through patented access technology	■	■	■		■	■	■	■	■	■	■
PSTN access	8x8 works with 25+ PSTN carriers to provide global coverage and redundancy	■	■	■		■	■	■	■	■	■	■
Geo routing	Patented automatic localized signaling and voice to reduce latency and improve end user experience	■	■	■		■	■	■	■	■	■	■
Voicemail with transcription	View and listen to recordings on your desk phone, computer or mobile device; transcribes voicemail to text and sends an email with it included			■	As per Microsoft	■	■	■	■	■	■	■
UC call recording	Record incoming and outgoing calls, play them back, download or delete them			■	As per Microsoft	■	■	■	■	■	■	■
Web browser click-to-dial	Click any phone number in a web page to instantly make calls from your 8x8 number			■	As per Microsoft	■	■	■	■	■	■	■
Power keys—for Polycom phones only (Busy Lamp Field - BLF)	Handle multiple calls at the same time and monitor other users' availability by taking advantage of spare line keys			■	As per Microsoft	■	■	■	■	■	■	■
8x8 Work Mobile app	Connect with instant chat, high-quality phone calls, and secure video meetings, all from the 8x8 Work app on your mobile phone			■	As per Microsoft	■	■	■	■	■	■	■
8x8 Work Desktop app	Connect with instant chat, high-quality phone calls, and secure video meetings, all from the 8x8 Work app on your computer			■	As per Microsoft	■	■	■	■	■	■	■
8x8 Work for Web	Connect with instant chat, high-quality phone calls, and secure video meetings, all from the 8x8 Work for Web app on your browser			■	As per Microsoft	■	■	■	■	■	■	■
Citrix certification for 8x8 Work Desktop	The 8x8 Work Desktop app is tested and optimized to ensure the best voice quality in a Citrix environment			■	As per Microsoft	■	■	■	■	■	■	■
Highlight to dial phone numbers (Windows Only)	Highlight a phone number outside of the 8x8 Work desktop app with your cursor, and enter the key combination Ctrl+Shift+8 to call the number without dialing it manually			■	As per Microsoft	■	■	■	■	■	■	■
8x8 Frontdesk	Tailored experience for users assigned to receptionist or operator roles handling high call volumes. Features organisation-wide contact list with live presence, full-screen interface and drag-and-drop interface for fast call resolution								■	■	■	■
Barge, monitor, whisper	Enable managers and supervisors to monitor phone conversations of other employees, privately speak (whisper) to the employee without the customer hearing or join (barge) the call and talk with the customer								■	■	■	■
Hot desking	Enable any end user to log into a shared desk phone as if it were his or her own	■		■	As per Microsoft	■	■	■	■	■	■	■
Caller ID	Identify who's calling before you pick up the phone; customize your external caller ID	■	■	■	■	■	■	■	■	■	■	■
Number porting - self service or managed	Port existing phone numbers to 8x8 through a self-service method or have 8x8 manage the porting	■	■	■	■	■	■	■	■	■	■	■
Call waiting	Allow callers to reach you even when you are on another call	■		■	■	■	■	■	■	■	■	■
Call transfers	Transfer calls to others through a warm transfer or a cold (blind) transfer or straight to voicemail	■		■	As per Microsoft	■	■	■	■	■	■	■
Extension to extension calling	Call others in your business by dialing the extension only	■	■	■	■	■	■	■	■	■	■	■
Call park	"Park" a call in the cloud while you use your phone to make another internal or external call, or ask a colleague to pick up the call	■		■	As per Microsoft	■	■	■	■	■	■	■
Multi Party Calls	Add up to 3 lines in the same call			■		■	■	■	■	■	■	■

Notes:

1.

New rates apply for Mainland UK (for XT Only). Standard 8x8 outbound rates apply for international calls

\* XT Licenses have a minimum license commitment: 200 XT licenses with 20 8x8 Contact Centre licenses (X6, X7, X8)

For more information, call 0333 043 8888 or visit [8x8.com](#).

Features	Description	Lobby	XT	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
Price (£ for 1-99 Users / 100-999 Users / 1,000+ users)		£4.00 / £3.50 / £3.00	£2.65*	£7.00 / £6.30 / £5.60	£3.99	£8.69 / £7.60 / £7.00	£18.62 / £17.00 / £13.95	£25.00/ £22.50 / £20.00	£34.00 / £32.00 / £29.00	£79.00 / £72.70 / £68.00	£99 / £95.70 / £92.40	£115.40 / £110.90 / £107.70
Voice and Telephony (Continued)												
Blacklist callers at user level	Users can blacklist numbers on 8x8 Work. Go to the Calls tab and click on the ellipsis to block or unblock callers			■		■	■	■	■	■	■	■
Create new contact from active call	Create new contact from an active call by clicking on the in-call 'More' menu			■		■	■	■	■	■	■	■
Flip calls	Move an active call to another device instantly without interrupting or dropping the ongoing call			■		■	■	■	■	■	■	■
Country and local time displayed on dial-pad (for international calls)	Country and local time are displayed in the header while calling international numbers in the expanded view mode			■		■	■	■	■	■	■	■
Record Voicemail Greetings	Record voicemail greetings through the desktop app by going to Settings > Voicemail			■		■	■	■	■	■	■	■
Call Quality Indicator	Call quality indicator icon during an ongoing call provides status of the connectivity quality			■		■	■	■	■	■	■	■
Filter calls recordings and voicemails	Ability to filter call recordings by number and voicemails by name, number, call queue and ring groups	■		■		■	■	■	■	■	■	■
Notifications disabled when 'DND' status is on	Desktop notifications disabled temporarily when the 'Do not disturb' status is ON	■		■		■	■	■	■	■	■	■
Transfer calls directly from the chat roster	Transfer calls directly from the chat roster in the expanded chat window mode	■			■	■	■	■	■	■	■	■
Phone paging (Polycom devices only)	Send one-way audio announcements to users who are members of a specific paging group or to everyone in an emergency	■		■		■	■	■	■	■	■	■
Hold music	Play recorded music or marketing messages while your callers are on hold	■		■	■	■	■	■	■	■	■	■
Emergency services	User updatable E112/999 location information that verifies address information with the servicing PSAP provider	■	■	■		■	■	■	■	■	■	■
35 cloud regions	A combination of private and public geo-redundant data centre resources, strategically located across five continents for optimum global reach	■	■	■		■	■	■	■	■	■	■
Disaster recovery	Patented DR with <30 second failover between POPs	■	■	■		■	■	■	■	■	■	■
UC media storage (legacy) <sup>2</sup>	<i>Storage capacity included for UC media recordings (audio calls and meetings). Superseded by time-based storage on all new orders from 18th November 2020.</i>			0 GB	As per Microsoft*	0 GB	1 GB	5 GB	10 GB	as per X4	as per X4	as per X4
UC media 'hot' storage <sup>2</sup>	Hot-storage retention period for audio call & video meeting recordings. Supersedes previous capacity-based storage on all new orders from 18Nov20.			30 days	As per Microsoft*	30 days	30 days	130 days	130 days	as per X4	as per X4	as per X4
UC media 'cold' storage <sup>2</sup>	Optional cold-storage archive and retrieval services for long-term storage up to ten years.			£		£	£	£	£	£	£	£
Auto attendant	A service that acts as an automated receptionist. Through profiles and rules, select which phone menu options and recordings are used at specific times for callers to route themselves to the appropriate destination.	■		■	■	■	■	■	■	■	■	■
Ring groups / Hunt groups	Distribute calls within specific departments by having all the phones in a group ring at once or set up a 'round robin' approach where the extensions in the group ring in a specific order until the call is answered	■		■	■	■	■	■	■	■	■	■
Call queues	Place callers in a queue in the order received until the next agent becomes available, allowing you to serve your customers promptly, courteously and efficiently						■	■	■	■	■	■
Collaborative Contact Centre												
Agent Workspace	A browser-based, design-led interface, delivering a tailored and intuitive experience that uniquely blends contact centre and unified communications capabilities in a single application									■	■	■
ACD/IVR	Match customers to the best available agent—without programming or IT help, boosting first-call resolution rates and customer satisfaction									■	■	■
Web callback	Allow customers to request a call from an agent from an online form, saving time for customers and better managing your agents' time									■	■	■
Queued callback	Give callers the option to stop waiting on hold, provide their phone number and receive an automatic callback as soon as it's their turn, eliminating long hold times and boosting caller satisfaction									■	■	■
Interactive voice response (IVR)	Quickly connect callers with agents and streamline customer flow, allowing customers to get quick answers to simple questions and helping companies identify the right resource to help a customer with a given issue									■	■	■
Intelligent IVR (IIVR)	8x8 Intelligent IVR is a speech enabled intelligent voice response system that leverages analytics & AI to provide self-service options for incoming callers.									£	£	£
Outbound preview campaign dialer	In preview mode, a customer's information will be presented at the time the system begins the call. This allows the agent to read the customer's information while waiting for the call to be connected. The agent must manually answer and terminate the call when completed.									£	£	4K Mins



