



EBOOK

XCaaS - One Platform, One Experience

XCaaS - eXperience Communications as a Service with a single platform
for contact centre, voice, video and chat.



8x8

Introduction

XCaaS: eXperience Communications as a Service

Experience Communications as a Service with one platform for contact centre, voice, video and chat with 8x8's public cloud solution, available from anywhere globally with an internet connection.

8x8 have been around since 1987, they are not a new company, with 35 data centres across the world hosting 2.5 million global users, adhering to the highest security standards for safe, secure end-to-end communications and platform-wide 99.999% uptime across both UCaaS and CCaaS.

XCaaS enables customers and employees to interact in one system with the right communications capabilities for everyone in the company, from one set of data, bringing modern communication experiences across all functional areas of an organisation.

Why choose 8x8 XCaaS and Wavenet?

XCaaS is a fully cloud-based solution. The only item requiring on-site installation is the optional desk phone. Point and click administration makes move, adds and changes very straightforward for in-house management, even for non-technical personnel.

A Wavenet specialist engineer will work with you to design the XCaaS solution to suit your needs, providing you with the necessary knowledge and training to setup, configure, maintain and use the solution efficiently, for future sustainability and fast onboarding of new users.

Porting of any existing services will be completed by Wavenet's in-house porting team, in a two-stage process to ensure that service interruption is minimised during change over, to a matter of minutes, if any.

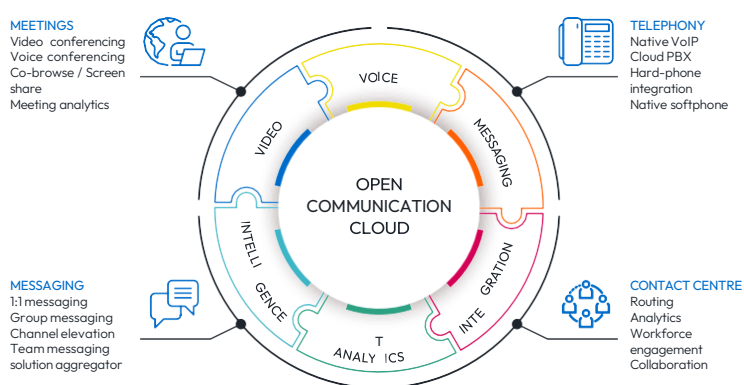
When moving to Cloud telephony it is important that the LAN infrastructure can support any new phones that require PoE. Some users may wish to use a Softphone or mobile app which requires a stable Wi-Fi connection throughout the environment to support user roaming. A Wavenet UC engineer can do a site survey and readiness assessment to ensure that everything is in place.

8x8 XCaaS solutions are supported by an in-house Wavenet UK team. You will be provided with a dedicated number for access to technical support and maintenance, with a high level of service expertise and responsiveness.



A Single Vendor for ALL Applications

XCaaS is a single solution from a single vendor, whether its voice calls, desktop and mobile applications, conferencing, messaging, call recording, call analytics or contact centre.



Features

- Work App for all users, anywhere, any device
- Front Desk UCaaS for Reception
- Analytics reporting on ALL users
- Point n Click Management Portal
- Direct Routing for Microsoft Teams
- 50+ Integrations with leading CRM, productivity and collaboration apps
- 8 core licenses to choose from

One Size Doesn't Necessarily Fit All!

XCaaS is a solution for all employees from voice only users to feature rich customer support teams, mobile service and delivery teams and multiple media contact centres, providing the right communications capabilities for everyone in the company with a unified experience for voice, video, chat and contact centre.

- Lobby
- Voice only phone user
- Shared Usage
- Knowledge worker
- Remote / Mobile worker
- Receptionist
- IT Admin / Supervisors
- Informal Queues
- Inside Sales
- Customer Support

Users can access the service from any combination of devices and be reachable from one number (a single DDI).

Contact centre features are all part of the same system, enabling staff to search, dial and see the presence of non-contact centre staff and vice versa.

Benefits

- A better experience for customers
- A better experience for employees
- Faster time to resolution
- A mobile and remote solution for location independent workers
- Hybrid Platforms for Smooth Migration
- UK-based Technical Support
- 20+ Years Porting & Carrier Experience
- Keep Your Existing Numbers

XCaaS Licensing

	Lobby Internal	X1 Basic Voice	X2 Meetings	X3 Reception	X4 Analytics	X6 Voice only	X7 Multiple Media	X8 MM & QM
UC and CC Calling Zone		Unlimited UK	Free Calling 14 Countries	Free Calling 32 Countries	Free Calling 46 Countries	Free Calling 46 Countries	Free Calling 46 Countries	Free Calling 46 Countries
Auto Attendant	✓	✓	✓	✓	✓	✓	✓	✓
Phone Number & Extension		✓	✓	✓	✓	✓	✓	✓
HD Voice, Secure Voice	✓	✓	✓	✓	✓	✓	✓	✓
Mobile & Desktop Apps		✓	✓	✓	✓	✓	✓	✓
Team Messaging; Presence; Voicemail		✓	✓	✓	✓	✓	✓	✓
Call Recording		✓	✓	✓	✓	✓	✓	✓
Audio & Video Conferencing- 500 People		✓	✓	✓	✓	✓	✓	✓
Single Sign On		✓	✓	✓	✓	✓	✓	✓
Internet Fax			✓	✓	✓	✓	✓	✓
Salesforce, Zendesk, & NetSuite Integration			✓	✓	✓	✓	✓	✓
Operator Switchboard				✓	✓	✓	✓	✓
Salesforce Employee Analytics				✓	✓	✓	✓	✓
Salesforce Team Analytics					✓	✓	✓	✓
Analytics & Call Quality Reporting					✓	✓	✓	✓
Interactive Voice Response (IVR)						✓	✓	✓
Skills-Based Inbound Voice						✓	✓	✓

XCaaS Licensing continued

	Lobby Internal	X1 Basic Voice	X2 Meetings	X3 Reception	X4 Analytics	X6 Voice only	X7 Multiple Media	X8 MM & QM
Graphical Call Flows; Post Call Survey						✓	✓	✓
Native CRM, Knowledgebase						✓	✓	✓
Queued & Web Callback						✓	✓	✓
Inbound Chat, Email, Social Channels							✓	✓
Co-browse							✓	✓
Quality Management & Speech Analytics						Optional	Optional	✓



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**Networking
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Contact Centres



**Mobile Solutions
& IoT**



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