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OPUS BUSINESS SYSTEMS LIMITED

 **GOV.UK** Digital Marketplace

G-Cloud 15

8x8 Service Definition

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Change Control

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Amendment Record

Version	Date	Status	Comments
1.0	27/01/2026	Issued	First Release

About Opus

Opus stands as a prominent UK-based provider of unified communications, collaboration, contact centre, and remote working solutions. With our headquarters located in Surrey, our dedicated team of over 120 highly skilled technical consultants, project managers, and account management specialists has successfully served more than 2,500 customers. Collaborating closely with you, we strive to gain a comprehensive understanding of your requirements, enabling us to deliver tailored telephony and IT solutions that elevate your service quality, optimise operational costs, and boost staff productivity.

Opus takes immense pride in our extensive collection of industry accolades, solidifying our position as one of the premier managed service providers (MSP) in the UK. Our commitment to excellence is further underscored by our ISO9001, ISO14001, ISO27001, and Cyber Essentials Plus accreditations, demonstrating our steadfast dedication to maintaining the highest standards of quality and security.

A key strength of Opus lies in its independence, which empowers us to offer impartial advice and recommendations regarding the most suitable hardware, software solutions, and cost-effective business-class network providers. We supply business communications solutions that are built to withstand the rigorous demands of our customer's organisations, ensuring robustness and reliability in every aspect.

Celebrating Our Best Companies Achievement

Best Companies Accreditation is one of the most respected benchmarks for workplace excellence in the UK. This recognition is based entirely on employee feedback, measured through Best Companies' unique BCI scoring framework. It represents the highest standard for organisations that truly put their people first.

Accredited organisations meet rigorous criteria through anonymised survey data and the BCI scoring system, earning official recognition for their commitment to employee engagement. For Opus, this accreditation reflects our unwavering dedication to creating a culture where our people thrive. It demonstrates that workplace engagement isn't just a priority—it's a vital part of our success.

Opus has been recognised for the second time as '3 Star – World Class' in our 2025 Best Companies survey, and at the Best Companies 2025 Big Reveal Event in November, Opus was proud to achieve the following outstanding results:

- No. 1 in the Business Services category
- No. 5 among companies in the South East
- No. 6 in the UK Mid-Sized Companies rankings

These accolades highlight our commitment to fostering an exceptional employee experience and reinforce our belief that engaged teams drive exceptional outcomes.



Our Story

Established in 1992 under the visionary leadership of our Chief Executive, Michael O'Donnell, Opus has evolved into a thriving organisation while preserving the ethos of a compassionate, customer-centric business. Our unwavering commitment to our people lies at the core of everything we do, fostering an environment where they can flourish and excel with ample support.

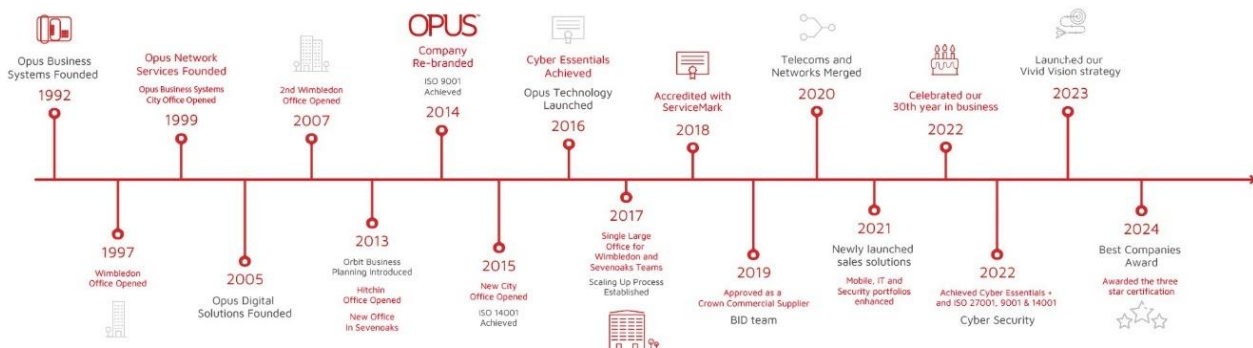
Inspired by his own quest for a communications company that could meet his specific needs, Michael founded Opus with a clear vision: to provide personalised, expert support - an aspect that remains integral to our operations to this day.

At Opus, we are driven by the goal of comprehending our clients' strategic objectives and crafting tailored technology roadmaps to accompany them on their unique journey. Our team of highly qualified solution designers, engineers, project managers, and account managers based in the UK are dedicated to delivering optimal results.

Our services are backed by accreditation from the Institute of Customer Services, ensuring that our customers consistently receive superior service and support. This accreditation serves as a testament to our unwavering commitment to providing exceptional experiences at all times.

Opus thrives on fostering close working partnerships with world-class, industry leading product suppliers. This strategic collaboration grants us access to rapid and reliable industry knowledge and the latest technologies, while also providing the commercial flexibility afforded by a diverse range of vendors.

Our History



Our Partners

Opus brings together a carefully curated selection of top-tier products and services, seamlessly integrating them into comprehensive, end-to-end solutions that are fully managed and supported for our valued customers.

Our commitment to excellence is reflected in our strategic partnerships with a select few industry-leading manufacturers. These trusted relationships are built on strong foundations, enabling us to collaborate closely and deliver reliable solutions that exemplify the very best in their respective fields. By handpicking our partners, we ensure that we can provide purposeful technology solutions that meet the unique needs of our customers.

Working in tandem with our partners, we actively engage in understanding and shaping the development of new services. As a trusted technology partner, we empower our clients to make

informed decisions about the technologies they adopt, guiding them towards optimal solutions that align with their goals and objectives.

We are dedicated to attaining the highest level of accreditation with all our vendor partners. This commitment equips us with the expertise and resources needed to consistently deliver the highest standard of service and support to our customers. By staying at the forefront of technological advancements and maintaining strong relationships with our partners, we ensure that our customers receive industry-leading solutions and unparalleled support throughout their journey with Opus.

Best Practice

Our knowledge and experience mean that more projects succeed, and more customer expectations are met.



Social Value

Opus is currently progressing towards B-Corp certification and has entered the verification stage of our application. As part of this journey, we have streamlined processes to better reflect and optimise our core values. Our policies place stakeholders and shareholders at the forefront, with a strong commitment to generating a positive social and environmental impact.

We provide our staff with opportunities to volunteer within their local communities or near our head office in Reigate. Additionally, we have identified and support specific charities that align with our values. Our commitment to charitable activities is growing, and we expect this trend to continue as our business expands. We have established a long-term relationship with one charity for over a decade and are cultivating connections with two more.



Driven by our CEO, our philanthropic efforts include a sponsored STEM scholarship, reflecting our desire to support industry development. For over 11 years, we have supported Polar Bear International, which works to conserve sea ice and provide global best practices.



We also support Renewed Hope, a local food bank and support service for the homeless and vulnerable, and The Lucy Rayner Foundation, a staff-selected mental health charity that offers workshops and training for our staff.



We are deepening our relationships with these charities to develop unique projects aligned with our core values. Throughout the year, we have supported several additional charities, including The Samson Centre, Against Breast Cancer, a local SEN nursery, and a local girls' football team, contributing over £23,000 in charitable donations.

Our engagement extends to our suppliers and customers, encouraging them to join us in our charitable ventures—a focus we plan to expand over the next five years. We actively collect feedback from our staff on volunteering opportunities and charity selections, as well as from the charities themselves, helping us understand our impact and improve our efforts for the next financial year.



We assist our customers to maximise social, economic, and environmental wellbeing of local communities in accordance with The Public Services (Social Value) Act 2012, The Procurement Reform (Scotland) Act 2014 and The Wellbeing of Future Generations (Wales) Act 2015. We have a direct responsibility to the communities in which we operate to maximise social value in terms of economic, social, and environmental wellbeing. We conduct our business socially and ethically. We obey the law, encourage universal human rights, and protect the environment. We aim to create an environment that not only embraces creativity and diversity but is financially rewarding for the people who believe in us.

Opus and 8x8

Opus is an accredited 8x8 platinum partner and reseller and is working in partnership with 8x8 to provide these services.

Opus can provide the full 8x8 solution portfolio which includes voice (UCaaS), video, chat and contact centre solutions (CCaaS), designed to accommodate the needs of the Public Sector.



Leveraging our exceptional service offerings, Opus empowers clients to seamlessly integrate 8x8 technology, elevating their customer experience with the assurance of support from our service desk staffed by vendor-trained, specialist engineers.

In the realm of G-Cloud procurement, including for the UK Public Sector, fiscal restraint remains a constant. Public Sector entities, amidst the urgency to enable remote work and maintain service delivery, encountered hurdles posed by disparate and costly communication technologies lacking in functionality, upgradeability, and analytical insights.

Now, as these organisations transition to accommodating new workflows and service delivery methods, a strategic shift towards an enterprise architecture/platform approach to communications is imperative.

Given the accelerated adoption of remote work due to the pandemic, organisations are reassessing their communication infrastructures for long-term viability. The Opus 8x8 Solution consolidates various communication tools to facilitate new workflows and service delivery methods, promoting sustainable evolution.

Opus presents a robust cloud communications platform prioritising effectiveness, efficiency, and user-friendliness. With a focus on current needs and future scalability, it ensures smooth transitions and empowers staff to deliver services reliably at reduced costs. This overview details our service

options, spanning telephony, chat, messaging, meetings, contact centre solutions, real-time analytics, and collaborative partnerships for success.

As customer and employee experiences increasingly revolve around digital interactions and connectivity, forward-thinking organisations recognise the importance of superior customer experience, which correlates with enhanced loyalty and revenue. The Opus 8x8 offering bridges the gap between unified communications and contact centre solutions, offering a comprehensive platform for customer and employee engagement.

By facilitating seamless communication across various platforms and channels, Opus enables organisations to drive revenue, trim costs, and adapt to evolving landscapes. With its integrated platform ensuring reliability, security, and value, Opus empowers organisations to thrive in the digital age.

Key features include:

- Omnichannel contact centre solutions
- Conversational AI for automated self-service
- Workforce engagement management applications
- Enterprise-grade PBX features
- Encrypted video meetings
- Business SMS/MMS and internet fax
- Unified administration capabilities
- Streamlined workflows and integrations with productivity tools
- Extensive API library for customisation
- Personalised experiences for various organisational roles

Opus understands the diverse communication needs within organisations and offers customisable plans to cater to various roles. Through ongoing innovation and a dedication to improving the customer journey, Opus ensures exceptional experiences both within and beyond the contact centre.

Introducing the 8x8 solution, delivering seamless customer and employee experiences globally, regardless of location or device. The 8x8 platform distinguishes itself with its unwavering focus on customer satisfaction, acknowledged as a top priority for three consecutive years.

At the heart of the Opus solution lies the 8x8 groundbreaking eXperience Communications Platform, a cloud-based solution pioneering integrated communications and contact centre services. It supports digital transformation endeavours, providing extensive geographic coverage and robust security measures.

Here's what sets the 8x8 solution apart:

- **Unified Customer Experience:** The 8x8 platform guarantees consistent customer experience across all touchpoints, fostering collaboration among different teams and people.
- **Enhanced Customer Journey:** With comprehensive support for voice and digital channels, complemented by AI-driven self-service options, customers can swiftly find tailored solutions.
- **Seamless Collaboration:** Features like Expert Connect empower agents to efficiently resolve issues by tapping into organisational expertise worldwide.
- **Expanded Feature Set:** Going beyond traditional contact centre features, our solution offers tools like Quality Management and Speech Analytics to all users, boosting overall productivity.
- **Reliability and Support:** Backed by a 99.999% uptime SLA and round-the-clock support, we ensure uninterrupted service for our global customers.

Furthermore, the Opus 8x8 Solution streamlines licensing, provisioning, and support processes, resulting in significant time and cost savings. By integrating UC and contact centre capabilities, we provide a unified platform that enhances productivity and delivers exceptional customer experiences.

Enhanced Insights

Opus empowers organisations with robust analytics capabilities, allowing them to assess customer sentiment and preferences comprehensively. This data-driven approach enables proactive adjustments in real-time, ultimately enhancing the overall customer experience.

Supports Flexible Work Models

Opus offers a unified platform for seamless communication and collaboration, catering to employees whether they're in the office, working remotely, or on the move. This adaptability ensures ongoing engagement remains consistent across various work settings.

Cloud-native Innovation

As a leader in integrated cloud communications, Opus assists organisations on their path to digital transformation. Through its unified communications and contact centre solution, Opus provides a simplified approach to addressing changing business requirements, supporting companies as they evolve.

Seamless Deployment

The Opus deployment model is designed to minimise disruption and maximise value. Whether it's a standard implementation or a tailored approach for complex requirements, our experienced teams ensure a smooth transition.

Scalability and Flexibility

With Opus, organisations can scale their communication infrastructure effortlessly, without compromising on features or complexity. The cloud-native environment offers predictable costs and enables rapid upgrades and updates.

Transparent Service

Opus provides complete transparency through live service status dashboards and proactive notifications, ensuring reliability and peace of mind for customers.

Key Differentiators:

- Concurrent deployment of UC and CC
- Robust migration plan
- Unlimited network assessments

Services Overview

8x8 supports UK public sector organisations under pressure to modernise communications with a secure, resilient communication platform that delivers value for money. The 8x8® Platform for CX™ brings together unified communications and contact centre capabilities, supporting both internal collaboration and customer engagement through a single, cohesive solution.

The 8x8 Platform for CX complements communications for everyone across the organisation by aligning Unified Communications and Contact Centre operations. By connecting front-office contact centres with back-office teams, organisations across the public sector can reduce hand-offs, improve information flow, and resolve enquiries more efficiently. This joined-up approach supports better outcomes for service users while improving the day-to-day effectiveness of staff.

Modernisation is achieved without unnecessary disruption. The 8x8 solution enables a phased move away from legacy telephony and fragmented contact centre tools, delivered through a scalable cloud architecture that supports hybrid working and integrates with existing systems, to minimise disruption to essential customer services. Open APIs enable safe and controlled data sharing, allowing organisations to extend functionality, integrate line-of-business applications and make better use of operational data. Native Microsoft Teams integration breaks down barriers to adoption and ensures communications fit naturally into existing collaboration environments.

Mitigating risk is central to the platform. The solution provides enterprise-grade security, resilience and governance aligned to UK public sector expectations, enabling organisations to adopt cloud communications with confidence while maintaining control over data and service availability.

Operational efficiency and continuous improvement are supported through built-in reporting and analytics, providing visibility across Unified Communications and Contact Centre operations. These insights help teams identify trends, manage performance, and make evidence-based improvements to services.

Through G-Cloud, the 8x8 solution offers buyers an easy-to-purchase, secure and scalable communications platform with customisable workspaces. Our implementation, migration and optimisation support ensures solutions are delivered in line with technical, operational and security requirements, by UK based, ITIL qualified project teams to meet today's needs while providing a solid future-proof foundation for change.

For a full feature listing visit [Appendix A](#).

The Solution - The 8x8 Platform for CX™

The 8x8 Platform for CX brings customer and employee experience together with contact centre, voice, video, chat, and APIs on one cloud-native platform. It erases the boundary between Unified Communications as a Service (UCaaS) and Contact Centre as a Service (CCaaS) to help UK public services, including health, education and government bodies drive satisfaction and modern communications experiences that reduce costs, and optimise operations for the new world of work.

With one integrated platform for customer engagement and employee communications, public sector organisations can respond to customer inquiries while maintaining the context and content of each interaction as it progresses through the customer journey to support data-driven decision making.



One platform. Every communications experience.

The 8x8 Platform for CX helps organisations across the UK public sector landscape deliver better services with fewer resources, while managing complex organisational structures and legacy systems. According to Metrigy research, organisations adopting an integrated UC and CC platform achieve a 23% efficiency gain, driven by improved internal collaboration and more effective service delivery.

