



G-Cloud 15 Pricing Information

8x8

**Unified Communications UCaaS,
Contact Centre CCaaS and
Communications Platform CPaaS**

Lot 2b



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Pricing Overview

For any solution UCaaS, CCaaS or CPaaS you would need to price the correct X Series Licences. Please refer to Appendix 1 – Feature Matrix and Calling Plans to ensure you have aligned the correct license to functionality needed for your users. In addition you will also need to include professional services to set-up your solution and ensure a successful set-up or migration and select which support model best aligns with your operational targets.

For any questions we are happy to provide a free of charge, no obligation, pricing workshop with one of our specialists.

Please note:

- Deals and time limited discounts may be available please speak to the contact provided in this document for any available offers.
- Individual Prices may increase during the contract as per CCS guidelines.

X Series Licenses

Licenses	Per License
Product	Per User
X Series – Lobby	£4.57
Operator Connect (Metered) (UK DiD)	£1.99
Operator Connect (Unmetered) (UK DiD)	£5.31
X Series – X0	£5.00
X Series – X0-T	£5.71
X Series – X1 UK Government	£5.36
X Series – X1 Metered	£5.41
X Series – X1 Nationwide	£6.43
X Series – X2	£14.29
X Series – X3	£17.86
X Series – X4	£26.43
8x8 Engage – Metered	£50.00
8x8 Engage – Unlimited	£57.14
X Series – X6	£60.71
X Series – X6 Bundled	£75.00
X Series – X7	£75.00
X Series – X7 Bundled	£85.71
X Series – X8	£96.43
X Series – X8 Bundled	£107.14

Important Notes

- 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 the prevailing 8x8 call rates, published on the Global Presence pages
- of the 8x8 web site. Please note that chargeable calls are billed rounded-up to the nearest minute.
- The included minutes for X6, X7, X8 Bundled plans can be pooled between users on the same PBX within the same calendar month only.
- Unmetered calling plans include calls to standard-tariff geographic and non-geographic landline numbers as well as to mobile numbers.
- Note that calls to the following number/call types are always metered: UK offshore mobile numbers; premium-rate/shared cost numbers; special numbers, for example those associated with premium-rate call
- forwarding or non-business-related entertainment services.
- Virtual numbers need to be added to 8x8 Contact Centre Queues.
- Virtual Numbers need to be added to the 8x8 Contact Centre for direct agent connect.
- Contact Centre Agents receive 30 Days of Call Recording as standard and additional days can be added for an additional cost. Screen Recording is an optional add-on.
- 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 licence is also provided with each X6, X7, X8 licence. Please ensure that you order additional UC licenses (X1-X4) as required.

Optional Add-Ons

Add-on Pricing	
8x8 Optional Add-ons	Charge
CC Additional Named User	£0.00 per user per month
Extra Voice Port	£7.71
8x8 Voice for MS Teams	£0.00 per user per month
Intelligent Customer Assistant (ICA) AI Compass360	£385.71
Intelligent Customer Assistant (ICA) Digital (1,000 Digital Conversations)	£200.00
Intelligent Customer Assistant (ICA) Voice (1,000 Voice Conversations)	£257.14
ICA Voice Intelligent Directory (Min commit of 6000 Conv per month)	£1,028.57

Intelligent Customer Assistant (ICA) xApps Base	£487.14
Intelligent Customer Assistant (ICA) Knowledge AI Base	£1,298.57
8x8 UC Quality Management	£4.00
8x8 UC Speech Analytics	£8.01
Calabrio Teleopti	Charge
Calabrio Teleopti WFM Advance	£25.71
Calabrio Professional Services & Training	SOW (£)
Verint	Charge
Verint Workforce Management Essentials - User Licence	£16.70
Verint Professional Services & Training	SOW (£)
Verint Knowledge Management	SOW (£)
Secure Pay	Charge
Secure Pay Voice Business User	£19.00
Secure Pay Voice Agent	£23.00
Secure Pay Cloud Provisioning per AWS Region	£5,020.74
Secure Pay Professional Services & Project Management	SOW (£)
Secure Pay Speech Add on	£7.00
Secure Pay Digital User	£19.00
Secure Pay BU DID	£1.00
Secure Pay BU SIP Channel License	£15.00
Secure Pay 250 SMS Message Bundle	£16.00
Secure Pay Omnichannel Agent	£33.00
Creovai (8x8 Agent Assist)	Charge
Creovai Conversational Intelligence & Agent Guidance (2000 hours per month)	£3,200.00
Creovai Conversational Intelligence (2000 hours per month)	£2,714.29