**Notes:**

2. Depending upon the X Series license level, either 30 or 130 days' hot storage (for calls & meetings) is now included by default with all new user licenses.

\* XT Licenses have a minimum license commitment: 200 XT licenses with 20 8x8 Contact Centre licenses (X6, X7, X8)

Features	Description	Lobby	XT	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
Price (£ for 1-99 Users / 100-999 Users / 1,000+ users)		£4.00 / £3.50 / £3.00	£2.65*	£7.00 / £6.30 / £5.60	£3.99	£8.69 / £7.60 / £7.00	£18.62 / £17.00 / £13.95	£25.00/ £22.50 / £20.00	£34.00 / £32.00 / £29.00	£79.00 / £72.70 / £68.00	£99 / £95.70 / £92.40	£115.40 / £110.90 / £107.70
Collaborative Contact Centre (Continued)												
Outbound predictive AI dialer	Using AI technology, dial multiple numbers simultaneously and connect answered calls to agents. Unanswered calls are automatically marked incomplete and can be dialed again later.									£	£	4K Mins
Omnichannel routing of voice, chat, email, SMS, social media and messaging apps	Meet your customers on the channels they choose with a 360-degree view of all of a customer's communications across all available channels									N/A	■	■
Graphical call flow reports	View the caller's journey from the moment they reach the call centre through to call termination. Reveals step-by-step experience in the IVR, queuing to agents, agent connection and post-call survey. Use this to expose an 'outside-in' view of your contact centre to enable continual process improvement and agent training.									■	■	■
Expert Connect	Chat and bridge available experts onto a call with a single click, all without leaving the single user interface									■	■	■
Post call survey	Capture the voice of the customer with 8x8's native post-call survey application. Surveys help you take appropriate action to ensure your customer engagement management strategy is optimized to meet customer needs.									■	■	■
Native CRM	Leverage built-in customer contact and case management tools to provide agents with critical customer information and make every agent interaction more efficient									■	■	■
Knowledgebase	Provide your customers with faster, smarter and more consistent answers using a collection of frequently asked questions (FAQ) to provide the right answer quickly, reliably and consistently									■	■	■
Co-browse	Allow your agents to see exactly what is on the customer's page, quickly helping customers find the information they are looking for or clarifying any questions they may have while filling out a form online									N/A	■	■
CC voice recording	Recording of audio calls for call centre compliance, record keeping, agent training and process improvement (requires storage capability)									■	■	■
CC media storage (legacy)	Storage enabled by retention period (10/40/100/400 days). Superseded from 18Nov20.									£	£	£
CC media 'hot' storage (current)	Included storage retention period for CC audio call recordings.									30 days	30 days	30 days
CC media 'cold' storage (current)	Optional cold-storage archive and retrieval services for long-term storage up to ten years									£	£	£
Contact Centre Agent Outbound Port	Enables agents to place outbound calls									■	■	■
Contact Centre VoIP softphone	8x8 softphone, provides voice path for agents who have no PBX or hard phone									■	■	■
8x8 Disaster Recovery (DR)	Geographic redundancy for Contact Centres wanting to mirror their instance across a second location									£	£	£
8x8 Secure Pay	Enables contact centres to simply and securely handle payment authorizations to support companies' security compliance requirements									£	£	£
8x8 Analytics for Contact Centre												
Wallboards/Dashboards	Provide a real-time view into critical contact centre metrics									■	■	■
Contact centre analytics	Analytics to know what is working and to fix what isn't									■	■	■
Interaction analytics	Visibility into customer interactions and IVR usage									■	■	■
QM screen recording (requires purchase of storage and Quality Management or Speech Analytics to access)	Recording and archiving available for call centre compliance, record keeping, agent training and process improvement - REQUIRES media storage capability and either Quality Management and/or Speech Analytics. NOTE: from 18Nov20, base hot-storage options become 30 or 130 days.									£	£	£
8x8 Workforce Engagement Management												
Workforce management	Improve staffing efficiency									£	£	£
Quality management	Performance management tool built around collaboration and coaching									£	£	■
Speech transcription and analytics	Provides voice-of-the customer insights for 100% of calls									£	£	■