Agents and knowledge workers can communicate more easily, reducing frustration and improving job satisfaction. The single integration framework connects communications with productivity tools and CRM applications, while open, embeddable APIs support low-code and no-code customisation, particularly within omnichannel contact centre environments.

Assurance for critical public-facing and internal services is provided with a financially backed 99.999% uptime SLA. Unlike standalone or bundled solutions, 8x8 operates under a single, platform-wide SLA and security framework, delivering one point of accountability for governance, security, compliance, and data privacy. Interaction journey analytics and contextual handoffs break down barriers between departments and teams and provide a 360-degree view of interactions. With a single product roadmap, 8x8 extends capabilities such as quality management, speech analytics, workforce engagement, and sentiment analysis across the organisation.

Interaction Journey Analytics

8x8 interaction journey analytics provide visibility across the full lifecycle of an interaction, capturing context as it moves between channels, teams, and roles. Contextual handoffs ensure that when an enquiry is passed on, key information travels with it, reducing repetition and delays for service users. We blend industry-leading AI technology with our platform to support next-best actions, provide interaction journey analytics, and deliver a 360-degree view of interactions. The outcome is faster resolution, better-informed staff, and a more joined-up experience across public services.

Consistent Functionality across UCaaS and CCaaS

8x8 delivers consistent functionality across unified communications and contact centre services, connecting teams and departments across local and central government and making features such as quality management, speech analytics, workforce engagement, and sentiment analysis available beyond the contact centre. This consistency ensures staff have access to the same insight, simplifies

training, governance and reporting and improves collaboration, for more consistent, joined-up service delivery, and better use of data across the organisation.

Industry-Leading Security and Compliance

Platform Reliability and Uptime

The 8x8 Platform for CX is designed to protect the confidentiality, integrity, and availability of communications data across unified communications and contact centre services. The platform operates under a single security framework covering voice, video, messaging, contact centre and APIs. 8x8 is certified to ISO/IEC 27001 and operates in line with GDPR requirements, supporting UK public sector obligations for data protection and governance. End-to-end encryption is applied to voice and video services, and access controls are enforced consistently across all users and services

Service Availability and Resilience

The service is backed by a financially supported, platform-wide 99.999% uptime SLA across both UCaaS and CCaaS, providing contractual assurance for business-critical services.

Availability is delivered through four layers of redundancy: infrastructure, platform, data and geographic. Services are delivered from more than 35 public and private cloud regions, with automatic failover and no single points of failure. This architecture supports continuity of service during infrastructure, network, or regional disruptions.

Operational Security and Monitoring

8x8 operates 24/7 Network Operations Centres providing continuous monitoring of applications, infrastructure, and carrier connectivity. Proactive monitoring enables issues to be identified and addressed before they impact service users. Customers have access to a public service status dashboard and can subscribe to incident notifications, supporting transparency and operational assurance.

8x8's unique architecture reaffirms our long-term customer commitment to stability and performance.

Key highlights

Reliability	Quality	Security
- Platform-wide 99.999% uptime SLA across UCaaS and CCaaS 35+ public and private data cloud regions worldwide - Four layers of redundancy: infrastructure, platform, data and geographic - Public Service Status dashboard with live historical uptime visibility 24/7 NOC with proactive monitoring	- Patented Global Reach™ routing - Highest voice quality across the globe; Average 4+ MOS - Bandwidth estimation and video adaptivity algorithms for the highest video quality - Platform-wide quality and performance analytics to support operations assurance and troubleshooting	- Adheres to the highest security standards - Meets all requirements for ISO/IEC 27001, ISO14001, NHS DSP Toolkit, NCSC/NPSA - Certified PCI, GDPR, Cyber Essentials Plus, SOC 2 - UK data sovereignty - End-to-end encryption for voice and video communications

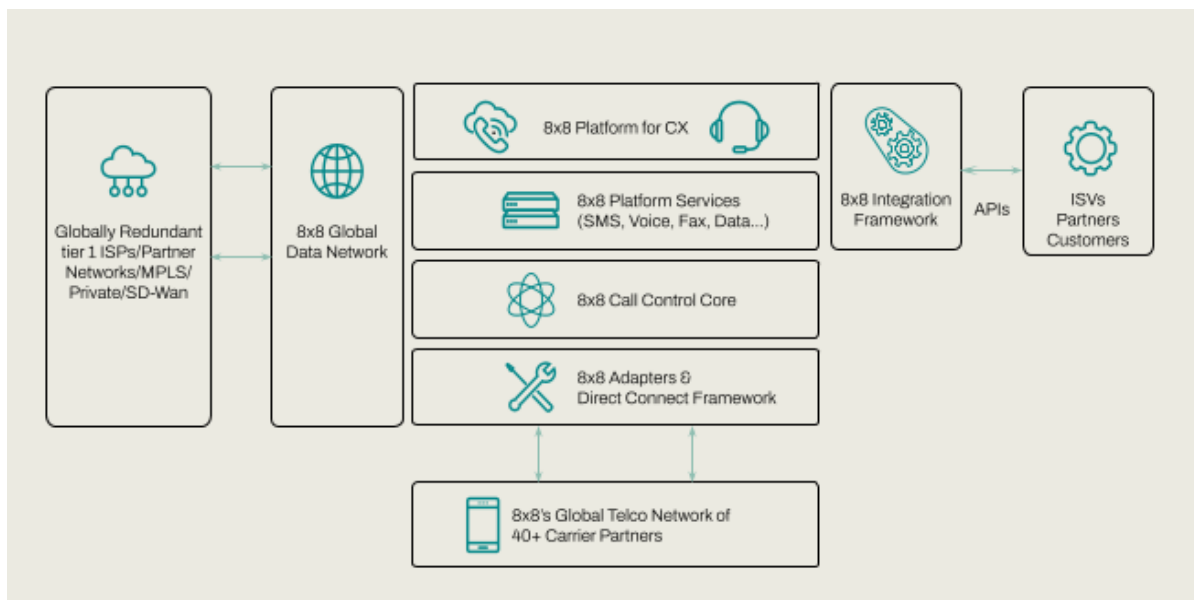
Redundancy

The 8x8 Platform for CX is delivered from top-tier (Tier 3+) data centres designed to support high availability and resilience. Each data centre is connected to multiple Tier 1 internet service providers through redundant links and private connections, and to multiple PSTN carriers. This approach reduces dependency on any single provider and supports consistent service delivery across regions.

The platform uses clustered architecture from hardware through to the application layer, including redundant power supplies, uninterruptible power systems and replicated data across geographically separate data centres. The service is fault tolerant and designed with no single points of failure. Core services continue to operate in the event of a server, cluster or database failure, and core telephony services are designed to remain available even if an entire data centre is lost. Failover occurs automatically without customer intervention.

In the event of local power or connectivity issues, users can continue working using alternative networks or the 8x8 mobile application. This supports continuity for hybrid and remote working and helps ensure that public-facing and internal services remain accessible during local or regional disruption.

The 8x8 Platform for CX - Platform Resilience



Supplier Accountability and Governance

8x8 delivers Unified Communications and Contact Centre services through a single, integrated platform with one SLA, one security model and one point of accountability. This reduces risk associated with multi-vendor environments and simplifies compliance, incident management, and audit processes. Centralised administration and controlled change management support consistent governance across the organisation. The outcome is a secure, resilient communications service aligned to UK public sector security and assurance requirements.

8x8 Global Reach™ and Ensuring Call Quality

The 8x8 Platform for CX uses patented Global Reach™ routing and built-in network intelligence to support consistent voice and video quality across cloud communications services. This helps address common challenges faced by UK public service organisations, including variable network conditions, hybrid working environments and reliance on public internet connectivity. Routing

decisions are made in real time, taking account of current internet and carrier network performance to select the most reliable path for each interaction.

The platform is designed to minimise the impact of latency, packet loss, and jitter, supporting stable communications even where network quality fluctuates. Traffic is automatically routed across multiple Tier 1 internet service providers and public switched telephone network (PSTN) carriers within each service region, supporting resilience and local data handling requirements. This architecture is supported by relationships with a broad global carrier and ISP ecosystem and is underpinned by a platform-wide, financially backed 99.999% uptime SLA. The outcome is reliable, high-quality communications that support service continuity for both internal users and customer-facing services.

8x8 has relationships with 200+ global carriers and peering's with 20+ top-tier ISPs and networks to provide the best possible voice quality by routing phone calls via the best carrier with the shortest path.

System Monitoring and Incident Management

8x8 has Network Operations centres (NOC) in the USA, EU, and UK, monitoring 8x8 services 24x7x365 and providing follow-the-sun coverage. All applications, services, and infrastructure are monitored, utilising sophisticated, proprietary, in-house developed tools and plug-ins. All aspects of the service delivery, including the health and performance of the systems, network, application, and underlying carriers, are closely monitored.

Additionally, 8x8 utilises industry-leading monitoring solutions that feed alerts to core systems, sending notifications to 8x8's NOC, Operations, and Engineering teams to address system anomalies before they become customer-impacting events.

This enables them to pinpoint geographic areas or specific customers where service appears to be degrading, enabling 8x8 to proactively look at solutions before the problem becomes noticeable to the customer.

Failover to alternate servers or data centres can be triggered automatically or by the 8x8 NOC to ensure maximum availability for our customers.

8x8 has an Incident Management programme that reviews incidents, drives root cause analysis (RCA), and tracks the implementation of any necessary actions to prevent future recurrence.

Mitigating Downtime Risks

The 8x8 Platform for CX is built using a modern, cloud-based architecture designed to support reliable service delivery at scale. The platform uses a microservices approach, allowing updates and improvements to be introduced in a controlled manner without disrupting live services. Automated testing and deployment processes reduce the risk of change and support ongoing service improvement, which is important for organisations operating critical public services.

8x8 is responsible for the ongoing operation of the platform, including monitoring, maintenance, and fault resolution in live environments. Systems are monitored continuously to identify and address issues before they impact users. This approach supports high availability while ensuring that security controls and governance processes are applied consistently. The outcome is a stable, well-managed service that can evolve over time without compromising reliability or compliance.

Call Quality Analytics

8x8 provides performance and usage analytics that give IT and service teams clear visibility into communications quality and service demand. Quality of Service reporting uses industry-standard

Mean Opinion Score (MOS) measurements on every call, helping teams identify and address network or connectivity issues before they affect users or service delivery. Analytics are available in real time and historically at user, queue, and organisation level, supported by detailed call records including caller ID, duration, and origin. Open APIs enable integration with external business intelligence and reporting tools, supporting operational monitoring, governance, statutory reporting, and continuous service improvement.

Security, Patents and Compliance

8x8 operates a globally distributed cloud communications platform supported by a large portfolio of patents covering core areas such as platform architecture, service reliability, and UX design. This reflects sustained investment in building and operating communications services at scale. Security is designed into the platform from the outset, with controls focused on protecting the confidentiality, integrity, and availability of customer data.

8x8 maintains recognised security and compliance certifications relevant to UK public service requirements and applies a consistent security framework across all services. Secure architecture, development, and operational practices are embedded across the organisation and supported by formal governance processes. This approach enables organisations delivering public services to meet regulatory and assurance obligations, manage risk effectively and operate communications services with confidence.

Unified Communications

8x8 Work®

8x8 Work® provides public sector organisations with secure, cloud-based unified communications for voice, video, messaging, and meetings, supporting the needs of hybrid and distributed teams. It replaces fragmented legacy telephony and collaboration tools with a single, integrated platform that is easier to manage and more resilient. Native Microsoft Teams integration enables users to make and receive external calls directly within Teams, maximising existing investments, reducing resistance to change and minimising training requirements.

The platform supports access to communications through the 8x8 Work application or within the tools staff already use. It operates across desktop and mobile devices, connecting departments, enabling seamless movement between locations, and working patterns without loss of service or context.

Centralised administration allows IT teams to provision, manage and scale users from a single interface, reducing operational overhead and dependency on multiple systems or suppliers.

8x8 Work integrates with over 40 business and productivity applications, including Salesforce and ServiceNow, through a single integration framework. This helps staff access communications in the context of their day-to-day to support joined up working across teams and services. For organisations with mixed user needs, this flexibility supports consistent service delivery while avoiding disruption.

Enterprise-grade telephony features, including intelligent call routing and multi-level auto attendants, help ensure calls reach the right person first time, supporting internal service desks and customer-facing teams. AI-generated transcriptions and summaries reduce manual follow-up, while integrated meetings, chat and presence support quicker decisions and clearer communication. The outcome is reduced rework, better use of staff time and more responsive public services.

8x8 Work Analytics for service management and monitoring

8x8 Work Analytics provides visibility into usage, performance, and call quality across unified communications services. This supports public sector requirements for transparency, capacity planning, and value for money. IT and digital teams can identify issues affecting service reliability, understand adoption across departments and make evidence-based decisions. Reporting is available without additional tooling or manual effort. The outcome is improved service resilience, clearer operational oversight and insight that supports continuous improvement.

8x8 Mobile Admin for ease of operational control

8x8 Mobile Admin enables secure, role-based administration of users and services from a mobile device. This supports public sector IT teams responsible for critical services outside normal working hours. Changes can be made quickly in response to incidents or staffing changes, reducing delays and operational risk. The outcome is faster response, improved service continuity and reduced reliance on specialist access or manual processes.

8x8 Frontdesk™ for service accessibility and call handling

8x8 Frontdesk™ provides a modern, cloud-based receptionist solution that supports remote and hybrid working. It enables consistent call handling across services, locations, and departments, helping organisations meet accessibility and availability expectations. Calls are routed accurately, reducing missed contacts and unnecessary transfers. The outcome is improved access to services, greater operational resilience and a reliable first point of contact for customers and service users..

8x8 Conversation IQ™ for quality management and speech analytics

8x8 Conversation IQ™ delivers insight into voice and digital interactions to support quality assurance and service improvement. It helps identify trends, training needs, and process issues without intrusive monitoring. This supports public sector requirements for accountability and consistent service delivery. The outcome is better-informed teams, improved service quality, and evidence to support continuous improvement initiatives.

8x8 Call Recording and Storage for Data Management and Audit

8x8 provides secure call recording and storage with configurable retention and access controls aligned to public sector governance requirements. Recordings support compliance, safeguarding, complaints handling and audit processes. Centralised management reduces risk and removes reliance on local systems. The outcome is improved accountability, reduced operational risk and confidence that sensitive data is handled appropriately.

8x8 Engage™ for Integrated service delivery

8x8 Engage™ builds on your existing Unified Communications investment, giving expert teams across the organisation access to contact-centre-grade capabilities without the cost, complexity, or cultural shift of becoming a contact centre. Teams continue to use familiar tools while gaining access to capabilities such as intelligent call routing, call queues, web, and queued call-backs, call recording, post-interaction surveys, and real-time reporting and dashboards. This supports a more joined-up approach to service delivery, helping public sector teams resolve enquiries efficiently while maintaining consistent oversight and governance.

BYOC (Bring your own carrier) for Interoperability

8x8 BYOC allows organisations to retain existing telephony carriers while adopting cloud Platform for CX services. This supports phased migration, regional requirements and existing contracts,

reducing commercial and operational risk. The outcome is a flexible, lower-risk approach to modernisation aligned to public sector procurement and transformation programmes.

AI at the Core

The 8x8 Platform for CX has AI at its core to support the delivery of public sector services through automation and improved use of data. AI enables organisations to design goal-driven automation using configurable tools and templates, reducing reliance on rigid, rule-based workflows, and supporting faster adaptation to changing demand.

Across the platform, built-in AI capabilities and optional add-on solutions for UC and CC support the creation of agentic agents, real-time agent guidance, self-service, call routing, workforce management, and quality management. Analytics and reporting provide visibility into performance and outcomes. AI tools, templates, and preconfigured capabilities help public service organisations adopt AI incrementally, improving consistency, efficiency, and service quality without increasing operational complexity.