Creovai Agent Guidance (2000 hours per month)	£2,714.29
Creovai Premium Support (24 hours per Annum)	£402.86
Creovai Professional Services	SOW (£)

Additional Numbers, UC and CC Recording Storage

Additional Numbers	Charge
Additional Number 01/02/03/08	£0.85
SMS Enabled Number	£3.42
Gold Number	POA
UC and CC Recording Storage	Per User per month
UC Call Recording Hot Storage - 130 days	£1.20
UC Call Recording Cold Storage - 1 year	£1.95
UC Call Recording Cold Storage - 2 years	£2.45
UC Call Recording Cold Storage - 3 years	£2.95
UC Call Recording Cold Storage - 4 years	£3.45
UC Call Recording Cold Storage - 5 years	£3.90
UC Call Recording Cold Storage - 6 years	£4.30
UC Call Recording Cold Storage - 7 years	£4.60
UC Call Recording Cold Storage - 8 years	£4.90
UC Call Recording Cold Storage - 9 years	£5.15
UC Call Recording Cold Storage - 10 years	£5.30
UC Meeting Recording Hot Storage - 130 days	£18.50
UC Meeting Recording Cold Storage - 1 year	£9.50
UC Meeting Recording Cold Storage - 2 years	£17.50
UC Meeting Recording Cold Storage - 3 years	£21.50
UC Meeting Recording Cold Storage - 4 years	£25.50

UC Meeting Recording Cold Storage - 5 years	£29.50
UC Meeting Recording Cold Storage - 6 years	£33.50
UC Meeting Recording Cold Storage - 7 years	£37.50
UC Meeting Recording Cold Storage - 8 years	£41.50
UC Meeting Recording Cold Storage - 9 years	£45.50
UC Meeting Recording Cold Storage - 10 years	£49.50
CC Call Recording Hot Storage - 130 days	£1.20
CC Call Recording Cold Storage - 1 year	£1.95
CC Call Recording Cold Storage - 2 years	£2.45
CC Call Recording Cold Storage - 3 years	£2.95
CC Call Recording Cold Storage - 4 years	£3.45
CC Call Recording Cold Storage - 5 years	£3.90
CC Call Recording Cold Storage - 6 years	£4.30
CC Call Recording Cold Storage - 7 years	£4.60
CC Call Recording Cold Storage - 8 years	£4.90
CC Call Recording Cold Storage - 9 years	£5.15
CC Call Recording Cold Storage - 10 years	£5.30
CC Screen Recording Hot Storage - 30 days	£6.50
CC Screen Recording Hot Storage - 130 days	£18.50
CC Screen Recording Cold Storage - 1 year	£9.50
CC Screen Recording Cold Storage - 2 years	£17.50
CC Screen Recording Cold Storage - 3 years	£21.50
CC Screen Recording Cold Storage - 4 years	£25.50
CC Screen Recording Cold Storage - 5 years	£29.50
CC Screen Recording Cold Storage - 6 years	£33.50
CC Screen Recording Cold Storage - 7 years	£37.50

CC Screen Recording Cold Storage – 8 years	£41.50
CC Screen Recording Cold Storage – 9 years	£45.50
CC Screen Recording Cold Storage – 10 years	£49.50