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Price (£ for 1-99 Users / 100-999 Users / 1,000+ users)		£4.00 / £3.50 / £3.00	£2.65*	£7.00 / £6.30 / £5.60	£3.99	£8.69 / £7.60 / £7.00	£18.62 / £17.00 / £13.95	£25.00/ £22.50 / £20.00	£34.00 / £32.00 / £29.00	£79.00 / £72.70 / £68.00	£99 / £95.70 / £92.40	£115.40 / £110.90 / £107.70
8x8 Workforce Engagement Management (Continued)												
Call recording	Hot storage for up to 30 days included for all call recordings. Storage thereafter is an add-on.									■	■	■
Screen recording	Hot and cold storage options available for purchase.									£	£	£
Universal Team Messaging												
1 on 1 instant messaging	Ability to message any individual user within a company's global directory					■	■	■	■	■	■	■
Team messaging	Provide group chat functionality to send messages to public or private Rooms					■	■	■	■	■	■	■
Threaded messages	Ability to reply to specific messages in a conversation					■	■	■	■	■	■	■
Ability to open multiple chat windows	Open multiple chat panels in the desktop app when you switch to Expanded Mode or enlarge the app window (you can open up to 9 chat windows)					■	■	■	■	■	■	■
Sameroom (cross-platform team messaging with Chatter, Slack, etc.)	Real-time interoperability with 3rd party chat applications such as Slack, Chatter and 20+ messaging apps to enable them to work as one within and across companies					■	■	■	■	■	■	■
Presence detection	See who is available, busy, away, in do-not-disturb mode, on a call or in a meeting. You can also set your status to show as offline using invisible mode.					■	■	■	■	■	■	■
Snooze conversations	Mute notifications for a specific time period					■	■	■	■	■	■	■
Share multiple messages using third-party apps (mobile app)	Select, copy and send multiple messages using third-party apps					■	■	■	■	■	■	■
Room Avatars (mobile app only for now)	Customize private and public rooms by adding a picture or choosing one of the predefined colours					■	■	■	■	■	■	■
End calls with predefined text messages (mobile app)	Respond easily by selecting one of the predefined text messages when you are unable to take a call					■	■	■	■	■	■	■
Animated GIF support	Animated GIF rendering support					■	■	■	■	■	■	■
Search past conversations with disabled users	Ability to search for disabled users (ex-colleagues) and view chat history					■	■	■	■	■	■	■
Unlimited internet fax <sup>3</sup>	Send and receive online faxes						■	■	■	■	■	■
Video and Audio Conference												
HD video and audio conferencing	Share high definition (HD) quality video to see others in a meeting, supports up to 500 participants on all devices					500 participants	500 participants	500 participants	500 participants	500 participants	500 participants	500 participants
Join from desktop web browser	Join meetings from any desktop web browser without downloading and app			■ (As guest)		■	■	■	■	■	■	■
Join from mobile devices	Join from iOS, Android and tablets after installing mobile app					■	■	■	■	■	■	■
Join from mobile browser	Join meetings from any mobile browser to access a meeting experience that is optimized for the user's browser					■	■	■	■	■	■	■
Virtual backgrounds	Participants can select an image from a library, upload their own image or use the blur feature to replace their physical background with a virtual background.					■	■	■	■	■	■	■
Emoji reactions	Meeting participants have the ability to use emoji reactions to respond to meeting content in realtime					■	■	■	■	■	■	■
Polls	Meeting participants have the ability to set up and respond to live polls during meetings.					■	■	■	■	■	■	■
Raise your hand	Participants can discreetly indicate they have something to say without interrupting the current speaker					■	■	■	■	■	■	■
Secure passcodes	Option to set a passcode for extra security					■	■	■	■	■	■	■
Calendar integration	Click one button to add 8x8 meeting details into the video meetings user interface. See upcoming & past meeting details.					■	■	■	■	■	■	■
Participant controls	Participants can mute/unmute audio and video, share content and check bandwidth and audio/video quality					■	■	■	■	■	■	■
Personalized virtual spaces	Individual employees get their own dedicated meeting web link					■	■	■	■	■	■	■
Controller mode	Control what viewers see and what users can share in meetings					■	■	■	■	■	■	■
Remote desktop control	Control the mouse and keyboard movements of another user remotely (User being controlled must have the 8x8 Work Desktop or 8x8 Meet Desktop app)					■	■	■	■	■	■	■
Screen sharing	Share your desktop screen and choose which desktop applications or monitors to display; share content from screen on mobile device					■	■	■	■	■	■	■
Breakout Rooms	Hosts can split meeting participants into separate sessions for smaller, focused discussions					■	■	■	■	■	■	■
Meeting Summary	Hosts can review participant engagement and easily access meeting details and in-meeting actions like recording, chat, and polls after a meeting has ended					■	■	■	■	■	■	■



**Notes:**

3. Unlimited internet fax may require the purchase of an additional DID

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Video and Audio Conference (Continued)												
Meeting live streaming	Stream a conference to an unlimited number of participants over YouTube					■	■	■	■	■	■	■
Tile view	Display meeting participants in a tiled layout to see all participants at once and to see who's talking					■	■	■	■	■	■	■
Set availability status	Users can set status to available, busy, do not disturb or custom message. Status is synced across meetings, phone and team messaging					■	■	■	■	■	■	■
Group chat	Send messages to every video meeting participant					■	■	■	■	■	■	■
Private Chat	Send private messages to individuals in a video meeting					■	■	■	■	■	■	■
Push to talk mode	Mode where all speakers stay muted unless they press a key to speak					■	■	■	■	■	■	■
Bandwidth controls	Users can adjust their video bandwidth and also monitor their connectivity quality					■	■	■	■	■	■	■
Cascaded routing	Bandwidth and networking optimisation to provide the best performance of video & audio quality with minimal lag time					■	■	■	■	■	■	■
Spaces	Enable 1-click set-up, scheduling and screen sharing for meetings in conference rooms and other collaborative spaces					■	■	■	■	■	■	■
UC media 'hot' storage <sup>4</sup>	Hot-storage retention period for audio call & video meeting recordings. Supersedes previous capacity-based storage on all new orders from 18Nov20.					30 days	30 days	130 days	130 days	<i>as per X4</i>	<i>as per X4</i>	<i>as per X4</i>
UC media 'cold' storage <sup>4</sup>	Optional cold-storage archive and retrieval services for long-term storage up to ten years.					£	£	£	£	£	£	£
Conference Call-in	80+ dial in number options (11 toll-free) for 58 countries					■	■	■	■	■	■	■
End to end encryption	End to end encryption of a Meeting using insertable streams					■	■	■	■	■	■	■
Audio sharing	Share audio in a meeting from your device or browser tab					■	■	■	■	■	■	■
Meetings analytics	Quality, performance and usage analytics					■	■	■	■	■	■	■
Conference Call-out	Dial-in meeting participants from within a meeting					■	■	■	■	■	■	■
Closed Captions	Audio-to-text displays what's being said in real-time					■	■	■	■	■	■	■
Transcriptions	Detailed transcription of meeting dialog with time stamps					■	■	■	■	■	■	■
Branding	Customised Meetings experience with configurable background, logo and URL					■	■	■	■	■	■	■
Moderation controls	Single moderation of meetings, moderation controls. moderation delegation and participant lobby					■	■	■	■	■	■	■
Advanced moderation	Moderators can control audio and video of all participants at once - stop and start audio and video with bulk actions					■	■	■	■	■	■	■
YouTube video sharing	Share a YouTube video in a meeting that can be viewed by all participants					■	■	■	■	■	■	■
Meet now	Elevate a call or chat to a video conference					■	■	■	■	■	■	■
Flip meeting	Move meetings between devices with the click of one button					■	■	■	■	■	■	■
Active Directory and Single Sign-on	Integration with Active Directory, Okta and other oAuth solutions for single sign-on					■	■	■	■	■	■	■
8x8 Analytics												
8x8 Conversation IQ	Enable conversation insights and professionalism from the front desk to the back office with this powerful add-on for UC users that combines speech analytics and quality management capabilities					\$	\$	\$	\$			
8x8 Analytics for 8x8 Work												
<i>Essentials</i>												
Company summary *	See a consolidated view of numerical and graphical details about call activities and metrics for any dates selected			■	■	■	■	■	■	■	■	■
Extension summary *	View more than 20 selectable columns of detailed information on call activity on any and all extensions			■	■	■	■	■	■	■	■	■
Call detail records *	Get historical information about all calls processed in the selected time frame, including real-time missed and abandoned call details for quick call-back — to avoidmissing leads or customer service opportunities. You'll also see the caller's entire customer journey throughout the organization, including call transfers — to help increase customer satisfaction.			■	■	■	■	■	■	■	■	■
Active calls	See real-time information about all calls currently being processed within the organization. Details include the caller's journey throughout the organization up to that point.			■	■	■	■	■	■	■	■	■
Unreturned calls	Match inbound calls to outbound calls to find unreturned calls within the selected date range			■	■	■	■	■	■	■	■	■