Contact Centre

Omnichannel

8x8 Omnichannel enables public sector contact centres to manage voice, email, web chat, SMS, RCS, and other digital channels through a single platform. These address growing customer expectations for choice and accessibility while reducing the operational burden of managing separate systems. Interactions are routed consistently, with full context retained across channels. The outcome is improved access to services, reduced repeat contact and a more coherent experience for service users, regardless of how they choose to engage.

8x8 Agent Workspace™

8x8 Agent Workspace™ provides public sector teams with a single, intuitive interface for handling customer interactions across channels. It brings customer data, interaction history, and collaboration tools into one view, reducing training time and cognitive load while supporting faster resolution, consistent service delivery, and effective collaboration with back-office teams.

8x8 Supervisor Workspace™

8x8 Supervisor Workspace™ provides a single interface for monitoring agent performance, queue activity, and service levels in real time. It combines analytics, alerts, and management tools to support proactive supervision, efficient resource management and consistent service delivery across hybrid and remote contact centre teams.

Workspaces and Configuration Manager

Workspace and Configuration Manager provide a central interface for managing contact centre configuration, users, and workflows. This supports public sector environments with frequent service changes, shared services, and evolving policies. Administrators can manage changes and make controlled service configuration updates without specialist development skills, reducing reliance on manual processes. The outcome is faster change implementation, improved governance and reduced operational risk when services or demand profiles change.

8x8 Intelligent Customer Assistant™

8x8 Intelligent Customer Assistant™ (ICA) uses automation and AI to handle routine enquiries, guiding voice and digital service users to the right outcome. High volumes of repetitive enquiries are

easily re-directed from busy public sector contact centres and customer facing teams, while protecting agent capacity for complex or sensitive cases. The 8x8 Intelligent Customer Assistant integrates with existing systems and channels, ensuring consistent information is provided. The outcome is reduced call volumes, improved response times, and more efficient use of contact centre resources.

8x8 Workforce Management

8x8 Workforce Management is embedded in the 8x8 Contact Centre, with upgrade options to optimise workforce engagement further. Workforce Management removes the reliance on spreadsheets, providing a simpler, more practical way to manage staffing challenges such as variable demand, limited resources, and the need to demonstrate service performance. Managers gain visibility into workload and adherence, while staff benefit from fairer scheduling and clearer expectations. The outcome is improved service consistency, better staff engagement, and more effective use of available capacity.

Contact Centre Integration and APIs

8x8 connects agents with the data they need to deliver personalised, joined-up services and streamline workflows. Open APIs enable secure integration with public sector line of business applications including but not limited to: Microsoft Teams, Microsoft Dynamics, Salesforce, ServiceNow, Granicus, Jadu, Goss, Capital Open Housing, Civica Housing Management. This reduces manual data entry, improves data accuracy, and allows organisations to embed communications into existing workflows rather than forcing process change. Integrations are governed and auditable, supporting security and compliance requirements.

Real-time Agent Assistance

8x8 Smart Assist provides real-time guidance and information to agents during live interactions from within the 8x8 Agent Workspace. This supports consistent service delivery, particularly in environments with complex policies or frequent change. Agents can respond more accurately and confidently, reducing errors, call handling and wrapping time. Sentiment analysis alerts empower supervisors to support where needed and provide valuable insights to drive continuous improvement. The outcome is improved first-contact resolution, reduced training overhead, and a more consistent experience for service users across all public sector service providers.

Analytics in the Contact Centre

8x8 Contact Centre Analytics provides real-time and historical insight into demand, performance, and service outcomes. This supports public sector requirements for transparency, reporting and continuous improvement. Leaders can identify pressure points, monitor service levels, and assess the impact of change. The outcome is better operational control, evidence-based decision-making, and improved accountability for service delivery.

Analytics driving insights

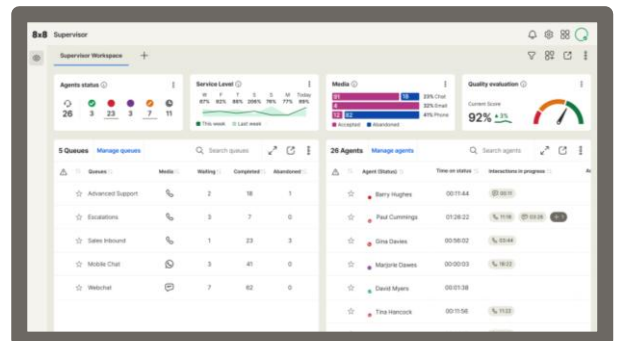
Contact Centre Analytics

- Real-time agent and queue monitoring
- Omnichannel performance dashboards
- Customisable views and filters
- Historical reporting with trend insights
- Exportable reports and shareable links
- No-code dashboard configuration tools
- Built-in SLA and KPI tracking
- Role-based access controls



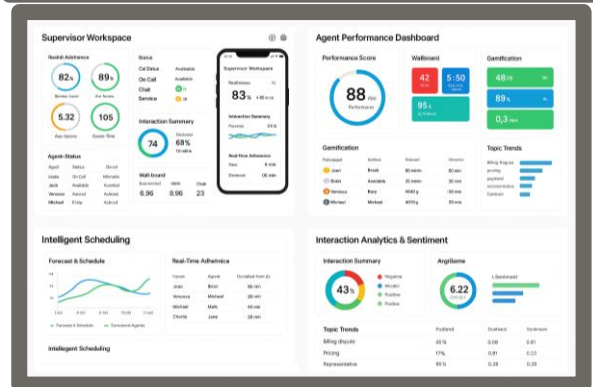
8x8 Workforce Management

- AI-Powered Forecasting
- Automated Scheduling
- Real-Time Adherence Monitoring
- Shift Optimisation by Skill Set
- Multi-Channel Scheduling
- Automated Coaching & Quality Scheduling



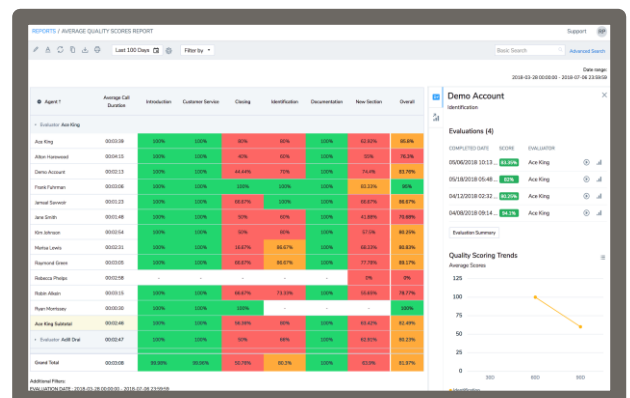
Workforce Engagement Management

- Embedded quality management
- AI-powered coaching recommendations
- Speech and text analytics
- Real-time agent performance dashboards
- Gamification and recognition tools
- Voice of the employee (VoE) feedback loops
- Supervisor Workspace™ available via web and mobile
- Unified Workforce Engagement Management and Contact Centre platform



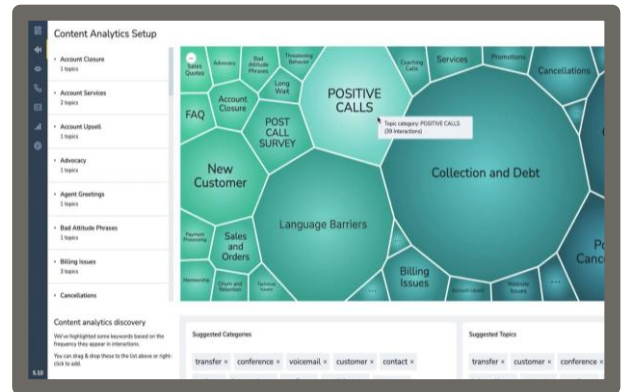
8x8 Quality Management

- Omnichannel interaction capture
- Customisable evaluation forms
- Automated call recording and storage
- Integrated sentiment and AI analytics
- Supervisor workspace integration
- Agent performance dashboards
- Workflow-based coaching and feedback
- Audit trails and compliance reporting



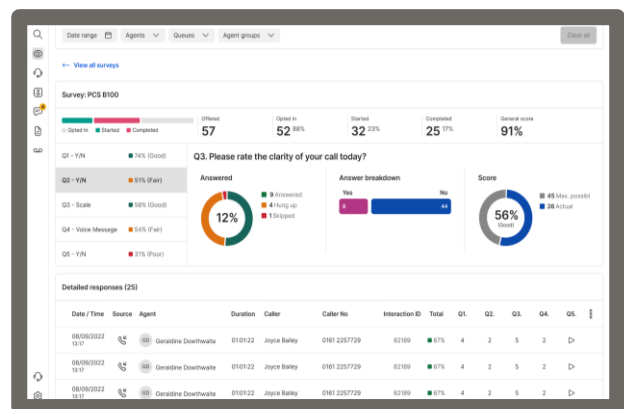
Speech Analytics

- Omnichannel conversation analysis
- Automatic sentiment detection
- AI-powered topic and emotion tagging
- Full interaction transcription and search
- Customisable dashboards and filters
- Root cause and trend analysis
- Integrated with agent and supervisor workspaces
- Compliance and risk monitoring



Post Call Survey

- Automated post-interaction survey triggering
- Multi-channel delivery support
- Survey-level and question-level scoring
- Integration with supervisor workspace
- Customisable survey questions and logic
- Real-time feedback visualisation
- Correlation with agent and quality assurance metrics
- Historical reporting and trend analysis



Open APIs, Business Application and Microsoft Teams Integrations

8x8 provides open APIs and pre-built integrations that enable UK public sector organisations to connect communications with public sector line-of-business applications and collaboration tools already in use, including but not limited to: Microsoft Teams, Microsoft Dynamics, Salesforce, ServiceNow, Granicus, Jadu, Goss, Capital Open Housing, Civica Housing Management. This supports common challenges across the public sector to reduce manual processes, avoid duplicate systems and enable delivery of joined-up services across teams and partners.

Open APIs allow secure data sharing while 8x8 provides multiple pathways to deliver enterprise-grade voice communications within Microsoft Teams, supporting different licensing models, infrastructure requirements, and organisational needs..

8x8 Voice for Microsoft Teams

8x8 Voice for Microsoft Teams delivers enterprise-grade PSTN calling directly within the Teams environment using Direct Routing. Staff make and receive external calls using familiar tools, reducing training overhead and change impact. For public sector IT teams, this supports a phased approach to modernisation while maintaining control over numbering, security, and call routing. The 8x8 for Microsoft Teams app extends functionality with SMS/MMS messaging, eFax, voicemail management, and call queue controls. The outcome is a simpler user experience, improved adoption, and reduced dependency on legacy telephony systems. Requires Microsoft Teams Phone licenses.

8x8 Operator Connect for Microsoft Teams

8x8 Operator Connect for Microsoft Teams provides direct connectivity between the 8x8 platform and Microsoft Teams without additional on-premises infrastructure. Voice services are provisioned and managed through the Teams Admin Centre, simplifying administration. This supports public sector requirements for resilience, scalability, and streamlined management while enabling organisations to retain control over voice services. The outcome is a secure, cloud-native voice architecture that reduces complexity and aligns with public sector collaboration strategies. Requires Microsoft Teams Phone licenses.

8x8 for Microsoft Teams app

The 8x8 for Microsoft Teams app provides an alternative path to PSTN calling for organisations that don't want to purchase Microsoft Teams Phone licenses for all users. Using 8x8 Work as the underlying voice platform, the app enables staff to initiate external calls from within the Teams interface, making it suitable for frontline workers, budget-conscious deployments, or phased rollouts where not all users require full Teams Phone licensing. Does not require Microsoft Teams Phone licenses.

CPaaS - Solution Overview

8x8 CPaaS (Communications Platform as a Service) allows businesses to embed real-time communications directly into their applications and workflows using flexible APIs or turnkey solutions like 8x8 Connect. It supports voice, SMS, and messaging apps, including RCS, WhatsApp, and more, enabling organisations to deliver personalised, omnichannel customer experiences without the complexity of managing telecom infrastructure.

Built on a secure, global, carrier-grade network, 8x8 CPaaS delivers high reliability, scalability, and low latency. With capabilities such as number management, call control, webhooks, analytics, and global reach, businesses can quickly deploy communication solutions, accelerate innovation, and improve customer engagement across channels.

SMS

8x8 SMS solutions enable businesses to communicate with customers quickly, reliably, and at scale using a trusted, global messaging platform. Through flexible APIs and turnkey options like 8x8 Connect, organisations can send and receive SMS as part of automated workflows or agent-assisted interactions, supporting use cases such as notifications, alerts, customer support, and two-factor authentication. Built on a carrier-grade global network, 8x8 SMS delivers high deliverability, compliance, and enterprise-level reliability.

Enterprise-Grade Reliability and Scale – Operate confidently with secure, scalable messaging designed for global businesses.

Messaging

8x8 Messaging APIs enable businesses to deliver rich, interactive conversations with customers over leading messaging channels such as RCS and WhatsApp, all through a single, unified platform. Using programmable APIs or turnkey solutions like 8x8 Connect, organisations can orchestrate two-way conversations, automate customer journeys, and integrate messaging directly into applications, contact centres, and business workflows. Built on 8x8's global, carrier-grade network, the platform ensures high delivery rates, security, and compliance across regions.

Video

8x8 video solutions enable businesses to embed secure, high-quality video into customer and employee interactions through flexible APIs and ready-to-use services. Designed for real-time engagement, these solutions support use cases such as virtual customer support, expert consultations, remote collaboration, and in-app video experiences. Built on a global, carrier-grade network, 8x8 video delivers reliability, scalability, and enterprise-grade security.

Video Interaction

Overview

8x8 Video Interaction provides a fully managed, turnkey video engagement solution that enables face-to-face interactions between businesses and their customers without requiring complex development. It is ideal for organisations that want to quickly deploy video for customer support, sales, or service workflows. Browser based, with no download delivers one click video sessions that work across devices with built-in engagement tools and enterprise grade security, improving first-contact resolution through visual support.

JaaS (Video as a Service)

8x8 Video JaaS provides developers with programmable video APIs and SDKs to embed real-time video capabilities directly into applications and workflows. It offers full control over the video experience and is optimised for custom, scalable video use cases. Embed video into web and mobile apps with control over UI and workflows and optimise for low latency and high availability.

Voice

8x8 voice solutions enable businesses to embed intelligent, secure voice capabilities into applications and customer journeys using flexible APIs or turnkey deployment options. Supporting use cases such as automated voice interactions, in-app calling, and privacy-safe communications, these solutions help organisations modernise voice experiences while maintaining global scale, reliability, and compliance.

Text-to-Speech (TTS)

8x8 Text-to-Speech converts text into natural-sounding voice for automated calls, notifications, IVR prompts, and conversational workflows. Natural, High-quality voices deliver clear, human-like speech that improves customer understanding and engagement. With global language support.

App-to-App Calling

8x8 App-to-App Calling enables real-time voice communication directly between users inside web or mobile applications—without requiring traditional phone numbers. In-App, Real-Time Voice enables seamless calling within applications, improving user experience and engagement. Low-latency, global infrastructure ensures high-quality calls with enterprise-grade reliability across regions with flexible APIs and SDKs to accelerate development and maintain full control over the calling experience.

Number Masking

Overview

8x8 Number Masking allows businesses to connect parties while protecting personal phone numbers through temporary or proxy numbers. Privacy and compliance protect customer and employee data while supporting regulatory requirements, while Dynamic Number Management automatically assign and rotate numbers to support high-volume interactions.