CPaaS

CPaaS		
SMS Messaging	Charge Type	Charge
Account Set Up Fee (API or Online Portal)	Per Account	£714.29
24/7/365 Support Monthly Fee	Per Account	£500.00
UK – Per Message Fee	Per Message	£0.07
10,000 SMS Bundle	Per Bundle	£714.29
50,000 SMS Bundle	Per Bundle	£3,214.29
100,000 SMS Bundle	Per Bundle	£5,571.43
UK – Virtual Number Set-Up Fee	Per Number	£14.29
UK – Virtual Number Monthly Fee	Per Number	£14.29
Video Interacton	Charge Type	Charge
Account Set Up Fee	Per Account	£1,428.57
24/7/365 Support Monthly Fee	Per Account	£500.00
Agent License Fee	Per Agent	£85.71
10,000 SMS Bundle	Per Bundle	£714.29
WhatsApp	Charge Type	Charge
Account Set Up Fee (API or Online Portal)	Per WhatsApp Business Number	£714.29
Monthly Maintenance Fee	Per WhatsApp Business Number	£714.29
8x8 Message Fee (In and Out)	Per Message	£0.01

UK - WhatsApp Message Fees by Category	Charge Type	Charge
UK - WhatsApp Conversation Fees (business-initiated) by category:		
Marketing (e.g. new product, service, or feature announcements, targeted promotions/offers, and cart abandonment reminders)	Per Message	£0.05
Utility (e.g., delivery confirmation, account updates, payment reminders)	Per Message	£0.02
Authentication (e.g. Account verification, account recovery, integrity challenges)	Per Message	£0.02

*SMS and WhatsApp rates are subject to change at 8x8's sole discretion from time to time. 8x8 will provide at least 30 days notice of a price change.

Proactive Outreach

Proactive Outreach	Charge Type	Charge
Proactive Outreach Notify Platform Fee		£500.00
Proactive Outreach Interact Platform Fee		£1,000.00
Proactive Outreach - SMS Usage	Variable	See Rate Card
Proactive Outreach - WhatsApp Usage	Variable	See Rate Card
Proactive Outreach Rate Card	Included	See Rate Card
SMS Additional Services Sender ID Setup Fee		£98.75
PS Integration & Customisation		SOW (£)

Devices, Endpoints & Accessories

Deskphones, Conference Phones, ATAs and Accessories	Charge Type	Charge
Poly Edge E100 IP Phone	Per device	£65.13
Poly Edge E220 IP Phone	Per device	£82.56
Poly Edge E300 IP Phone	Per device	£128.08

Poly Edge E320 IP Phone	Per device	£139.65
Poly Edge E350 IP Phone	Per device	£140.71
Poly Edge E400 IP Phone	Per device	£155.99
Poly Edge E450 IP Phone	Per device	£183.78
Poly Edge E550 IP Phone	Per device	£202.41
Poly Rove B1 DECT Handset and Base Station	Per device	£98.16
Polycom Trio 8300 Conference Phone	Per device	£237.68
Yealink W79P DECT Handset and Base Station	Per device	£107.48
Yealink CP925 Touch Sensitive HD IP Conference Phone	Per device	£289.70
Yealink SIP-T33G Phone PoE	Per device	£64.74
Yealink SIP-T34W Phone PoE	Per device	£71.63
Yealink SIP-T53 Phone PoE	Per device	£88.06
Yealink SIP-T53W Phone PoE	Per device	£109.98
Yealink SIP-T54W Phone PoE	Per device	£138.35
Yealink SIP-T57W Phone PoE	Per device	£191.35
Yealink SIP-T58W Phone PoE	Per device	£227.73
Yealink T46U IP Phone	Per device	£132.73
Yealink T48U IP Phone	Per device	£181.45
Grandstream HT801 ATA 1 FXS Port	Per device	£42.69
Grandstream HT802 ATA 2 FXS Ports	Per device	£53.09
Grandstream HT814 ATA 4 FXS Ports	Per device	£97.29
Grandstream HT818 ATA 8 FXS Ports	Per device	£148.58
Yealink EXP43 Colour Expansion Module	Per device	£63.03
Yealink EXP50 Colour Expansion Module	Per device	£68.44
Yealink Power Supply for T33 to T58	Per device	£8.53
Yealink Power Supply for CP Conference Phone	Per device	£26.38