Notes:

4. Depending upon the X Series license level, either 30 or 130 days' hot storage (for calls & meetings) is now included by default with all new user licenses.  
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For more information, call 0333 043 8888 or visit [8x8.com](https://www.8x8.com).

Features	Description	Lobby	XT	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
Price (£ for 1-99 Users / 100-999 Users / 1,000+ users)		£4.00 / £3.50 / £3.00	£2.65*	£7.00 / £6.30 / £5.60	£3.99	£8.69 / £7.60 / £7.00	£18.62 / £17.00 / £13.95	£25.00/ £22.50 / £20.00	£34.00 / £32.00 / £29.00	£79.00 / £72.70 / £68.00	£99 / £95.70 / £92.40	£115.40 / £110.90 / £107.70
8x8 Analytics (continued)												
<i>Essentials (Contd.)</i>												
Calls by DID	Select and view detailed information for all direct inbound numbers (DIDs)			■	■	■	■	■	■	■	■	■
Meeting analytics*	See a participant list and exactly how long each speaker spoke			■		■	■	■	■	■	■	■
<i>Supervisor</i>												
Business hours report	Customizable report based on company business hours, showing number of calls in and outside of defined business hours								■	■	■	■
Call quality	Reporting on system-wide and individual user voice quality.								■	■	■	■
Call Queue	Reporting on call queues								■	■	■	■
Device Status Report	Track the real-time status and location of all registered endpoint devices								■	■	■	■
Ring Group Summary	Monitor performance of users assigned to Ring Group(s)								■	■	■	■
*No longer listed within the Analytics for 8x8 Work interface.	Now available as a standalone report via the 8x8 Applications Panel. The relevant callstats data can also be accessed via 8x8 Work API.											
Integrating Communications into your Ecosystem												
Active Directory – authentication	Integrate with Active Directory to manage user access to 8x8 services	■	■	■	■	■	■	■	■	■	■	■
Single sign on	Use Single Sign-on for easy authentication		■	■	■	■	■	■	■	■	■	■
Okta integration	Create, update, deactivate and reactivate users. Automatically synchronize Okta Active Directory users and groups into 8x8 Configuration Manager.			■		■	■	■	■	■	■	■
Web dialler for web browser (Chrome, Internet Explorer)	Click any phone number on a website to instantly initiate a call through 8x8			■		■	■	■	■	■	■	■
Calendar integration (Google and Office 365 plugins)	Calendar integrations to start, join and edit 8x8 Meetings			■		■	■	■	■	■	■	■
G Suite integration	Plug-n-play integration with G Suite offers 8x8 features right within the G Suite experience. Features include click to call from within Gmail and Google Docs, call pop up, integrated search and extend connectivity to Salesforce.			■		■	■	■	■	■	■	■
Outlook integration <sup>5</sup>	Outlook plugin offers click to call from within the Outlook directory and emails			■		■	■	■	■	■	■	■
Integration with Skype for Business <sup>5</sup>	Initiate 8x8 call with one click within Skype for Business			■		■	■	■	■	■	■	■
Office 365 integration	Schedule, start or join meetings with our Office 365 plugin			■			■	■	■	■	■	■
8x8 Voice for Microsoft Teams	Direct routing integration with Microsoft Teams Phone		■	With X0-T	■	■	■	■	■	■	■	■
Slack Integration	Use '8x8' commands to add voice and video conferencing to Slack			■		■	■	■	■	■	■	■
Salesforce integration	8x8 for Salesforce offers call-control and screen pop with caller information, auto-logging of calls, notes, call recording and integrated search. The same integration supports UC and CC-based users						■	■	■	■	■	■
Microsoft Dynamics 365 integration	Integration features include click-to-call, window pop-up, auto logging of call, chat, voicemail, call recording						■	■	■	■	■	■
ServiceNow integration	8x8 Integration for ServiceNow combines IT service management and communications. Integration offers window pop up with caller information, auto logging for calls, chats, notes, call recording, and integrated search.						■	■	■	■	■	■
Zendesk integration	Integration offers window pop up with caller information, auto logging for calls, chats, notes, call recording, and integrated search						■	■	■	■	■	■
Netsuite integration	Combining communications and ERP to provide one experience. Integration offers window pop up with caller information, auto logging for calls and integrated search						■	■	■	■	■	■
Bullhorn integration	Improve productivity and boost placements with 8x8 and Bullhorn						■	■	■	■	■	■
200+ more integrations	8x8's framework allows quick integration with different user applications to provide a seamless experience					£	£	£	£	£	£	£
SD-WAN Solutions												
Partnership with Aryaka	Well tested SD-WAN solution for 8x8 services	■		■	■	■	■	■	■	■	■	■
Managed Technical Services	Combination of SD-WAN and premium customer support to offer better quality of service over existing network. 8x8 functions as single point of contact for both communications and VeloCloud's SD-WAN.	£		£	£	£	£	£	£	£	£	£
Security, Compliance, and Certifications <sup>6</sup>												
Enterprise grade security	Trusted by some of the largest enterprises globally	■	■	■	■	■	■	■	■	■	■	■
High industry SLA	End-to-end 99.999% uptime SLA with financial commitment	■	■	■	As per Microsoft	■	■	■	■	■	■	■



**Notes:**

5. Available for PC only.

6. Information on how Microsoft meets regulatory compliance standards is located [here](#).

\* XT Licenses have a minimum license commitment: 200 XT licenses with 20 8x8 Contact Centre licenses (X6, X7, X8)