Authentication

8x8 authentication solutions help businesses verify users, protect identities, and reduce fraud across digital and voice channels. Through a combination of APIs and turnkey services, 8x8 enables secure, frictionless authentication experiences that balance strong security with ease of use. Designed for global scale and enterprise reliability, these solutions support customer onboarding, account access, and transaction verification while meeting regulatory and compliance requirements.

Verif8

Verif8 is a turnkey verification solution that enables fast, reliable user verification using one-time passwords (OTPs) delivered over trusted messaging and voice channels. Multi-Channel OTP Delivery verifies users via SMS and voice to maximise reach and completion rates. While built-In fraud Protection reduces risk with intelligent routing and delivery optimisation.

Verification API

The 8x8 Verification API gives developers full control to build custom authentication and verification workflows within applications and services. Create tailored OTP and verification logic aligned to business needs.

Number Masking

8x8 Number Masking supports secure identity protection by shielding real phone numbers during communications. Prevent exposure of personal phone numbers to reduce fraud and misuse, enable temporary, reusable numbers for secure interactions, and increase user confidence while maintaining compliant communications.

OmniShield

OmniShield is 8x8's advanced fraud and security layer designed to protect authentication traffic and messaging from abuse and attacks. Identify and block suspicious traffic before it impacts users or costs, apply intelligent controls based on behaviour, geography, and risk signals and minimise fraud-related losses while improving verification success rates.

Peace of mind - Public sector organisations need confidence that their communications platform is resilient, secure, and governed appropriately. 8x8 has been recognised 14 times in the Gartner® Magic Quadrant™ for UCaaS and 10 times in the Magic Quadrant for CCaaS reflecting sustained investment in reliability, security, and service delivery. Built on a globally distributed infrastructure with multiple data centres and strong compliance controls, 8x8 is designed to support continuity for critical services. Call quality is contractually guaranteed, providing measurable assurance for both customer-facing operations and internal communications.

8x8 supports government organisations end-to-end, from solution design and implementation through to ongoing optimisation. Our Professional Services teams include ITIL-qualified project resources with experience across public sector environments including healthcare, education, social services, enforcement, defence, transport, and infrastructure. This ensures structured governance, change control and stakeholder management throughout delivery.

Combined with centralised administration, flexible configuration and a single platform for unified communications and contact centre services, the solution can adapt to organisational change and demand peaks while providing predictable support and clear accountability after go-live.

Our commitment to your success - Working closely with our customers throughout the full project lifecycle our dedicated public sector team ensures smooth delivery of every solution. Regular information sharing and a good communication plan ensures your team has the expertise they need to effectively use, manage, and continue to develop their 8x8 environment.

Support Services

Project Management

The Opus project team, composed of Prince2-certified professionals, leverages a standardised, ITIL-aligned agile project management methodology to ensure seamless and successful project delivery for The Buyer. Our proven approach offers:

- Collaborative creation of project plans with a strong focus on the solution
- Effective risk management to minimise disruption to The Buyer's daily activities
- Clear and mutually agreed-upon expectations by all stakeholders
- Transparent communication channels among all project team members

Our methodology encompasses the following key stages, aligning seamlessly with distinct project phases:

Project initiation

- Planning and design
- Delivery
- Acceptance testing
- Go-live and training
- Sign-off
- Handover to Business as Usual (BAU)

By implementing our proven methodology and leveraging the expertise of our certified professionals, we ensure a streamlined and successful project execution tailored to The Buyer's unique requirements.



Onboarding Process Overview

Once awarded the contract to support The Buyer, Opus will initiate a tailored onboarding process designed to align with your unique needs. This process ensures we gain an in-depth understanding of your solution, with a focus on meticulous documentation to promote effective knowledge sharing and ensure continuity across the Opus team.

Project Initiation

To launch the project, Opus will assemble a dedicated project team. We recommend appointing a project executive from The Buyer to provide leadership, maintain focus, and ensure collaborative decision-making.

During this phase, the Opus project manager will deliver a comprehensive Project Initiation Document (PID) that will outline:

- Quality standards and project objectives
- Project scope, including boundaries and deliverables
- Key assumptions, constraints, and dependencies
- Business case overview
- Control mechanisms for managing risks, changes, and tolerances
- Communication plan to ensure timely and effective updates

Additionally, the project manager will establish essential logs for actions, risks, issues, and changes while identifying key milestones. These milestones will include both internal benchmarks and external factors, such as planning approvals and build completions. Dependencies between tasks will be mapped to ensure any potential delays are promptly identified and managed effectively.

Planning and Design

Ensuring uninterrupted service throughout the implementation is a top priority. During the planning phase, Opus will work closely with The Buyer to finalise the PID. A collaborative workshop will be conducted to perform due diligence and audits, ensuring smooth knowledge transfer and alignment with your business objectives.

Deliverables during this phase include:

- A detailed Project Plan outlining timelines, responsibilities, and dependencies
- A Low-Level Design (LLD), covering all technical aspects of the solution

Once approved, the design will be baselined, with any further changes carefully managed through formal change control procedures. Completion of this phase is essential before moving to equipment procurement, ensuring a well-orchestrated implementation.

Delivery

Upon approval of the LLD, we will transition into the delivery phase, marked by multiple concurrent workstreams focused on The Buyer deployments and training. To ensure a strong foundation, we will host a project kick-off meeting to align all team members on the project's framework, governance, and control protocols. During this session, we will collaboratively finalise a communication plan, detailing the cadence, format, and participants for project update calls and any in-person board meetings. Each meeting will adhere to a predefined agenda and include a comprehensive project management highlight report.

Dedicated workstream teams will be established, with the project manager regularly gathering progress updates from work package owners. These updates will include key milestone achievements, risk assessments with mitigation strategies, issue tracking, and actions taken to achieve stage plan objectives.

Project progress will be systematically reported to the project board through structured highlight reports and project logs, delivered via conference calls or in-person meetings as outlined in the communication plan. All reporting and monitoring will align with the baseline plan defined in the PID, providing clear visibility into performance against time, budget, and quality metrics. This ensures adherence to the agreed tolerances, enabling proactive management of the project's delivery.

Risk Management

Opus employs a robust and proactive risk management framework combined with meticulous continuity planning to ensure the seamless delivery of projects, even amidst unforeseen disruptions. This approach enables us to safeguard ongoing operations while consistently achieving project milestones and objectives. Our risk management methodology utilises a Red-Amber-Green (RAG) system, with dedicated project teams regularly reviewing, reporting, and addressing both existing and emerging risks, actions, and dependencies.

Early Risk Identification and Mitigation

Timely identification, logging, and tracking of risks are critical to minimising potential disruptions to The Buyer's business-as-usual (BAU) operations. As part of our collaborative engagement, we will facilitate interactive workshops to identify and evaluate potential risks, establish a comprehensive risk register, and verify the effectiveness of all mitigation strategies.

Structured Risk Management Stages

Our approach to risk management is structured around the following key stages:

- **Risk Identification:** Systematically identifying potential risks that could impact project timelines, costs, or deliverables.
- **Risk Assessment:** Evaluating the probability and potential impact of each risk to prioritise mitigation efforts.
- **Risk Planning:** Assigning risk ownership to qualified team members with the authority to implement mitigation strategies and defining the necessary actions.
- **Risk Monitoring and Management:** Continuously tracking and updating the status of each risk, assessing the effectiveness of mitigations, and identifying any new or escalating risks.

RAG Status Reporting

Each report will provide a detailed RAG status for cost, quality, and time, as well as an overall project status:

- **Green:** Effective management of all issues and risks with no known impacts on cost, quality, or time
- **Amber:** Identified risks or issues that could impact one or more of cost, quality, or time, with an active plan in place to restore status to green
- **Red:** Identified risks or issues that could impact one or more of cost, quality, or time, without an agreed plan to restore status to green

If any element—cost, quality, or time—receives a red status, or if two or more are rated amber, the overall project will be rated as red. In such cases, the project manager will issue an exception report, outlining available options to restore the project to green status. This report will include a recommended course of action and an assessment of the potential impacts.

By leveraging this comprehensive risk management and reporting structure, Opus ensures that every project remains on track, with clear visibility into potential challenges and the actions necessary to mitigate them effectively.

Regular Reporting and Monitoring

Regular progress reporting will be provided to the project board through comprehensive highlight reports and project logs as outlined in the agreed-upon project progress framework. Updates will be delivered via conference calls or in-person meetings, ensuring alignment with the baseline plan established in the Project Initiation Document (PID). All reporting will adhere to clear criteria focused on time, budget, quality, and pre-defined tolerances.

Acceptance Testing

A successful implementation hinges on the effectiveness of the testing phase. We understand that The Buyer's unique operational environment demands a meticulously crafted test plan. Our approach focuses on developing a bespoke testing framework designed to thoroughly validate hardware, software, and feature functionality across all critical components.

A key milestone in this process is the execution of User Acceptance Testing (UAT), ensuring that the solution is meticulously built and validated in strict alignment with the approved Low-Level Design (LLD). This guarantees that the final deployment meets both technical specifications and business requirements.

To foster transparency and accountability, a designated representative from The Buyer will actively participate in the testing process. Their engagement is essential for validating that all workstreams have been rigorously tested, successfully completed, and formally documented through sign-off.

Upon the successful completion of this testing phase, we will seamlessly transition the solution to a live operational state, ensuring a smooth and confident launch for The Buyer.

Go-Live and Training

In alignment with the agreed project plan, a specific Go-live date, or a phased approach, will be established. At Opus, we recognise the crucial role of training in ensuring the project's overall success. We are committed to collaborating closely with The Buyer to develop a comprehensive training program. This program aims to provide robust support to employees throughout the implementation of new resources and the transition to new systems.

By prioritising training, we facilitate a seamless transition that positively impacts the user experience within The Buyer. This approach enhances management and administrative operations, leading to improved efficiency and effectiveness.

Sign Off

Following a successful Go-live and the implementation of the new working solution, the Opus project manager will compile all pertinent Project Acceptance Documentation. These crucial documents will then be presented to The Buyer for formal sign-off, ensuring that all aspects of the project have been satisfactorily completed and met the agreed-upon requirements. This meticulous process guarantees a clear and transparent acknowledgment of the project's successful delivery and paves the way for the next phase of our partnership.

Handover to BAU

Upon the successful completion of each implementation phase, a meticulous handover process will be initiated. This process facilitates seamless knowledge transfer and collaboration between our internal support team and The Buyer. By engaging our support team throughout the implementation, we ensure their comprehensive understanding of the delivered solution. This approach positions them to provide ongoing support and assistance to The Buyer in future endeavours. Our commitment to a thorough handover process guarantees continuity and a smooth transition, fostering a strong and sustainable partnership.

Moving Forward

Upon the successful completion of the initial project phase, we are committed to maintaining an ongoing partnership with The Buyer. Through regular conference calls, we will keep you informed about the latest features and product releases that can benefit your team. By staying updated on

advancements in the market, you can plan effectively and make informed decisions about leveraging emerging technologies to enhance your operations.

Our collaborative approach ensures you have a clear understanding of the evolving landscape, empowering you to capitalise on technological advancements that align with your business objectives. By providing timely insights, we aim to foster continuous improvement and innovation within your organisation, ensuring your team remains at the forefront of industry developments.

Project Resources

Overview - All customers are assigned a project team consisting of the below roles:

Project Sponsor / Account Manager - The project sponsor will be accountable for the successful delivery of the implementation. They will be the point of escalation throughout the project and will work closely with the Project Manager to ensure success.

Project Manager - The Project Manager will oversee the implementation and will have overall responsibility for the project deliverables. They will co-ordinate both Opus resources as well as deliverables from the Customer team.

Solution Architect - The Solution Architect will document the current solution customer and will commute that information into a design on the platform. They will leverage best practice methods gleaned through hundreds of successful implementations for customers.

Project Engineers - The System Builders will build the solution, including the business continuity plan and traffic migration from the existing platform.

Opus work closely with you to understand the project context, testing requirements, project plans and provide a tailored approach to take on the engagement based on various factors. We provide complete clarity on the testing process with proactive communication, regular progress updates and complete transparency on any project risks highlighted during testing.

Trainers - Trainers are responsible for training and support through the 30-60-90-day cycle. Opus will train the person or team who is responsible in rolling out the training across the contact centre and for any new starters that will be joining in the future. We will also assist with any documentation or eLearning slides that may need to be created. There are many training videos on the Cirrus portal that will help with this.

Change Management

Opus will support your change management journey using our experience from previous deployments. We have a variety of frameworks that help us to deliver the best solution for customers, and your Project manager will discuss these in further detail at the time of delivery.

Account Management

All of our valued customers are paired with a dedicated and experienced account manager/director who oversees their services strategically. This pivotal relationship serves as the foundation of seamless interaction between our respective businesses. Recognising the significance of this role, we exclusively employ exceptionally trained and highly skilled professionals.

Account management holds a paramount position within the comprehensive Opus service package offered to our esteemed customers. Our proficient account management team enjoys privileged access to both internal resources and external support from our trusted partners. This guarantees that all tasks conducted for our Public Sector customers receive utmost priority and attention.

Opus will provide you with a dedicated account director, who will take charge of the project and nurturing the ongoing day-to-day relationship.

Your account director will expertly manage your account according to your specific requirements. We recognise that each customer operates with distinct internal processes and expectations, and our aim is to support you in delivering the precise service you demand. Drawing on a wealth of experiences shared not only in individual meetings but also through events and will provide valuable expertise in devising a comprehensive communications strategy.

As part of our standard practice, we conduct quarterly account review calls or face-to-face meetings to thoroughly evaluate your account and continuously develop long-term plans. With a wealth of experience and a genuine interest in understanding your business, your account director will offer guidance during the account review process. This includes providing advice to you on enhancing efficiency through available technologies and delivering updates on the following aspects:

- Identification of system issues and anomalies
- Updates on new business activities and orders
- Resolution and maintenance of any account-related issues
- Reporting of system issues and general feedback
- Introduction of new beneficial products, software, and services.

Opus employs a range of essential processes to effectively manage and monitor changes, enhance knowledge, and identify future communication strategies. In this regard, your account director will take on the responsibility of creating and updating an Account Development Plan in collaboration with key stakeholders within your organisation. We highly value input from you to ensure a partnership that caters to your present and future needs. This process plays a crucial role in our comprehensive business review, which your account director will oversee, complemented by monthly product bulletins. These meticulous measures and documented procedures are implemented to ensure you receive continuous and well-informed support.

Moreover, your account director will coordinate with your customer services team to address day-to-day issues and deliver insightful analytical reports as part of the review meeting process. By actively engaging with your team, we strive to streamline operations and provide high-level service quality.

Customer Services

At the core of Opus service delivery lies our cutting-edge Opus Service Desk (OSD), located in Reigate, Surrey. It serves as the central hub for coordinating, controlling, and executing all our service activities. Accredited by ITIL and the Institute of Customer Service, the OSD embodies our commitment to excellence.

While your account director assumes ultimate accountability for maintaining and managing your account, a team of skilled customer service representatives provides day-to-day support to ensure smooth operations.

To report incidents or request minor replacements or new hardware, your users can directly contact their office support, who will then escalate the matter to our OSD. Incidents are carefully triaged and escalated through our multi-tiered support system, overseen by our dedicated service delivery management team.