Features	Description	Lobby	XT	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
Price (£ for 1-99 Users / 100-999 Users / 1,000+ users)		£4.00 / £3.50 / £3.00	£2.65*	£7.00 / £6.30 / £5.60	£3.99	£8.69 / £7.60 / £7.00	£18.62 / £17.00 / £13.95	£25.00/ £22.50 / £20.00	£34.00 / £32.00 / £29.00	£79.00 / £72.70 / £68.00	£99 / £95.70 / £92.40	£115.40 / £110.90 / £107.70
Security, Compliance, and Certifications (Continued) <sup>6</sup>												
Cloud Security Alliance (CSA) STAR	8x8 complies with international Cloud Security Alliance (CSA) requirements through the CSA's Cloud Controls Matrix (CCM).	■	■	■	■	■	■	■	■	■	■	■
FCC Customer Proprietary Network Information (CPNI)	8x8 complies with the Federal Communications Commission's CPNI regulations for protecting customer proprietary network information.	■	■	■	■	■	■	■	■	■	■	■
Health Information Trust Alliance (HITRUST)	8x8 services are HITRUST-certified, in accordance with the HITRUST Common Security Framework (CSF).	■	■	■	■	■	■	■	■	■	■	■
Health Insurance Portability and Accountability Act (HIPAA)	8x8 is third-party certified as a HIPAA-compliant business associate.	■	■	■	■	■	■	■	■	■	■	■
STIR/SHAKEN	8x8 signs all calls originating on its service using STIR/SHAKEN, in compliance with the FCC Robocall Mitigation program.	■	■	■	■	■	■	■	■	■	■	■
National Institute of Standards and Technology (NIST 800-53 R4) and Federal Information Security Management Act (FISMA)	8x8 meets the NIST—NIST 853 R4 standards, and complies with the Federal Information Security Management Act (FISMA), which is confirmed by third-party auditors.	■	■	■	■	■	■	■	■	■	■	■
Standard Contractual Clauses (SCC) apply for data transfers between EU and non-EU countries	This ensures appropriate safeguards for international data transfers involving personal data by the European Commission, including the United States.	■	■	■	■	■	■	■	■	■	■	■
ISO 27001:2013 and ISO 9001	8x8 is ISO 27001:2013 and ISO 9001 certified. ISO 27001 is an internationally recognized best practice framework for an information security management system. ISO 9001 sets out the criteria for a quality management system.	■	■	■	■	■	■	■	■	■	■	■
Certified PCI-DSS 3.2.1 SAQ-D solution provider	8x8 encrypts all voice + data in transit and storage to help customers achieve their PCI compliance; 8x8 meets PCI mandates to redact private cardholder data from recordings.	■	■	■	■	■	■	■	■	■	■	■
Data-in-motion encryption with SIP over TLS and SRTP	Data-in-motion encryption with Session Initiation Protocol (SIP) over Transport Layer Security (TLS) and Secure Real-time Transport Protocol (SRTP), enables full end-to-end encryption of 8x8 voice signalling and media streams to, and through, the 8x8 cloud.	■	■	■	■	■	■	■	■	■	■	■
EU GDPR compliance	8x8 was one of the first cloud computing companies to comply with GDPR and it continues to work closely with prominent US and EU law firms to stay ahead of evolving regulations.	■	■	■	■	■	■	■	■	■	■	■
UK Government G-Cloud supplier	8x8 is on G-Cloud, the UK government's online digital marketplace for the public sector. That makes it easy for public sector procurement of cloud technology.	■	■	■	■	■	■	■	■	■	■	■
UK Government Cyber Essentials Plus accreditation	8x8 holds the UK Cyber Essentials Plus accreditation and appears on the UK Network Services framework agreement for unified communications.	■	■	■	■	■	■	■	■	■	■	■
Australian Prudential Regulation Authority (APRA) compliance	8x8 has a comprehensive approach to risk assurance for cloud communications services in compliance with APRA mandates.	■	■	■	■	■	■	■	■	■	■	■
Data Residency	8x8 data centres are distributed across five continents, with a presence in the US, Canada, UK, Germany, Australia, and Hong Kong for region-specific jurisdiction.	■	■	■	■	■	■	■	■	■	■	■
Support and Training												
24/7 Support	24/7 global follow-the-sun Support	■	■	■	■	■	■	■	■	■	■	■
7 global support centres	7 support centres around the globe, co-location with Network Operations Centre	■	■	■	■	■	■	■	■	■	■	■
Self-service support portal	Access the global support team via our portal, chat or phone	■	■	■	■	■	■	■	■	■	■	■
Extensive knowledgebase	Access to the 8x8 Knowledge Base for 24/7/365 access to the latest product capabilities and best practices.	■	■	■	■	■	■	■	■	■	■	■
Network diagnostic tools	Tools that give specific measurements indicating network performance that affect VoIP call quality, including DNS service, network path characteristics, NAT/firewall/ router characteristics, packet loss rates, jitter levels (changes in network traffic deliverytimes), round trip network delay (latency) between your network and the 8x8 servers, and more	■	■	■	■	■	■	■	■	■	■	■
Basic online training	Free online training for end users and IT administrators	■	■	■	■	■	■	■	■	■	■	■
Advanced online or on-site training	Customized training and advanced topics for end users and IT administrators	£	£	£	£	£	£	£	£	£	£	£
Elite touch implementation services	Variety of implementation services based on deep best practices and flexible deployment methodology	£	£	£	£	£	£	£	£	£	£	£
Professional services	Build custom solutions and capabilities through the professional services team	£	£	£	£	£	£	£	£	£	£	£



**Notes:**

6. Information on how Microsoft meets regulatory compliance standards is located [here](#).

\* XT Licenses have a minimum license commitment: 200 XT licenses with 20 8x8 Contact Centre licenses (X6, X7, X8)



Features	Description	Lobby	XT	X0	X1-Gov	X1	X2	X3	X4	X6	X7	X8
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X Series Service Plans and bundled minutes <sup>7</sup>												
8x8 Work	Telephony Calling Zones	Internal calling only	Metered outbound calling <sup>1</sup>	Metered outbound calling	150 mins (Pooled per PBX)	Domestic (UK only)	14 Countries	32 Countries	48 Countries	48 Countries	48 Countries	48 Countries
8x8 Contact Centre (X6 Bundled, X7 Bundled, X8 Bundled)	Inclusive minutes are only applicable for the following SKUs: X6 Bundled, X7 Bundled,X8 Bundled. Standard X6, X7, X8 SKU have no minutes included.									4,000 (48 countries)	4,000 (48 countries)	4,000 (48 countries)

Global Calling Zones												
				United Kingdom	United Kingdom	United Kingdom	United Kingdom	United Kingdom	United Kingdom	United Kingdom	United Kingdom	United Kingdom
				United States	United States	United States	United States	United States	United States	United States	United States	United States
				Canada	Canada	Canada	Canada	Canada	Canada	Canada	Canada	Canada
				Australia	Australia	Australia	Australia	Australia	Australia	Australia	Australia	Australia
				France	France	France	France	France	France	France	France	France
				Germany	Germany	Germany	Germany	Germany	Germany	Germany	Germany	Germany
				Italy*	Italy*	Italy*	Italy*	Italy*	Italy*	Italy*	Italy*	Italy*
				Ireland	Ireland	Ireland	Ireland	Ireland	Ireland	Ireland	Ireland	Ireland
				Netherlands	Netherlands	Netherlands	Netherlands	Netherlands	Netherlands	Netherlands	Netherlands	Netherlands
				New Zealand	New Zealand	New Zealand	New Zealand	New Zealand	New Zealand	New Zealand	New Zealand	New Zealand
				Puerto Rico	Puerto Rico	Puerto Rico	Puerto Rico	Puerto Rico	Puerto Rico	Puerto Rico	Puerto Rico	Puerto Rico
				Spain	Spain	Spain	Spain	Spain	Spain	Spain	Spain	Spain
				Sweden	Sweden	Sweden	Sweden	Sweden	Sweden	Sweden	Sweden	Sweden
				Switzerland*	Switzerland*	Switzerland*	Switzerland*	Switzerland*	Switzerland*	Switzerland*	Switzerland*	Switzerland*
				Belgium	Belgium	Belgium	Belgium	Belgium	Belgium	Belgium	Belgium	Belgium
				Brazil*	Brazil*	Brazil*	Brazil*	Brazil*	Brazil*	Brazil*	Brazil*	Brazil*
				China	China	China	China	China	China	China	China	China
				Denmark	Denmark	Denmark	Denmark	Denmark	Denmark	Denmark	Denmark	Denmark
				Guam	Guam	Guam	Guam	Guam	Guam	Guam	Guam	Guam
				Hong Kong	Hong Kong	Hong Kong	Hong Kong	Hong Kong	Hong Kong	Hong Kong	Hong Kong	Hong Kong
				Hungary	Hungary	Hungary	Hungary	Hungary	Hungary	Hungary	Hungary	Hungary
				Israel	Israel	Israel	Israel	Israel	Israel	Israel	Israel	Israel
				Luxembourg*	Luxembourg*	Luxembourg*	Luxembourg*	Luxembourg*	Luxembourg*	Luxembourg*	Luxembourg*	Luxembourg*
				Malta	Malta	Malta	Malta	Malta	Malta	Malta	Malta	Malta
				Mexico	Mexico	Mexico	Mexico	Mexico	Mexico	Mexico	Mexico	Mexico
				Norway	Norway	Norway	Norway	Norway	Norway	Norway	Norway	Norway
				Poland*	Poland*	Poland*	Poland*	Poland*	Poland*	Poland*	Poland*	Poland*
				Portugal*	Portugal*	Portugal*	Portugal*	Portugal*	Portugal*	Portugal*	Portugal*	Portugal*
				Romania	Romania	Romania	Romania	Romania	Romania	Romania	Romania	Romania
				Slovakia	Slovakia	Slovakia	Slovakia	Slovakia	Slovakia	Slovakia	Slovakia	Slovakia
				South Korea	South Korea	South Korea	South Korea	South Korea	South Korea	South Korea	South Korea	South Korea
				Taiwan*	Taiwan*	Taiwan*	Taiwan*	Taiwan*	Taiwan*	Taiwan*	Taiwan*	Taiwan*
				Argentina*	Argentina*	Argentina*	Argentina*	Argentina*	Argentina*	Argentina*	Argentina*	Argentina*
				Chile	Chile	Chile	Chile	Chile	Chile	Chile	Chile	Chile
				Cyprus*	Cyprus*	Cyprus*	Cyprus*	Cyprus*	Cyprus*	Cyprus*	Cyprus*	Cyprus*
				Dominican Rep	Dominican Rep	Dominican Rep	Dominican Rep	Dominican Rep	Dominican Rep	Dominican Rep	Dominican Rep	Dominican Rep
				Finland	Finland	Finland	Finland	Finland	Finland	Finland	Finland	Finland
				Greece	Greece	Greece	Greece	Greece	Greece	Greece	Greece	Greece
				India	India	India	India	India	India	India	India	India
				Indonesia	Indonesia	Indonesia	Indonesia	Indonesia	Indonesia	Indonesia	Indonesia	Indonesia
				Japan*	Japan*	Japan*	Japan*	Japan*	Japan*	Japan*	Japan*	Japan*
				Malaysia	Malaysia	Malaysia	Malaysia	Malaysia	Malaysia	Malaysia	Malaysia	Malaysia
				Peru	Peru	Peru	Peru	Peru	Peru	Peru	Peru	Peru
				Russia*	Russia*	Russia*	Russia*	Russia*	Russia*	Russia*	Russia*	Russia*
				Singapore	Singapore	Singapore	Singapore	Singapore	Singapore	Singapore	Singapore	Singapore
				South Africa	South Africa	South Africa	South Africa	South Africa	South Africa	South Africa	South Africa	South Africa
				Thailand	Thailand	Thailand	Thailand	Thailand	Thailand	Thailand	Thailand	Thailand
				Turkey*	Turkey*	Turkey*	Turkey*	Turkey*	Turkey*	Turkey*	Turkey*	Turkey*



Notes:

7. Standard 8x8 outbound rates apply for local and international calls.  
Toll-free usage is charged separately \*Excludes Mobile, Special, and Premium Numbers.  
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DID Pricing					Important items to note
Tier 1	Tier 2	Tier 3	Tier 4	Tier 5 (unpublished)	<ul style="list-style-type: none"><li>■ All licences up to and including X4 can be mix-and-matched on the same system.</li><li>■ X6-X8 cannot be mixed—all contact centre licences on a single system must be the same.</li><li>■ X6-X8 includes all functionality of the X4 licence at no additional charge.</li><li>■ Calls made from the 8x8 Work on X6-X8 are not chargeable as per the normal X4 Bundles and will not be logged within the Contact Centre.</li><li>■ Calls made from the 8x8 Contact Centre or 8x8 Work Interface on X6-X8 are included on the 4000 minutes free log which comes with the primary X6-X8 licence.</li><li>■ All outbound and inbound calls (except toll-free, which are charged separately) for X6-X8 are logged as part of the 4000 inclusive unmetered minutes per seat.</li><li>■ The included minutes for X6-X8 can be pooled between users on the same PBX within the same calendar month only.</li><li>■ Virtual numbers need to be added to 8x8 Contact Centre Queues.</li><li>■ Virtual Numbers need to be added to 8x8 Contact Centre for direct agent connect.</li><li>■ Contact Centre Agents receive 30 Days of Call Recording as standard and additional days can be added for an additional cost. Screen Recording is an optional add-on.</li><li>■ If you intend to use the concurrent 8x8 Contact Centre licences Five named user licences are provided with each X6-X8 Contact Centre seat licence. One X4 licence is also provided with each X6-X8 licence. Please ensure that you order additional UC licences (X1-X4) as required.</li></ul>
First DID - £0	First DID - £0				
Additional DID Chargeable	All DID Chargeable	All DID Chargeable	All DID Chargeable	All DID Chargeable	
Australia	Austria	Argentina	Algeria	Belarus	
Canada	Belgium	Brazil	Bahrain	Grenada	
France	Benin	Chile	Barbados	Indonesia	
Germany	Bulgaria	China	Bosnia and Herzegovina	Madagascar	
Guadeloupe	Croatia	Cyprus	Cayman Islands	Mali	
Ireland	Czech Republic	Dominican Republic	Colombia	Philippines	
Italy	Denmark	Hong Kong	Costa Rica	Sri Lanka	
Netherlands	Estonia	Iceland	El Salvador	Taiwan	
Portugal	Finland	Israel	Georgia	Thailand	
Spain	French Guiana	Japan	Kyrgyzstan	Ukraine	
Sweden	Greece	Kazakhstan	Latvia		
United Kingdom	Hungary	Luxembourg	Mauritius		
United States	Kenya	Macedonia	Moldova		
	Lithuania	Malaysia	Tajikistan		
	Martinique	Malta	Trinidad and Tobago		
	Mayotte	Mexico	Venezuela		
	New Zealand	Montenegro			
	Norway	Namibia			
	Poland	Panama			
	Romania	Peru			
	Seychelles	Puerto Rico			
	Slovakia	Russia			
	Slovenia	Singapore			
	South Africa	South Korea			
	St Bartelemy	Turkey			
	St Martin	Uganda			
	Switzerland				