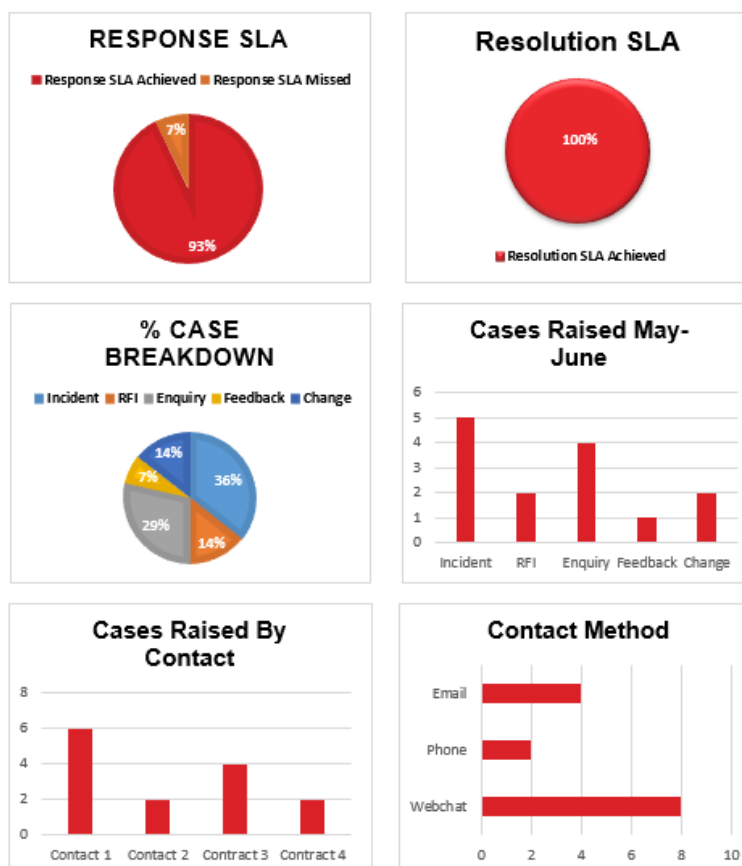
Service Performance and Review

Opus conducts comprehensive quarterly service reviews tailored to your specific needs. Through well-defined reporting channels, Opus effectively manages high-priority and aging incidents, analyses trends, proactively identifies potential issues, and provides performance feedback to you. These reviews serve as a valuable opportunity to ensure continuous improvement and align our services with your evolving requirements.

Reporting Type	By whom	To whom	Timeframe
Quarterly Closed Incident Performance Report	Opus Service Delivery Team	The Buyer	As agreed
Quarterly Service Delivery Meeting	Opus Service Delivery Team	The Buyer	As agreed

Example Quarterly Report Highlights

- P1 Incidents raised to the service desk = 0
- Current open cases = 0
- All Incident and RFI (Request for Information) cases responded to within SLA
- All Incident and RFI cases resolved within SLA



Case Ref	Ticket Type	Raised By	Opus Analyst	Response SLA Raised - xx/xx/20xx		Resolutions SLA Closed - xx/xx/20xx	
CAS-00011	Incident	OJ	PJ	Agreement	8-hours	Agreement	16-Hours
				Achieved	Yes	Achieved	Yes
Summary							
Case Ref	Ticket Type	Raised By	Opus Analyst	Response SLA Raised - xx/xx/20xx		Resolutions SLA Closed - xx/xx/20xx	
CAS-00012	BAU Change	TE	BS	Agreement	2-hours	Agreement	16-Hours
				Achieved	Yes	Achieved	Yes
Summary							

Service Delivery

In today's technology-driven landscape, Opus recognises the significant challenges and costs businesses face due to communication disruptions and hardware failures. Our commitment lies in engineering robust, resilient solutions that proactively mitigate these risks. Nevertheless, we understand that unforeseen issues can occasionally disrupt operations. It is in these critical moments that an organisation's true support capabilities are revealed, and at Opus, we strive to set the standard for exceptional response and resolution.



At the heart of Opus' exceptional service delivery is our cutting-edge **Opus Service Desk (OSD)**, strategically located in Reigate, Surrey. Accredited by both ITIL and the **Institute of Customer Service**, the OSD operates as the central hub for orchestrating, managing, and delivering our comprehensive service offerings.



The OSD is equipped with robust capabilities to ensure seamless support, including:

- **Call Logging and Tracking:** Efficiently receiving and documenting all customer queries and incidents.
- **Expert Guidance:** Offering immediate solutions whenever possible to minimise disruptions.
- **Timely Updates:** Providing clear estimates for resolution times and proactively keeping customers informed of progress.

Our customers can conveniently report incidents through a variety of accessible channels: **phone, email, web chat, online portal, or automated alerts from onsite monitoring systems.** Additionally, we ensure collaborative support for incidents reported by third parties, particularly those involving third-party physical infrastructure such as network connectivity.

Service Request and Incident Reporting

Opus Service Desk (OSD) provides four convenient channels to raise support incidents or service requests:

Telephone: Call 0208 545 8545, with most calls answered within 20 seconds.

Email: Contact us at customerservice@opustech.co.uk.

Web Portal: Visit [Opus Customer Portal](#).

Web Chat: Access real-time assistance via our website [Customer Support Chat](#).

All Priority 1 cases must be logged with Opus by phone to 0208 545 8545.

Below is a detailed explanation of each channel and the Opus incident management process:

Telephone Support - Fast and Reliable 24/7 Assistance

For immediate support, subject to your SLA, The Buyer can contact the OSD via telephone, available around the clock, 365 days a year. A dedicated representative will promptly answer your call, log the issue into our Incident Management System (IMS), and assign a priority level. From there, the issue is directed to a technician for initial triage and investigation.

If escalation is required, our comprehensive multi-level support structure (first through fourth line) ensures efficient resolution, with progress updates provided promptly.

Critical Service Faults (P1/P2): For critical issues outside core business hours, telephone support ensures rapid engagement, even if other communication methods are disrupted. Rest assured; response times adhere strictly to your Service Level Agreements (SLAs).

Email Support - Convenient Issue Reporting During Core Hours

The Buyer can report issues via email at customerservice@opustech.co.uk, monitored during core business hours: 08:30 – 17:30, Monday to Friday (excluding bank holidays).

Process: Upon receipt, an OSD representative logs the issue into our system, assigning a priority level. You will receive an automated email confirmation, including a reference number and fault details.

Critical Issues (P1/P2): For urgent matters outside core hours, telephone support is recommended to bypass potential delays caused by email disruptions.

Web Chat Support - Real-Time Assistance During Business Hours

Access real-time support via the Web Chat feature, available from 08:30 – 17:30, Monday to Friday (excluding bank holidays).

Access: Visit [Opus Customer Support](#), and click the chat icon at the bottom-right corner of the page.

Our support agents are ready to address queries, log incidents, and provide guidance in real time.

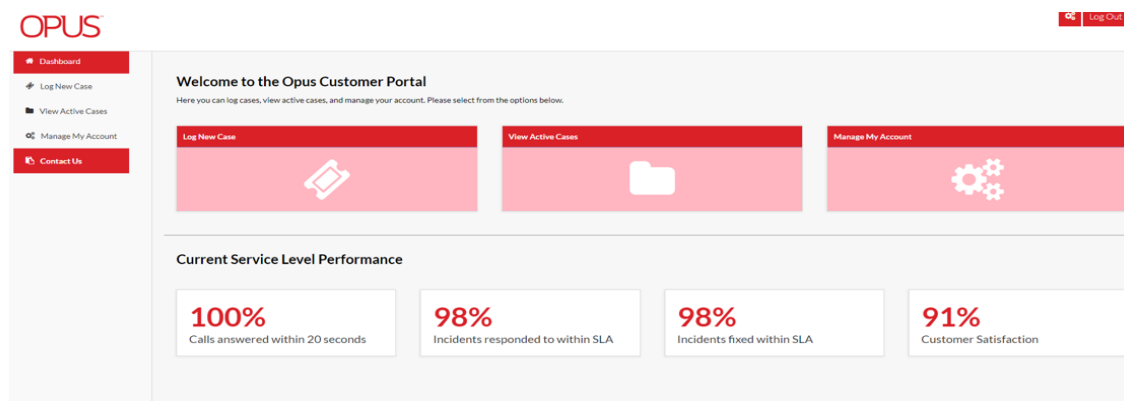
Opus Customer Portal - Comprehensive Self-Service Platform

The Opus Customer Portal offers a seamless way to log cases, view active cases, and manage your account efficiently.

Capabilities: Log incidents, track real-time progress, and manage account settings.

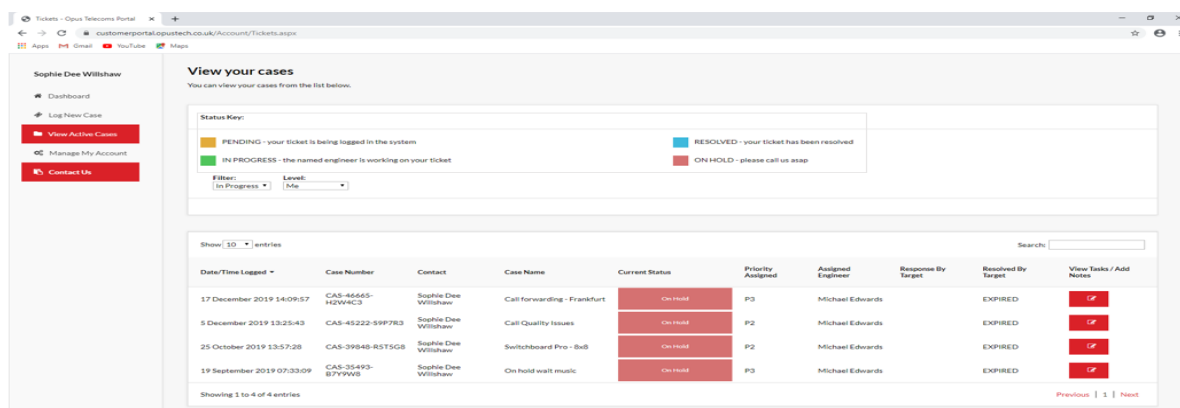
Ease of Use: The portal's intuitive design ensures quick access to case information and streamlined communication.

Opus Customer Portal



The screenshot below illustrates how you can conveniently access and view active cases through our support portal.

Opus Support Portal – Viewing Active Cases



Opus Incident Management Process

Our incident management system ensures prompt and transparent resolution:

- **Incident Logging:** Emails are automatically converted into incidents in the IMS, assigned a default severity of 4 unless specified. Telephone calls bypass auto-attendants to ensure direct reporting.
- **Prioritisation and Monitoring:** Calls and incidents are monitored in real time. Key performance indicators, such as response times and escalation alerts, are displayed on our office wallboards.

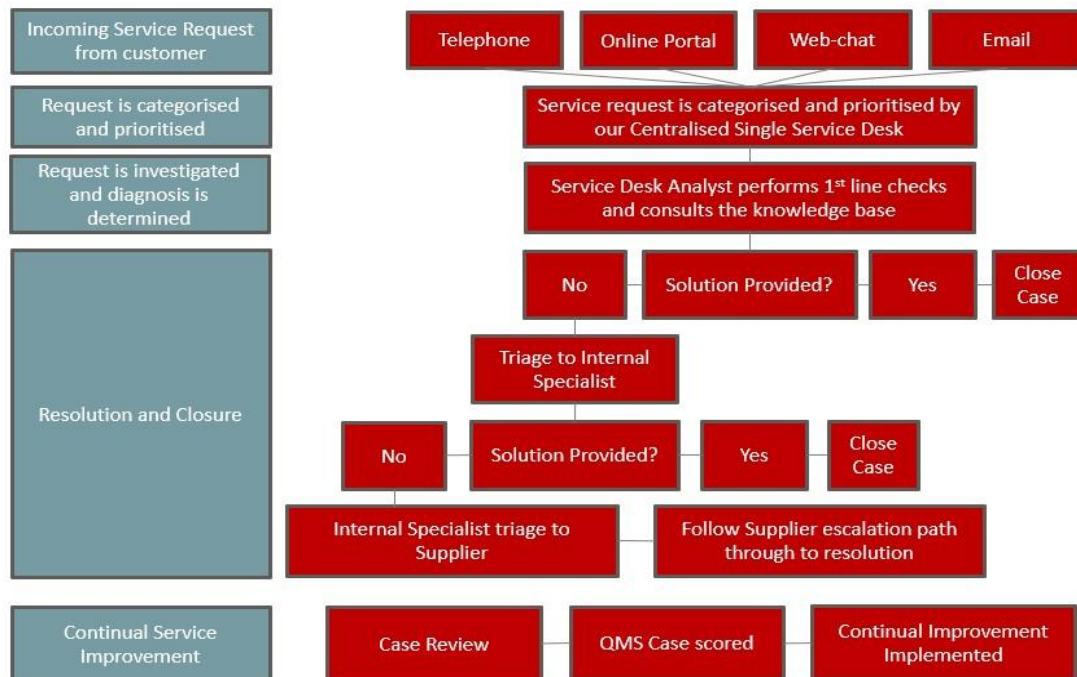
Escalation Protocols:

- **Level 1 & 2 Incidents:** Immediate alerts to the Service Desk Manager (SDM) for management intervention.
- **Threshold Breaches:** Incidents nearing SLA thresholds trigger alerts to the SDM and Service Delivery Director (SDD). Critical cases are escalated to the Operations Director, with the SDD assuming ownership.

- **Transparency and Accountability:** Incident status, severity, and timers are continuously displayed for team-wide visibility, ensuring adherence to SLAs.

Process Flow Overview

Our incident resolution journey—from notification to resolution—is clearly outlined in the diagram below, showcasing our commitment to efficiency and transparency.



Escalation Process

At Opus, we are passionate about delivering exceptional customer service and understand the importance of tailoring our solutions to meet each customer's unique needs. No matter the size or scope of your organisation, we treat every customer with the highest level of care and attention.

Effective Communication and Swift Resolution - We pride ourselves on our rapid response times and clearly defined service delivery targets. Our mission is to consistently exceed expectations by providing industry-leading support. Should you ever feel that our service falls short, please contact our dedicated support team or your account director. They will make resolving your concerns a top priority. If additional support is needed, Customer Services will be promptly engaged on your behalf to ensure a complaint is formally logged, and you will be contacted directly to discuss the resolution process.

Proactive Service Management - Opus has made substantial investments in refining our service management processes to provide real-time monitoring and escalation of support calls. This ensures you have complete transparency regarding any reported issue; from the moment it is logged until its resolution. You will receive timely updates that include:

- **Case Details:** A summary of the issue and key insights.
- **Action Plans:** Steps being taken to resolve the issue.
- **Engineer Allocation:** Information on the assigned technical experts.
- **Resolution Timeline:** Our recommended path to resolution.

Automated Escalation for Priority Assurance

Our system is equipped with an advanced Operational Service Dashboard (OSD) that automatically escalates cases based on priority if key milestones within the Service Level Agreement (SLA) are at risk. Proactive notifications are sent to service management and executive leadership *before* any SLA breach occurs, ensuring swift intervention. Most importantly, no case will be closed without your explicit approval. Your satisfaction and peace of mind remain our top priority.

Standard Escalations - Escalations follow a clearly defined process. The contact numbers shown in the table connect directly to mobile devices. While staff availability may vary, voicemails are actively monitored. Opus request that a voicemail be left if a call is not answered, with a minimum of 60 minutes before escalating to the next point of contact.

Level 1 Escalation – Step 1		
Should you need additional assistance beyond that which you've received or are unable to contact the representative working on your request, please contact:		
Scott Murphy Customer Experience Team Leader	Urgent - call +44 20 7046 6021	Non urgent – email s.murphy@opustech.co.uk
Level 2 Escalation – Step 2		
Should you need additional assistance beyond that which the Customer Experience Team Leader was able to provide or you're unable to reach the Customer Experience Team Leader, please contact:		
Georgina McKenna Head of Service Delivery or Mark Balzaretto Head of Technical Services	Urgent - call +44 20 7046 6022	Non urgent - email g.mckenna@opustech.co.uk m.balzaretto@opustech.co.uk
Level 3 Escalation – Step 3		
Should you need additional assistance beyond that which the Service Delivery Manager/Head of Technical Services was able to provide or you are unable to reach the Service Delivery Manager/Head of Technical Services, please contact:		
Stephen Brown Service Delivery Director	Urgent - call +44 20 7046 6023	Non urgent - email s.brown@opustech.co.uk
Level 4 Escalation – Step 4		
Should you need additional assistance beyond that which the Service Delivery Director was able to provide or you are unable to reach the Service Delivery Director, please contact:		
Chris Terry Chief Operations Officer	Urgent - call +44 20 7046 6024	Non urgent - email c.terry@opustech.co.uk
Level 4 Escalation – Step 4		
Should you need additional assistance beyond that which the Chief Operations Officer was able to provide or you are unable to reach the Chief Operations Officer, please contact:		
Michael O'Donnell Chief Executive Officer	Urgent - call +44 20 7046 6025	Non urgent - email michael@opustech.co.uk

Urgent Escalations - For critical matters, escalations must be made via telephone to ensure prompt attention. Due to the nature of these issues, Opus is unable to process urgent escalations via email. Any email submissions will be addressed as non-urgent.

This structured approach ensures an efficient and reliable escalation process to meet service requirements.

Finally, Opus is here to ensure that your experience is seamless, efficient, and always prioritised. We are committed to being your trusted partner in service excellence.

Customer Satisfaction

At Opus, customer satisfaction is a cornerstone of our business, continuously monitored through diverse channels, including phone calls, surveys, and a feedback "thermometer" embedded in every customer service email. We prominently display our Net Promoter Scores (NPS) and customer testimonials throughout our offices, showcasing our dedication to transparency and consistently exceeding industry benchmarks.



Cultivating a Culture of Service Excellence

We invite both existing and potential customers to visit our head office, where they can meet our customer service team and gain insights into our robust five-level escalation process, reinforcing our open-door approach to service.

Valuing and Acting on Customer Feedback

Customer feedback is integral to our continuous improvement strategy. We conduct annual surveys to understand what Opus should start, stop, and continue doing, and survey selected customers monthly following service interactions. Our customer service team also conducts regular "Touchpoint" calls to gather real-time NPS data and ensure ongoing satisfaction.

In instances where dissatisfaction is expressed informally, account managers or assistant customer service managers proactively address concerns, initiating customer feedback cases to resolve issues swiftly and effectively.

Tailored Feedback Response Framework

Our feedback process is designed to address three key scenarios:

- **Positive Feedback:** Exceptional employees are recognised and rewarded for delivering superior service.
- **Complaints:** We thoroughly address and resolve all customer complaints to their complete satisfaction.
- **Dissatisfied but Silent Customers:** We proactively reach out to customers who may need additional support, even without formal complaints.

Comprehensive Customer Communication

Keeping customers informed is a top priority. Our proactive communication strategies include:

- Regular service update emails and customer newsletters
- Active engagement on social media platforms such as Twitter and LinkedIn
- Timely product updates on our website
- Personalised phone calls during service disruptions or unusual usage patterns
- Scheduled service reviews and customer value statements
- Technology briefings on the latest innovations

Commitment to Best Practices and Continuous Improvement

Our commitment to ITIL best practices ensures consistency, value-driven service delivery, and excellence in customer experience. To stay ahead of industry standards, we actively collaborate with the **Institute of Customer Service**, engaging in continuous training and networking to refine our methodologies.

In 2018, Opus achieved the prestigious **ServiceMark** accreditation—a testament to the strength of our customer service processes, awarded following a rigorous independent assessment. We are proud to have recently earned this certification for the third consecutive time, this time with distinction. The assessor praised our unwavering dedication to service excellence, further reinforcing our position as a leader in customer experience.

This is the third time Opus Telecoms have achieved the ServiceMark standard – this time with spectacular results. And it was easy to see why. From leadership to frontline staff, there was a clear and unwavering commitment to delivering outstanding customer service. The team consistently demonstrated a customer-first mindset, with proactive problem-solving, effective communication, and a genuine passion for exceeding expectations. Processes are streamlined, feedback is actively sought and implemented, and a culture of continuous improvement was evident at every level.

Throughout the assessment there was a clear sense of togetherness among the employees. This strong sense of shared purpose is a direct reflection of the senior leaders' commitment to fostering a positive and inclusive culture. Their actions set the tone for the organisation, ensuring that the company values are embedded at every level. By leading with transparency, actively engaging with employees, and creating opportunities for open dialogue, they have built an environment where both long-serving and new team members feel equally valued and connected. Their dedication to employee development, recognition, and well-being has helped cultivate a workplace where people feel motivated, supported, and proud to be part of the organisation's vision. This has had a direct impact on the customer satisfaction. When employees feel valued, supported, and connected, they are more engaged and motivated to deliver exceptional service. The open communication, collaboration, and shared purpose within the organisation create a seamless and customer-focused approach, ensuring that every interaction is handled with care and professionalism. As a result, customers experience consistent, high-quality service, leading to increased trust, loyalty, and outstanding satisfaction results. The organisation has ambitious growth plans and wants to lead the market when it comes to innovation and meeting future customers' needs. With this genuine commitment to its people and its customers, I am excited to see what future successes Opus Telecoms will achieve.

Driving Customer Success Through Innovation

At Opus, we constantly evaluate our performance to enhance customer satisfaction and loyalty. Our position as the UK's leading independent technology partner enables us to guide organisations on transformative journeys, delivering tangible benefits such as increased productivity, streamlined resource management, and elevated customer experiences through seamlessly integrated, cutting-edge solutions.

This focus on customer-centric innovation underpins our mission to provide unparalleled service, ensuring that we remain a trusted and indispensable partner to our customers.



Appendix A - Feature Matrix and Calling Plans

United Kingdom | Public Sector

G-Cloud 15

December 2025

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 for current features and specifications.

Voice and Telephony Features

		Unified Communications								Contact Centre		
Voice and Telephony Features	Description	Lobby	X0/X0-T	X1-Gov	X1*	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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	150 mins (Pooled per PBX)	Domestic (UK only)	14 Countries	32 Countries	48 Countries	Nationwide ²	48 Countries	48 Countries	48 Countries
Tier 1 phone number and extension	Phone Number: Utilise a dedicated DID (direct inward dialling) number for each extension; DIDs and Toll-Free numbers are available for over 100 countries.	■	■	■	■	■	■	■	■	■	■	■
HD quality voice	Ensure crisp connectivity leveraging a guaranteed voice quality score	■	■	As per Microsoft	■	■	■	■	■	■	■	■
Unlimited internet fax ¹	Send and receive online faxes					■	■	■	■	■	■	■
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 Platform for CX 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	■	■		■	■	■	■	■	■	■	■

		Unified Communications								Contact Centre		
Voice and Telephony Features	Description	Lobby	Xo/Xo-T	X1-Gov	X1*	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
PSTN access	8x8 works with 25+ PSTN carriers to provide global coverage and redundancy	■	■		■	■	■	■	■	■	■	■
Geo routing	Patented automatic localised signalling 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 browsers 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		Voice calling only	■	■	■	■	■	■	■	■	■
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		Voice calling only	■	■	■	■	■	■	■	■	■

		Unified Communications								Contact Centre		
Voice and Telephony Features	Description	Lobby	X0/X0-T	X1-Gov	X1*	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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		Voice calling only	■	■	■	■	■	■	■	■	■
Chrome Enterprise Recommended	8x8 Work has gone through verification with Google to ensure it is secure and optimised for ChromeOS.		Voice calling only	As per Microsoft	■	■	■	■	■	■	■	■
Citrix certification for 8x8 Work Desktop	The 8x8 Work Desktop app is tested and optimised to ensure the best voice quality in a Citrix environment. Now includes support for a secondary audio speaker device.		Voice calling only	As per Microsoft	■	■	■	■	■	■	■	■
Azure Integration with 8x8 Work for Web	8x8 Work for Desktop and 8x8 Work for Web are now integrated with Azure to improve the quality of audio calls. This optimisation is specifically designed for telephony users working within an Azure Virtual Desktop environment		Voice calling only	■	■	■	■	■	■	■	■	■
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 dialling it manually		Voice calling only	As per Microsoft	■	■	■	■	■	■	■	■

		Unified Communications								Contact Centre		
Voice and Telephony Features	Description	Lobby	X0/X0-T	X1-Gov	X1*	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
8x8 Frontdesk	Tailored experience for users assigned to receptionist or operator roles handling high call volumes. Features an organisation-wide contact list with live presence, a full-screen interface, and a drag-and-drop interface for fast call resolution							■	■	■	■	■
8x8 Mobile Admin	Tailored experience for system admins to complete everyday operational tasks and maintain oversight of system status, from within the 8x8 Work app, while on the move.		■	■	■	■	■	■	■	■	■	■
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 their own. An add-on lobby license is required for every device or virtual extension that is set up for hot desking.	£	£	As per Microsoft	£	\$ / £	\$ / £	\$ / £	N/A	\$ / £	\$ / £	\$ / £
Caller ID	Identify who's calling before you pick up the phone; customise your external caller ID; enhanced internal caller identification with information	■	■	■	■	■	■	■	■	■	■	■

		Unified Communications								Contact Centre		
Voice and Telephony Features	Description	Lobby	X0/X0-T	X1-Gov	X1*	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
	drawn from internal directories and service desk tools											
Number porting - self-service or managed	Port existing phone numbers to 8x8 through a self-service method or managed by 8x8	■	■	■	■	■	■	■	■	■	■	■
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 dialling 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 three lines in the same call		■		■	■	■	■	■	■	■	■
Block callers at user level	Users can block 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		■		■	■	■	■	■	■	■	■

		Unified Communications								Contact Centre		
Voice and Telephony Features	Description	Lobby	X0/X0-T	X1-Gov	X1*	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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 for all participants.		■		■	■	■	■	■	■	■	■
Filter calls recordings and voicemails	Ability to filter call recordings by number and voicemails by name, number, call queue and ring groups	■	■		■	■	■	■	■	■	■	■
Post-call transcription, summaries, and action items	Automatically transcribes recorded calls and generates AI-powered summaries and action items		\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	■			
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	Send one-way audio announcements to users who are members of a specific paging group or to everyone in an emergency using selected Polycom and Yealink devices.	■	■		■	■	■	■	■	■	■	■
Mobile Device Management	Credential-free authentication for mobile devices	■	■	■	■	■	■	■	■	■	■	■

		Unified Communications								Contact Centre		
Voice and Telephony Features	Description	Lobby	X0/X0-T	X1-Gov	X1*	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
WebHID (Human Interface Device) compatible	Control your calls from 8x8 Work without the need to support a vendor-specific headset application.	■	■	■	■	■	■	■	■	■	■	■
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. Compliant with Kari's Law and the RAY BAUM's Act (US and CA customers)	■	■		■	■	■	■	■	■	■	■
34 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 'hot' storage	Instant access retrieval and playback during hot-storage retention period for audio call and video meeting recordings.		30 days	As per Microsoft	30 days	30 days	130 days	130 days	As per X4	As per X4	As per X4	As per X4
UC media 'cold' storage	Optional cold-storage archive and retrieval services for long-term storage up to ten years.		£		£	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £
UC media 'hot' storage (Add-on)	Increase instant-access retention period for UC recordings to the maximum available of 130 days.		£		£	\$ / £			\$ / £			

		Unified Communications								Contact Centre		
Voice and Telephony Features	Description	Lobby	X0/X0-T	X1-Gov	X1*	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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					■	■	■	■ ³	■	■	■
Web dialler for web browser (Chrome)	Click any phone number on a website to instantly initiate a call through 8x8				■	■	■	■	■	■	■	■
¹ Unlimited internet fax may require the purchase of an additional DID												

Messaging Features

Universal Team Messaging Features	Description	Lobby	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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				■	■	■	■	■	■	■	■
Set availability status	Users can set status to available, busy, do not disturb or custom message. Status is synchronised across meetings, phone, and team messaging				■	■	■	■	■	■	■	■
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 to nine chat windows)				■	■	■	■	■	■	■	■
Chat Summarisation	1:1 and group chat threads can be automatically condensed. This can be applied to all unread messages or all messages from the past 24 or 72 hours.				■	■	■	■	■	■	■	■
Chat Assistant	AI-powered composition tool, which enables users to draft messages instantly and choose from a variety of composition styles (professional, casual, sympathetic, expanded, or concise) to suit the tone of any conversation.				■	■	■	■	■	■	■	■
Business SMS/MMS and texting	Send/receive text messages and multimedia attachments from your 8x8 phone number to any other phone number. This feature is currently available for North America only and supports CTIA compliance for A2P 10DLC.					■	■	■	■	■	■	■

Universal Team Messaging Features	Description	Lobby	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Business SMS Australian mobile numbers	Send / receive 1:1 domestic SMS messages from Australian mobile numbers. Governed by ACMA; no additional registration required.					■	■	■	■	■	■	■
Group MMS	Send text messages to multiple internal and external contacts with a single click. Each SMS/MMS Group Room can contain up to 10 contacts. This feature is currently available for North America only.					■	■	■	■	■	■	■
Block SMS spam	Users can block inbound SMS from any external number not saved as a contact					■	■	■	■	■	■	■
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				■	■	■	■	■	■	■	■
Room Avatars	Customise private and public rooms by adding a picture or choosing a predefined colour				■	■	■	■	■	■	■	■
End calls with predefined text messages (mobile app)	Respond easily by selecting a predefined text message when you are unable to take a call				■	■	■	■	■	■	■	■
Search past conversations with former users	Ability to search for former users and view chat history				■	■	■	■	■	■	■	■

Video and Audio Conferencing

Video and Audio Conference Features	Description	Lobby	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Admin analytics	Summary and detail reports for 8x8 Meetings can be accessed via the 8x8 Admin Console, including meeting date/time, participant count, meeting ID, browser type, and region distribution.				■	■	■	■	■	■	■	■
Advanced moderation	Moderators can control audio and video of all participants at once - stop and start audio and video with bulk actions				■	■	■	■	■	■	■	■
Audio sharing	Share audio in a meeting from your device or browser tab.				■	■	■	■	■	■	■	■
AV1 video codec	8x8 meetings support the modern AV1 video codec.				■	■	■	■	■	■	■	■
Bandwidth controls	Users can adjust their video bandwidth and monitor their connectivity quality				■	■	■	■	■	■	■	■
Branding	Customised Meetings experience with configurable background, logo, and URL				■	■	■	■	■	■	■	■
Breakout Rooms	Hosts can split meeting participants into separate sessions for smaller, focused discussions				■	■	■	■	■	■	■	■
Calendar integration	Click one button to add 8x8 meeting details into the video meetings user interface. See upcoming and past meeting details.				■	■	■	■	■	■	■	■
Cascaded routing	Bandwidth and networking optimisation to provide the best performance of video				■	■	■	■	■	■	■	■

Video and Audio Conference Features	Description	Lobby	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
	& audio quality with minimal lag time											
Cloud Recordings	Record the audio, video, and desktop from a meeting. Save it in the cloud to reference later or to send to those who could not make it				■	■	■	■	■	■	■	■
Conference Call-in	80+ dial-in number options (11 toll-free) for 59 countries				■	■	■	■	■	■	■	■
Conference Call-out	Call to invite meeting participants from within a meeting				■	■	■	■	■	■	■	■
Controller mode	Control what viewers see and what users can share in meetings				■	■	■	■	■	■	■	■
Driving mode	Enable driving mode for an enhanced mobile app interface built to ensure a safer meeting experience while on the road.				■	■	■	■	■	■	■	■
Dynamic face centring	The video layout is dynamically adjusted, and the participant's face is centred for optimal meeting experience, based on screen resolution and size.				■	■	■	■	■	■	■	■
Emoji and GIF reactions	Meeting participants can use emoji and GIF reactions to respond to meeting content in real time				■	■	■	■	■	■	■	■
End- to-end encryption	End-to-end encryption of a Meeting using insertable streams				■	■	■	■	■	■	■	■