Deployment & Management Service	Day Rate	Poly (Polycom) Handset Descriptions	Charge Type	Cost	Poly (Polycom) Handset Descriptions (Contd.)	Charge Type	Cost
Project Manager	£850	Polycom VVX 101 – PoE	Connection	£44.32	Polycom VVX 411 – PoE – 24-months	Monthly	£4.01
Service Delivery Manager	£900	Polycom VVX 201 – PoE	Connection	£46.81	Polycom VVX 501 – PoE – 24-months	Monthly	£5.66
Solution Delivery Consultant	£800	Polycom VVX 301 – PoE	Connection	£71.94	Polycom VVX 601 – PoE – 24-months	Monthly	£7.08
Technical Specialist	£800	Polycom VVX 311 – PoE	Connection	£87.62	Polycom VVX 150 – PoE – 24-months	Monthly	£3.14
Senior Consultant	£850	Polycom VVX 401 – PoE	Connection	£93.77	Polycom VVX 250 – PoE – 24-months	Monthly	£6.32
Senior Solution Architect	£1,000	Polycom VVX 411 – PoE	Connection	£96.33	Polycom VVX 350 – PoE – 24-months	Monthly	£8.41
On-Site Support	£700	Polycom VVX 501 – PoE	Connection	£135.90	Polycom VVX 450 – PoE – 24-months	Monthly	£10.96
Site Survey (Inc Network Assessment)	£800	Polycom VVX 601 – PoE	Connection	£169.96	Polycom IP5000 Power Injector – 24-months	Monthly	£2.63
Go Live Support	£800	Polycom VVX 150 – PoE	Connection	£75.24	Polycom IP 5000 Speakerphone – 24-months	Monthly	£10.01
Phone Installation (Per Extension)	£15	Polycom VVX 250 – PoE	Connection	£151.66	Polycom IP6000 Power Injector – 24-months	Monthly	£2.63
Professional Services (Per Hour)	£180	Polycom VVX 350 – PoE	Connection	£201.82	Polycom IP 6000 Speakerphone – 24-months	Monthly	£15.51
		Polycom VVX 450 – PoE	Connection	£263.03	Polycom IP7000 Power Injector – 24-months	Monthly	£2.92
		Polycom IP5000 Power Injector	Connection	£63.00	Polycom IP 7000 Speakerphone – 24-months	Monthly	£22.36
		Polycom IP 5000 Speakerphone	Connection	£240.17			
		Polycom IP6000 Power Injector	Connection	£63.00			
		Polycom IP 6000 Speakerphone	Connection	£372.15			
		Polycom IP7000 Power Injector	Connection	£70.00			
		Polycom IP 7000 Speakerphone	Connection	£536.58			
		Polycom VVX 301/ 311/ 401/ 411 Power Supply	Connection	£13.20			
		Polycom Power Supply for VVX 150/250/350/450 - UK Plug		£20.24			
		Polycom Conference 7000 Power Supply	Connection	£63.00			
		Polycom Soundpoint 335/ 550 Power Supply	Connection	£8.36			
		Polycom Soundpoint 560/ 670 Power Supply	Connection	£12.72			
		Polycom VVX 101 – PoE – 24-months	Monthly	£1.85			
		Polycom VVX 201 – PoE – 24-months	Monthly	£1.95			
		Polycom VVX 301 – PoE – 24-months	Monthly	£3.00			
		Polycom VVX 311 – PoE – 24-months	Monthly	£3.65			
		Polycom VVX 401 – PoE – 24-months	Monthly	£3.91			





8x8 X Series Add-on Pricing

Description	Cost
Optional Add-ons	
8x8 Voice for MS Teams (Integration)	£4 per user per month
CRM Integrations i.e. Salesforce / Microsoft Dynamics	Individual SOW (£)
Intelligent IVR	Individual SOW (£)
CC Additional Named User	£18
Extra Voice Port	£9
Phone App	£7 per user per month

Optional 3<sup>rd</sup> Party Services

Description	Cost
Calabrio Teleopti	
Workforce Management (WFM) Standard: 25-99 agents	£15 per seat
Workforce Management (WFM) Advanced: 25-100 agents	£25 per seat
101 - 250 agents	£25 per seat
251 - 500 agents	£25 per seat
501+ agents	£25 per seat
Calabrio Teleopti Training:	
Express 25-100 agents	£12,000
Small 101-250 agents	£22,500
Medium 251-500 agents	£28,500
Large 501+ agents	SOW (£)
PCI PAL (for PCI-DSS Compliance)	
PCI PAL Concurrent Agent	£25
Cloud Provisioning Per AWS Region	£5,800
PCI Pal PS and PM Daily Charge	£1,600
Knowledge Base Management	
Verint (formerly Transversal)	Individual SOW (£)
Additional Support Options (above Standard Inclusive Customer Support)	
Premium Plus Customer Support	10% of Service Contract or Min of £1,000





Training Courses/Offerings	Charge Type	Cost
<b>Basic Level</b>		
<b>8x8 Work Administration and Configuration (self-paced)</b> This 2 hour and 30-minute 8x8 Work Administration and Configuration self-paced interactive course provides 8x8 Work administrators with the knowledge and skills necessary to perform common 8x8 Work administrative tasks	Per Seat	£ 480.00
<b>8x8 Contact Centre Administration and Configuration (self-paced)</b> This 3 hour self paced eLearning provides the foundational knowledge to administer and configure a Contact Centre.	Per Seat	£ 640.00
<b>8x8 Work Administration &amp; Configuration;</b> This 7.5 hour Live Virtual course + self-paced eLearning provides the foundational knowledge required to administer and configure 8x8 X-Series Telephony/UC. It provides customer scenarios and hands-on activities to configure VO settings using account manager.	Per Seat	£ 640.00
<b>8x8 Contact Centre Administration &amp; Configuration;</b> This 8 hour Live Virtual course (over 2 days) + self-paced eLearning provides the foundational knowledge required to administer and configure a Contact Centre. It provides customer scenarios and hands-on activities to configure standard VCC settings.	Per Seat	£ 960.00
<b>UK ONLY 8x8 Work Admin UK Onsite + Travel &amp; Expenses</b> 8x8 Instructor will deliver the 6 hour and 30 minute 8x8 Work Admin & Configuration course at the customer's site. Max enrolment 6	Per Engagement	£ 960.00
<b>UK ONLY 8x8 Contact Centre Onsite Admin&amp; Config + Travel &amp; Expenses</b> 8x8 Instructor will deliver the 7 hour and 30 minute VCC Admin & Configuration course at the customer's site. Media Channel will be Voice Contact Centre only. Max enrolment 6	Per Engagement	£ 1,520.00