Video and Audio Conference Features	Description	Lobby	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
File sharing	Easily upload and access files during live meetings with built-in file sharing. Stay aligned with teammates in real time, then revisit shared documents anytime.				■	■	■	■	■	■	■	■
Flip meeting	Move meetings between devices with the click of one button				■	■	■	■	■	■	■	■
Group chat	Send messages to every video meeting participant				■	■	■	■	■	■	■	■
HD video and audio conferencing	High definition (HD) quality video to enjoy a superior meeting experience and add up to 500 participants in a meeting				■	■	■	■	■	■	■	■
In-app meeting integration with Salesforce	Link meetings and centralise recordings, chat, and transcripts to Salesforce objects for easy access and broader visibility.		■ As guest	■ As guest	■	■	■	■	■	■	■	■
Join from desktop web browser	Join meetings from any desktop web browser without downloading an app		■ As guest	■ As guest	■	■	■	■	■	■	■	■
Join from mobile browser	Join meetings from any mobile browser and enjoy a browser optimised meeting experience				■	■	■	■	■	■	■	■
Join from mobile devices	Join from iOS and Android devices using the 8x8 Work mobile app				■	■	■	■	■	■	■	■
Large meeting support (Beta)	Conduct meeting events for up to 10,000 participants with an optimised interface and customisation options to conduct company-wide communications or other large audience events.				■	■	■	■	■	■	■	■

Video and Audio Conference Features	Description	Lobby	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Late participant chat summary	Participants who join a meeting at least 10 minutes after the meeting transcription starts will receive a meeting chat summary of everything discussed before they joined, enabling easy catchups. The chat summary is only visible to the late participant.				■	■	■	■	■	■	■	■
Live translation and subtitles	Speech-to-text transcription and display of what's being said in real time				■	■	■	■	■	■	■	■
Meet now	Elevate a call or chat to a video conference				■	■	■	■	■	■	■	■
Meeting live streaming	Stream a conference to an unlimited number of participants over YouTube				■	■	■	■	■	■	■	■
Meeting lobby	Screen meeting participants before letting them join the meeting by enabling the lobby feature.				■	■	■	■	■	■	■	■
Moderation controls	Meeting host controls include universal mute, exclude, participant lobby, and role delegation				■	■	■	■	■	■	■	■
Participant controls	Participants can mute/unmute audio and video, share content and check bandwidth and audio/video quality				■	■	■	■	■	■	■	■
Personalised virtual spaces	Individual employees get their own dedicated meeting web link				■	■	■	■	■	■	■	■
Pinned participants	Select up to six participant windows to display persistently during a meeting				■	■	■	■	■	■	■	■

Video and Audio Conference Features	Description	Lobby	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Polls	Pose a question to the audience with multiple-choice answers to gather feedback and drive participant engagement in real-time.				■	■	■	■	■	■	■	■
Post meeting asset sharing	Users can make meeting assets publicly accessible and shareable for the meetings that they have attended. Shareable assets include the following items, the availability of which is dependent on the specifics of each meeting: participants list, recordings, screenshots, chat, transcriptions, summaries, action items, and links (shared materials).				■	■	■	■	■	■	■	■
Post meeting insights	A centralised view of all that went on in the meeting- Access participant engagement, recordings, chat history, polls, highlights, content snapshots, and AI-generated meeting summary and action items, all in one spot.				■	■	■	■	■	■	■	■
Post meeting summary email	All participants automatically receive an AI-generated summary email after the meeting ends, enabling easy follow-ups and action items.				■	■	■	■	■	■	■	■
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				■	■	■	■	■	■	■	■

Video and Audio Conference Features	Description	Lobby	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Raise your hand	Participants can discreetly indicate they have something to say without interrupting the current speaker				■	■	■	■	■	■	■	■
Remote desktop control	Control the mouse and keyboard movements of another user remotely (User being controlled must have the 8x8 Work Desktop app)				■	■	■	■	■	■	■	■
Screen sharing	Share your desktop screen and choose which desktop applications or monitors to display; share content from screen on mobile device				■	■	■	■	■	■	■	■
Secure passcodes	Option to set a passcode to make meetings more secure.				■	■	■	■	■	■	■	■
Set availability status	Users can set status to available, busy, do not disturb or custom message. Status is synchronised across meetings, phone, and team messaging				■	■	■	■	■	■	■	■
Spaces	Self-service open source software toolkit to build a custom app to connect and control the audio and video components of a room solution.				■	■	■	■	■	■	■	■
Tile view	Display meeting participants in a tiled layout to see all participants at once and see who's talking				■	■	■	■	■	■	■	■
Transcriptions	Detailed transcription of meeting dialog with time stamps				■	■	■	■	■	■	■	■

Video and Audio Conference Features	Description	Lobby	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Undocked meetings panel	Launch and maintain meetings in a separate window from 8x8 Work for Desktop				■	■	■	■	■	■	■	■
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				■	■	■	■	■	■	■	■
Whiteboarding	Meeting participants can now contribute to a whiteboard by drawing, writing, and connecting items to better illustrate their ideas.				■	■	■	■	■	■	■	■

Conversation IQ

8x8 Conversation IQ	Description	Lobby	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
8x8 Conversation IQ	Enable AI-powered conversation insights for adherence, coaching and compliance, including high-accuracy post-call transcription; key-phrase speech mapping and sentiment analysis. Quality management tools facilitate team member evaluation and performance measurement.				£	\$ / £	\$ / £	\$ / £	■			
Custom Dictionary in Admin Console	Enables administrators to create a custom list of specific terms, names, jargon, or industry-specific language that 8x8's transcription system will incorporate to improve recognition and transcription accuracy (requires Conversation IQ).					■	■	■	■			

Custom workflows can also be integrated using the 8x8 CSS API toolkit

Analytics for Work

Analytics for 8x8 Work Essentials Features	Description	Lobby	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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 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 avoid missing leads or customer service opportunities. You'll also see the caller's entire customer journey throughout the organisation, including call transfers — to help increase customer satisfaction.		■	■	■	■	■	■	■	■	■	■
Active calls	See real-time information about all calls currently being processed within the organisation. Details include the caller's journey throughout the organisation up to that point.		■	■	■	■	■	■	■	■	■	■
Unreturned calls	Match inbound calls to outbound calls to find unreturned calls within the selected date range		■	■	■	■	■	■	■	■	■	■
Scheduled reports	Automatically generate and deliver report exports at predefined intervals (daily, weekly, or monthly).		■	■	■	■	■	■	■	■	■	■
Calls by DID	Select and view detailed information for all direct inbound numbers (DIDs)		■	■	■	■	■	■	■	■	■	■

* report data can also be accessed via 8x8 public API

Analytics for Work Supervisor Features

Analytics for 8x8 Work Supervisor Features	Description	Lobby	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Business hours report	Customisable 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)							■	■	■	■	■
User status report	See who's available, active, or away in real-time.							■	■	■	■	■
* report data can also be accessed via 8x8 public API												

Contact Centre

Contact Centre Features	Description	Lobby	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
8x8 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								N/A	■	■	■
8x8 Supervisor Workspace	A unified, customisable dashboard with low-code personalisation, real-time queue and agent management,								■	■	■	■

Contact Centre Features	Description	Lobby	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
	proactive coaching tools, intuitive performance insights, and mobile access for managing teams and optimising CX from anywhere.											
ACD	Match customers to the best available agent—without programming or IT help, boosting first-call resolution rates and customer satisfaction								■	■	■	■
Omnichannel routing	A single routing engine with native support for voice and digital channels, including voice, chat, email, SMS/MMS/RCS**, social media, video, Viber, Facebook Messenger, and WhatsApp. This enables you to deliver consistent and contextual experiences, regardless of how customers choose to contact you.								N/A	N/A	■	■
Rich Communications Services (RCS) messaging	Enables you to send high-quality images, videos, carousels, and branded elements to enhance engagement beyond traditional SMS. RCS enables quick replies, suggested actions, and interactive buttons for faster and more intuitive customer interactions. This feature is currently available for North America only.								N/A	N/A	■	■
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								■	■	■	■

Contact Centre Features	Description	Lobby	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Interaction history	Streamlines agent workflows and provides all the data they need within Agent Workspace to elevate the customer experience, with one-click access to CRM data, recordings, summarisation, topics, sentiment analysis, and transcripts.								N/A	■	■	■
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 Customer Assistant (ICA) Digital	A user-friendly AI-powered virtual agent solution that enables businesses to create engaging and effortless customer self-service experiences.								\$ / £	N/A	\$ / £	\$ / £
Intelligent Customer Assistant (ICA) Voice	A user friendly AI-powered virtual agent solution that enables businesses to create engaging and effortless customer self-service experiences								\$ / £	\$ / £	\$ / £	\$ / £
Intelligent Customer Assistant (ICA) Voice Intelligent Directory	An intuitive, AI powered, speech-enabled solution that allows customers to speak the name of the person, department, or service they wish to reach within an organisation and instantly connect.					\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £
Smart Assist (Creovai)	This Smart Assist solution (created with 8x8 ecosystem partner Creovai) focuses on delivering relevant information, guidance, and support to employees in real-time, so they can more confidently navigate conversations. It is a secure and easy-to-use real-time assistant that automates repetitive tasks and								N/A	\$ / £	\$ / £	\$ / £

Contact Centre Features	Description	Lobby	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
	improves the agent's ability to manage complex customer interactions.											
Auto Dialler	8x8 Auto Dialler automates outbound calling with predictive, progressive, and preview modes to boost agent efficiency and connect rates. It features automatic voicemail detection and advanced compliance filtering—blocking calls to TPS, CTPS, and TCPA-listed numbers—while integrating with CRMs like Salesforce for smarter, more productive, and compliant outbound campaigns								N/A			■
Outbound preview campaign dialler	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								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								N/A	■	■	■

Contact Centre Features	Description	Lobby	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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 optimised to meet customer needs. View individual or overall scores within 8x8 Supervisor Workspace.								■	■	■	■
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								N/A	■	■	■
Native 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								N/A	■	■	■
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	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 'hot' storage	Included storage retention period for CC audio call recordings.								30 days	30 days	30 days	30 days
CC media 'cold' storage	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								N/A	■	■	■

Contact Centre Features	Description	Lobby	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Contact Centre VoIP softphone	8x8 softphone, provides voice path for agents who have no PBX or hard phone								N/A	■	■	■
8x8 Secure Pay	Enables contact centre agents to collect payments seamlessly and securely during live interactions without exposing agents to sensitive payment data. Options include Key-to-Pay, Speak-to-Pay, and Click-to-Pay; pricing varies by license.								\$ / £	\$ / £	\$ / £	\$ / £
8x8 Workforce Management	Organisations gain access to real-time agility, insight, and simplicity to optimise staffing and improve service quality. 8x8 WFM replaces spreadsheets with purpose-built tools for WFM managers to help teams stay ahead of demand, empower agents, and deliver consistently exceptional experiences.								N/A	■	■	■
*8x8 Agent Workspace is available in all countries currently supported on the 8x8 UCaaS platform. **SMS/MMS/RCS charges may vary by country. Some countries are not currently supported due to national legislation												

Analytics for Contact Centre

8x8 Analytics for Contact Centre Features	Description	Lobby	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Analytics for Contact Centre (ACC)	Delivers customisable, real-time reports and graphical tools to help managers monitor agent and queue performance. It offers actionable insights to optimise customer experiences, supports data sharing on								■	■	■	■

	wallboards, and enables access to key metrics for improved operational decision-making.											
Wallboards/Dashboards	Provide a real-time view into critical contact centre metrics								■	■	■	■

Workforce Engagement Management

8x8 Workforce Engagement Management Features	Description	Lobby	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Call recording	Hot storage for up to 30 days included for all call recordings. Storage thereafter is an add-on.								■	■	■	■
Conversation Intelligence (Creovai)	Conversation Intelligence delivers robust reporting capabilities, automated quality management, agent coaching, and speech/text analytics. Users can access customisable dashboards that visualise QA scores, agent behaviour trends, sentiment analysis, and performance goals; automate the export and scheduling of reports; and integrate these insights into CRMs or BI tools.								N/A	\$ / £	\$ / £	\$ / £
Quality management	8x8 Quality Management empowers CX teams to enhance agent performance through interaction analysis, intuitive evaluations with custom templates, timestamped notes, coaching workflows, goal tracking, and out-of-the-box quality reports that visualise progress and performance trends across voice and digital channels.								\$ / £	\$ / £	\$ / £	\$ / £
Voice, text, and sentiment analytics	8x8 Voice, Text, and Sentiment Analytics delivers AI-driven insights across channels with interactive topic mapping, customisable keyword tracking, retroactive analysis, advanced emotion-based filtering, automated trend reporting as well as voice-of-the customer insights for 100% of calls.								■	\$ / £	\$ / £	\$ / £
Custom Dictionary in Admin Console	Enables administrators to create a custom list of specific terms, names, jargon, or industry-specific language that 8x8's transcription system will incorporate to		£		£	£	£	£	■	£	£	£

8x8 Workforce Engagement Management Features	Description	Lobby	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
	improve recognition and transcription accuracy (requires QM/SA).											
QM screen recording	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 and Text Analytics.								N/A	\$ / £	\$ / £	\$ / £
Compliant Call Recording (CallCabinet)	Provides compliant call recording within 8x8 Work and 8x8 Contact Centre for voice, video, and screen sharing. CallCabinet fills every interaction's compliance gap, leveraging detailed policy settings which support the world's most heavily regulated industries.					\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £
Workforce Management	8x8 WFM solutions deliver tools that help contact centres stay agile and efficient, no matter the size of the team. Our solutions provide flexibility for whatever our customer is trying to achieve, leveraging the expertise of our Technology Partners Calabrio and Verint to provide best-in-class WFM solutions and seamless integrations with our 8x8 Contact Centre.								N/A	\$ / £	\$ / £	\$ / £
Calabrio Core WFM	Best suited for CC with 50-500 agents with straightforward forecasting and scheduling needs. Perfect for contact centres that want enterprise-grade capabilities in a more right-sized package but still offers robust features such as omnichannel forecasting and scheduling,								\$ / £	\$ / £	\$ / £	\$ / £

8x8 Workforce Engagement Management Features	Description	Lobby	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
	mobile access, shift bidding, and real-time insights.											
Calabrio Standard WFM	Complete solution, particularly suited to customers with over 100 agents in need of a solution that can provide them visibility into staffing needs and accurately forecast and schedule staff.								\$ / £	\$ / £	\$ / £	\$ / £
Verint Essential WFM	Ideal for contact centres with up to 200 agents who have fixed schedules. This is a great solution to transition away from using spreadsheets for scheduling.								\$ / £	\$ / £	\$ / £	\$ / £
Verint Enterprise WFM	Built for large, complex contact centres and back office operations that need deep configurability, forecasting sophistication, and enterprise-grade employee engagement tools.								\$ / £	\$ / £	\$ / £	\$ / £

Proactive Outreach

Proactive Outreach	Description	Lobby	X0/Xo-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Proactive Outreach: Notify	Launch one-to-many SMS or WhatsApp campaigns with direct routing, detailed reporting, and analytics—perfect for sales promotions, marketing reminders, and product announcements.					\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £
Proactive Outreach: Interact	Engage customers at scale via SMS and WhatsApp, seamlessly routing incoming messages back to your Contact Centre for agents or bots to handle. This can be achieved using the flexible Sender feature in 8x8 Connect or programmatically through comprehensive API access included in this package.								N/A		\$ / £	\$ / £
Proactive Outreach: Alert	8x8 Proactive Outreach: Alert enables businesses to send emergency SMS alerts quickly using pre-built templates, automated workflows, and directory integration. It's designed for rapid response, helping teams coordinate fast during critical events like outages, incidents, or disruptions. This is an add-on package to Notify and Interact.					\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £

Integrations

Integrating Communications into your Ecosystem	Description	All Licenses
Active Directory - authentication	Integrate with Active Directory to manage user access to 8x8 services	■
Single sign on	Use Single Sign-on for easy authentication	■

Integrating Communications into your Ecosystem	Description	All Licenses
Okta integration	Create, update, deactivate and reactivate users. Automatically synchronise Okta Active Directory users and groups into 8x8 Configuration Manager.	■
Calendar integration (Google and Office 365 plugins)	Calendar integrations to start, join and edit 8x8 Meetings	■
Outlook integration	Outlook plugin offers click to call from within the Outlook directory and emails for pc only	■
Office 365 integration	Import O365 personal Contacts. Schedule, start or join meetings with our Office 365 plugin	■
8x8 Voice for Microsoft® Teams	Direct routing integration with Microsoft Teams Phone	■
8x8 Phone App for Microsoft® Teams	Cost-effective and native PSTN calling in Microsoft Teams - no additional software, desktop plugins, or per user Teams Phone licenses required	■
Salesforce integration	8x8 for Salesforce offers call-control and screen pop with caller information, auto-logging of calls, notes, call recording, integrated search, and bulk contact ingestion. 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	■
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	■
Zoho integration	Integration offers window pop up with caller information, auto logging for calls, chats, notes, call recording, and integrated search	■
HubSpot integration	Integration offers window pop up with caller information, auto logging for calls, chats, notes, call recording, and integrated search	■

Integrating Communications into your Ecosystem	Description	All Licenses
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.	■
Freshdesk integration	Integration offers window pop up with caller information, auto logging for calls, chats, notes, call recording, and integrated search	■
Bullhorn integration	Improve productivity and boost placements with 8x8 and Bullhorn	■
Additional integrations	8x8's framework allows quick integration with different user apps to provide a seamless experience	\$ / £

Add-ons

Calabrio	Knowledge Management	8x8 Optional Add-ons
Calabrio Workforce Management (WFM) Advanced	Verint Knowledge Management	CRM Integrations i.e. Salesforce/Microsoft Dynamics
Calabrio Professional Services & Teleopti Training	Additional Numbers	Intelligent IVR
Verint	01/02/03/08	CC Additional Named User
Verint Essentials	Gold numbers	Extra Voice Port
Verint Professional Services & Training	8x8 Conversation IQ	8x8Voice for Microsoft Teams (Xo only, otherwise no charge)

PCI Pal		Platform fee (for each 100 user licences)	8x8 Phone App for Microsoft Teams
PCIPAL Concurrent Agent		User license	Intelligent Customer Assistant
Cloud Provisioning Per AWS Region		Additional Support	Platform fee (Digital)
PCIPal Professional Services and Project Management		Enterprise Customer Support	Usage fee(1,000 Digital Conversations)
		TAM Gold /Silver and Bronze packages	Platform fee (Voice)
			Usage fee (1,000 Voice Conversations)

CPaaS

CPaaS	Description	Standalone
SMS	Deliver business-critical alerts, notifications, and verification codes through SMS. Integrate the 8x8 Messaging API directly into an application or use the 8x8 Connect portal to upload campaigns via CSV. Local UK numbers are available enabling users to respond to messages.	\$ / £
Video	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 user's phone number via an SMS message, avoiding the need to download any third-party apps or software. Key features include Call recording, Geolocation sharing, Remote camera control and integrated chat.	\$ / £
What App	Use the 8x8 CPaaS WhatsApp Business API to send and receive WhatsApp messages at scale. Integrate directly into applications to support rich media, message templates, two-way messaging, automation, and CRM integration, with enterprise-grade security, global coverage and delivery reporting built in.	\$ / £

Security and Compliance

Security, Compliance, and Certifications	Description	All Licenses
High industry SLA	End-to-end 99.999% uptime SLA with financial commitment	■
Enterprise-grade security	Trusted by some of the largest enterprises globally	■
Data Residency	8x8 data centres are distributed across five continents, with a presence in the US, Canada, UK, Germany, Australia, and Hong Kong for assisting in regional jurisdiction compliance requirements.	■
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.	■
System and Organisation Controls (SOC) 2	8x8 undergoes an annual SOC2 Type 2 audit as part of our annual compliance programme	■
ISO 27001:2022	8x8's information security management system is globally certified as compliant with the requirements of ISO 27001:2022 and ISO 27017:2015.	■
PCI-DSS 4.0 SAQ-D	8x8 encrypts all voice + data in transit and storage to help customers achieve their PCI compliance.	■
Health Information Trust Alliance (HITRUST)	8x8 services for HITRUST are mapped to SOC 2 controls, which are annually audited by 3rd party auditors.	■
Health Insurance Portability and Accountability Act (HIPAA)	8x8 services for HIPAA are mapped to SOC 2 controls, which are annually audited by 3rd party auditors, as well as providing signed Business Associate Agreements for Covered Entities and Business Associates.	■

Security, Compliance, and Certifications	Description	All Licenses
National Institute of Standards and Technology (NIST)	8x8 uses NIST SP standards as the baseline for our cyber security programme which is validated by 3rd party auditors at least annually which includes SOC2, ISO 27001, PCI DSS.	■
Federal Information Security Management Act (FISMA)	8x8 uses NIST SP standards as the baseline for our cyber security programme which includes mapping FISMA controls to SOC2 as part of our annual audit process	■
ISO 9001	8x8's Quality Management System is certified for the deployment, operation, and support within 8x8 UK.	■
ISO 14001	Internationally recognised best practice framework for Environmental Management System for the deployment, operation, and support within 8x8 UK and France.	■
UK Government Cyber Essentials Plus accreditation	8x8 holds certification and undergoes an annual audit with an independent auditor as part of its compliance programme	■
FCC Customer Proprietary Network Information (CPNI)	8x8 complies with the Federal Communications Commission's CPNI regulations for protecting customer proprietary network information.	■
Cloud Security Alliance (CSA) STAR	8x8 complies with international Cloud Security Alliance (CSA) requirements by completing the CSA's CAIQ self-assessment, which maps to the Cloud Controls Matrix (CCM)	■
GDPR compliance	Law on data protection and privacy that addresses the transfer of personal data outside the EU and EEA areas.	■
Data Privacy Framework	Framework agreement that enables lawful cross-border transfers of personal data between the U.S., EU, UK, and Switzerland while ensuring strong privacy protections and enforcement mechanisms.	■

Security, Compliance, and Certifications	Description	All Licenses
STIR/SHAKEN	8x8 signs all calls originating on its service using STIR/SHAKEN, in compliance with the FCC Robocall Mitigation program.	■
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.	■
Cyber Security Agency of Singapore (CSA) Cyber Trust Mark	8x8 has met the measures of the CSA Cybersecurity certification - Cyber Trust Mark (at advocate tier) for information security management for cloud-based communications services.	■
W3C Web Content Accessibility Guidelines (WCAG)	As part of 8x8's commitment to continuously improve user accessibility, 8x8 Work and Agent Workspace and Supervisor Workspace include improvements for screen readers, compliant to WCAG 2.1 AA.	■
NHS DSPT	8x8 complies with the UK National Health Service (NHS) Data Security and Protection Toolkit (DSPT) and conducts an annual audit which is validated by a 3rd party auditor.	■

Support and Training

Support and Training	Description	All Licenses
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 knowledge base	Access to the 8x8 Knowledge Base for 24/7/365 access to the latest product capabilities and best practices.	■

Support and Training	Description	All Licenses
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 delivery times), 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	Customised 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	\$ / £

Calling Plans

Service Plans and bundled minutes	Description	Lobby	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	X6	X7	X8
8x8 Work	Telephony Calling Zones (unmetered UC calling to standard tariff landline & mobile numbers, as indicated)	Internal calling only	Metered outbound calling	150 mins (pooled per PBX)	Domestic (1 country)	14 countries	32 countries	48 countries	48 countries	48 countries	48 countries
8x8 Contact Centre	Standard X6, X7, X8 SKUs have no minutes included	-	-	-	-	-	-	-	All minutes metered	All minutes metered	All minutes metered
	X6 Bundled, X7 Bundled and X8 Bundled SKUs include a capped minutes allowance for CC calls as indicated.	-	-	-	-	-	-	-	4,000 minutes within 48 countries	4,000 minutes within 48 countries	4,000 minutes within 48 countries
Standard 8x8 outbound rates apply for local and international calls. Toll-free usage is charged separately											

Global Calling Zones	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	X6	X7	X8
	United Kingdom	United Kingdom	Domestic	United Kingdom	United Kingdom	United Kingdom	United Kingdom	United Kingdom	United Kingdom
			With the latest X1 (Nationwide) SKU, the applicable domestic unmetered calling plan is aligned to the country of a user's designated primary DID. Available country choices are:	United States	United States	United States	United States	United States	United States
				Canada	Canada	Canada	Canada	Canada	Canada
				Australia*	Australia	Australia	Australia	Australia	Australia
				France	France	France	France	France	France
				Germany*	Germany	Germany	Germany	Germany	Germany
				Italy*	Italy	Italy	Italy	Italy	Italy
				Ireland*	Ireland	Ireland	Ireland	Ireland	Ireland

Global Calling Zones	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	X6	X7	X8
			United Kingdom Ireland United States Canada France Germany Netherlands Spain Australia New Zealand	Netherlands*	Netherlands	Netherlands	Netherlands	Netherlands	Netherlands
				New Zealand*	New Zealand	New Zealand	New Zealand	New Zealand	New Zealand
				Puerto Rico	Puerto Rico	Puerto Rico	Puerto Rico	Puerto Rico	Puerto Rico
				Spain*	Spain	Spain	Spain	Spain	Spain
				Sweden*	Sweden	Sweden	Sweden	Sweden	Sweden
				Switzerland*	Switzerland*	Switzerland*	Switzerland*	Switzerland*	Switzerland*
					Belgium	Belgium	Belgium	Belgium	Belgium
					Brazil*	Brazil*	Brazil*	Brazil*	Brazil*
					China	China	China	China	China
					Denmark	Denmark	Denmark	Denmark	Denmark
					Guam	Guam	Guam	Guam	Guam
					Hong Kong	Hong Kong	Hong Kong	Hong Kong	Hong Kong
					Hungary	Hungary	Hungary	Hungary	Hungary
					Israel	Israel	Israel	Israel	Israel
					Luxembourg*	Luxembourg*	Luxembourg*	Luxembourg*	Luxembourg*
					Malta	Malta	Malta	Malta	Malta
					Mexico	Mexico	Mexico	Mexico	Mexico
					Norway	Norway	Norway	Norway	Norway
					Poland*	Poland*	Poland*	Poland*	Poland*
					Portugal*	Portugal*	Portugal*	Portugal*	Portugal*
					Romania	Romania	Romania	Romania	Romania
					Slovakia	Slovakia	Slovakia	Slovakia	Slovakia
					South Korea	South Korea	South Korea	South Korea	South Korea
					Taiwan*	Taiwan*	Taiwan*	Taiwan*	Taiwan*
						Argentina*	Argentina*	Argentina*	Argentina*
						Chile	Chile	Chile	Chile
						Cyprus*	Cyprus*	Cyprus*	Cyprus*

Global Calling Zones	Xo/Xo-T	X1-Gov	X1	X2	X3	X4	X6	X7	X8
						Dominican Rep	Dominican Rep	Dominican Rep	Dominican Rep
						Finland	Finland	Finland	Finland
						Greece	Greece	Greece	Greece
						India	India	India	India
						Indonesia	Indonesia	Indonesia	Indonesia
						Japan*	Japan*	Japan*	Japan*
						Malaysia	Malaysia	Malaysia	Malaysia
						Peru	Peru	Peru	Peru
						Russia*	Russia*	Russia*	Russia*
						Singapore	Singapore	Singapore	Singapore
						South Africa	South Africa	South Africa	South Africa
						Thailand	Thailand	Thailand	Thailand
						Turkey*	Turkey*	Turkey*	Turkey*

All unmetered calling plans exclude calls to Special, and Premium Numbers. In addition, for the countries indicated (), unmetered calling excludes calls to mobile numbers.*

DID Tier 1	DID Tier 2	DID Tier 3	DID Tier 4	DID Tier 5 (unpublished)
First DID - £0 Additional DID Chargeable	First DID - £0 Additional DID Chargeable	All DID Chargeable	All DID Chargeable	All DID Chargeable
Australia	Austria	Argentina	Algeria	<i>Belarus</i>
Canada	Belgium	Brazil	<i>Bahrain</i>	Grenada
France	<i>Benin</i>	Chile	Barbados	Indonesia
Germany	<i>Bulgaria</i>	China	Bosnia and Herzegovina	Philippines
Guadeloupe	Croatia	Cyprus	Cayman Islands	Sri Lanka
Ireland	Czech Republic	Dominican Republic	Colombia	Taiwan
Italy	Denmark	Hong Kong	Costa Rica	Thailand
Netherlands	Estonia	Iceland	Ecuador	Ukraine
Portugal	Finland	Israel	El Salvador	

DID Tier 1	DID Tier 2	DID Tier 3	DID Tier 4	DID Tier 5 (unpublished)
Spain	<i>French Guiana</i>	Japan	Georgia	
Sweden	Greece	<i>Kazakhstan</i>	Kyrgyzstan	
United Kingdom	Hungary	Luxembourg	<i>Latvia</i>	
United States	Kenya	Macedonia	Mauritius	
	Lithuania	Malaysia	Moldova	
	Martinique	Malta	Tajikistan	
	<i>Mayotte</i>	Mexico	Trinidad and Tobago	
	New Zealand	Montenegro	Venezuela	
	Norway	Panama	Vietnam	
	Poland	Peru		
	Romania	Puerto Rico		
	Seychelles	<i>Russia</i>		
	Slovakia	Singapore		
	Slovenia	South Korea		
	South Africa	Turkey		
	<i>St Barthelemy</i>	Uganda		
	<i>St Martin</i>			
	Switzerland			

Not currently available. Countries in bold text also support 8x8 cloud PSTN service for in-country call origination and termination. Toll Free (in-bound) numbers also available

Important Notes

Important Notes
X1 is available in three variants: - X1 Nationwide - the standard variant that's available in all of 8x8 sales regions. Based on the country of the user's primary DID, this offers a nationwide calling plan with unlimited local or in-country calls (subject to fair use and calls to qualified numbers) in the US, Canada, UK, Ireland, France, Germany, Netherlands, Spain, Australia, or

New Zealand. Calls to destinations outside of the designated 'home' country are charged at the standard 8x8 metered rates.

- X1 Metered - this is functionally identical to X1 Nationwide, but differs commercially in that all calls are metered
- X1 Gov - this is a special variant, available for pre-qualified UK Government organisations only. This is intended for users with modest outbound calling needs and includes 150 minutes per month of unmetered UK calls (to standard tariff destinations) only.

All licenses up to and including X4 can be mix-and-matched on the same system.

X6, X7 and X8 licenses cannot be mixed—all Contact Centre licenses on a single system must be the same.

All outbound and inbound calls (except toll-free, which are charged separately) for X6, X7, X8 Bundled plans, count toward the 4,000 inclusive unmetered minutes per seat.

All outbound and inbound calls (except toll-free, which are charged separately) for Standard X6, X7, X8 (metered) plans are charged based on [standard usage rates](#).

The included minutes for X6, X7, X8 Bundled plans can be pooled between users on the same PBX within the same calendar month only.

Virtual numbers need to be added to 8x8 Contact Centre Queues.

Virtual Numbers need to be added to 8x8 Contact Centre for direct agent connect.

If you intend to use the concurrent 8x8 Contact Centre licenses, five named user licenses are provided with each X6-X8 Contact Centre seat license. One X4 license is also provided with each X6, X7, X8 license. Please ensure that you order additional UC licenses (X1-X4) as required.

Additional information: [Calling countries for X-Series licenses](#) | [How Contact Centre per-minute usage is charged](#)