Training Courses/Offerings	Charge Type	Cost
<b>Intermediate Level</b>		
<b>8x8 Work Analytics</b> This 1 hour and 30 minutes two course interactive self-paced curriculum gives you the knowledge and skills to manage and run 8x8 Work Analytics.	Per Seat	£ 160.00
<b>8x8 Contact Centre Analytics</b> This 1 hour self-paced 8x8 Contact Centre Analytics Course provides information on how to setup dashboards and wallboards to monitor agent status, resource availability and performance as well as queue status, custom metrics, and thresholds.	Per Seat	£ 160.00
<b>8x8 Contact Centre Multi-Channels (self-paced)</b> This 1 hour and 30 minute 8x8 Contact Centre Multi-Channels self-paced interactive course is a collection of three independent modules—providing 8x8 Contact Centre administrators with the knowledge and skills necessary to perform common administrative tasks for email, chat, and social channels.	Per Seat	£ 320.00
<b>Quality Management &amp; Speech Analytics</b> This 2 hour interactive self-paced course gives you the knowledge and skills to administer and manage Quality Management and Speech Analytics solutions.	Per Seat	£ 160.00
<b>8x8 Contact Centre Post Call Survey and Customer Experience</b> This 25 minute interactive self-paced course gives you the knowledge and skills to create and maintain post-call surveys and reviews the features and functionality of Customer Experience.	Per Seat	£ 80.00
Training Courses/Offerings	Charge Type	Cost
<b>Advanced Level</b>		
<b>8x8 Work Advanced Topics &amp; Troubleshooting</b> This 6 hour Live Virtual course combines discussions and group activities with hands-on practice to give students the necessary knowledge and skills to support and troubleshoot 8x8 Work solutions.	Per Seat	£ 1,200.00
<b>8x8 Contact Centre Advanced Topics &amp; Troubleshooting</b> This 4 hour Live Virtual course combines discussions and group activities with hands-on practice to give students the necessary knowledge and skills to support and troubleshoot 8x8 Contact Centre solutions.	Per Seat	£ 1,040.00

Training Courses/Offerings	Charge Type	Cost
<b>End User Training Options</b>		
<b>8x8 Work Customer Adoption Kit License - UK</b> 1.5 hour consulting session to walk customer through the kit components: - Introductory Email Template - Ramp up Plan - Self-paced eLearning - Equipment Resource Guide	Per Kit	£ 960.00
<b>8x8 Work Customer Adoption Kit License (SCORM) - UK</b> 1.5 hour consulting session to walk customer through the kit components: - Introductory Email Template - Ramp up Plan - Self-paced eLearning - Equipment Resource Guide - SCORM format	Per Kit	£ 1,440.00
<b>8x8 Contact Centre Customer Adoption Kit License - UK</b> 1.5 hour consulting session to walk customer through the kit components: - Introductory Email Template - Ramp up Plan - Self-paced eLearning - Equipment Resource Guide	Per Kit	£ 960.00
<b>8x8 Contact Centre Customer Adoption Kit License (SCORM) - UK</b> 1.5 hour consulting session to walk customer through the kit components: - Introductory Email Template - Ramp up Plan - Self-paced eLearning - Equipment Resource Guide - SCORM format	Per Kit	£ 1,440.00
<b>8x8 Work End User Remote Training Session</b> An instructor will guide end users through a remote training session and product demonstration introducing how to use 8x8 Work apps. Virtual sessions can accommodate 40 participants per session.	Per Session	£ 400.00
<b>8x8 Contact Centre Agent or Supervisor Remote Training Session</b> An instructor will guide agents or supervisors through a remote training session and product demonstration of how to use 8x8 Contact Centre. Virtual sessions can accommodate 40 participants per session.	Per Session	£ 400.00
<b>8x8 Work Onsite for End Users + Travel &amp; Expenses</b> 8x8 Instructor will deliver the End User training content at the customer's site. Max of 5 sessions per day / 20 people per session	Per Day	£ 2,240.00
<b>8x8 Contact Centre Onsite for Agents &amp; Supervisors + Travel &amp; Expenses</b> 8x8 Instructor will deliver the End User training content at the customer's site. Max of 5 sessions per day / 20 people per session	Per Day	£ 2,240.00



8x8 CPaaS Offerings

SMS Messaging

Deliver business critical alerts, notifications, updates and verification codes to users via Outbound SMS.

Choose from integrating the 8x8 Messaging API directly into an application, or use the 8x8 Connect portal to upload campaigns via .csv files.

Local UK Virtual numbers are available, enabling users to respond to messages.

Description	Charge Type	Cost
Account Set Up Fee (API or Online Portal)	Per Account	£500
24/7/365 Support Monthly Fee	Per Account	£250
UK - Per Message Fee	Per Message	£0.05
10,000 SMS Bundle	Per Bundle	£450
50,000 SMS Bundle	Per Bundle	£2000
100,000 SMS Bundle	Per Bundle	£3000
UK - Virtual Number Set-Up Fee	Per Number	£10
UK - Virtual Number Monthly Fee	Per Number	£10

WhatsApp

Enable users to send inbound customer service requests to a verified WhatsApp Business phone number.

Choose from integrating the 8x8 Chat Apps API directly into an application or server, leverage partner integrations with Zendesk/Salesforce, or use the 8x8 Converse portal to support 2-way conversations via WhatsApp.

Includes support for rich media including images and QR codes to simplify the conversation initiation flow.

Description	Charge Type	Rate or Charge Type
Account Set Up Fee (API or Portal)	Per WhatsApp Business Number	£500
Monthly Maintenance Fee	Per WhatsApp Business Number	£500
8x8 Message Fee (In and Out)	Per Message	£0.004
UK - WhatsApp Conversation Fee (Business-Initiated)	Per Conversation	£0.0467
UK - WhatsApp Conversation Fee (User-Initiated)	Per Conversation	£0.0208

8x8 CPaaS Offerings (Contd.)

Video Interaction

Enable customers to start a live video chat with support agents to solve issues faster with real-time virtual problem diagnostics.

Calls are initiated via a URL link sent to the users phone number via an SMS message, avoiding the need for downloading any third party apps or software.

Key features include Call Recording, Geolocation sharing, Remote camera control and integrated chat.

Description	Charge Type	Rate or Charge Type
Account Set Up Fee	Per Account	£1000
24/7/365 Support Monthly Fee	Per Account	£350
Agent License Fee (includes Call Recording)	Per Agent	£60
10,000 SMS Bundle	Per Bundle	£500