Polycom Power Supply for Edge	Per device	£12.43
Polycom Power kit for Trio	Per device	£48.25
Yealink WH64 Dual UC DECT Headset	Per device	£97.98
Yealink WH64 Mono UC DECT Headset	Per device	£83.88
Plantronics Encore Pro 320 USB-A, Stereo USB Headset	Per device	£51.13
Plantronics Encore Pro EP525 USB-A, Stereo USB Headset	Per device	£61.64

Training

Admin

Training Courses Admin	Charge Type	Charge
8x8 Work Administration & Configuration	Per Seat	£600.00
8x8 Contact Centre Administration & Configuration	Per Seat	£600.00
8x8 Work Administration or Contact Centre Administration Private	Per Engagement	£2,800.00
8x8 Work Admin or CC Admin Onsite + Travel & Expenses	Per Engagement	£2,800.00
8x8 Work or Contact Centre Administration and Configuration (self-paced)	No charge	£-
8x8 Product Troubleshooting, IVR Scripting, and Digital Scripting	Per Seat	£600.00
8x8 Work Analytics	Per Session	£400.00
8x8 Contact Centre Analytics	Per Session	£400.00
Quality Management & Speech Analytics	Per Session	£400.00
Conversation IQ	Per Session	£400.00
8x8 Custom Adoption Kit	Per Kit	£800.00

End User

Training Courses End User	Charge Type	Charge
8x8 Work End User Remote Training Session	Per Session	£400.00
8x8 Contact Centre Agent or Supervisor Remote Training Session	Per Session	£400.00
8x8 Work and/or Contact Centre End Users/Agents Custom Full Day	Per Day	£2,800.00
8x8 Work and/or Contact Centre End Users/Agents + Travel & Expenses	Per Day	£2,800.00
Premium Training Bundle - Bronze	Bundle	£4,000.00
Premium Training Bundle - Silver	Bundle	£6,400.00
Premium Training Bundle - Gold	Bundle	£10,000.00
Training Subscription - Public Sector	Full Organisation	£300.00

Support

At CloudClevr we offer multiple support tiers, you can choose a support tier that meets your operational targets. Support is charged per user per month.

Standard – £1 per user per month

Service Coverage	Priority Level	Target Response Time
Working Hours	P1	4 hours
Working Hours	P2	8 hours
Working Hours	P3	16 hours
Working Hours	P4	24 hours

Extended – £2 per user per month

Service Coverage	Priority Level	Target Response Time
24x7x365	P1	4 hours
24x7x365	P2	8 hours
Working Hours	P3	16 hours
Working Hours	P4	24 hours

Enhanced – £3 per user per month

Service Coverage	Priority Level	Target Response Time	Target Resolution Time
24x7x365	P1	2 hours	1 day
24x7x365	P2	4 hours	7 days
Working Hours	P3	8 hours	14 days
Working Hours	P4	16 hours	

Premium – £4 per user per month

Service Coverage	Priority Level	Target Response Time	Target Resolution Time
24x7x365	P1	1 hours	4 hours

24x7x365	P2	4 hours	3 days
Working Hours	P3	8 hours	7 days
Working Hours	P4	16 hours	

Premium+ - POA

Service Coverage	Priority Level	Target Response Time	Target Resolution Time
24x7x365	P1	30 mins	4 hours
24x7x365	P2	4 hours	8 hours
Working Hours	P3	8 hours	7 days
Working Hours	P4	16 hours	

Working Hours is defined as 9:00 AM and 5:30 PM GMT on Business Days.

Contact Details

Contacting us is simple. Email publicsector@cloudclevr.com with your contact details and basic requirements and a specialist will contact you.

Alternatively, you can call our dedicated G Cloud team on **0203 005 5075** and talk to a specialist to discuss our service.

We will work with you to learn your specific requirements, we will discuss existing technology challenges, learn your timescales, investigate your current and future plans and provide a detailed proposal that can be used to reference the Order Form that we will provide to order the service.

[illegible]

		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
IP agnostic access	Connect to us over any IP network connection through patented access technology	■	■		■	■	■	■	■	■	■	■
PSTN access	8x8 works with 25+ PSTN carriers to provide global coverage and redundancy	■	■		■	■	■	■	■	■	■	■
Geo routing	Patented automatic 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	■	■	■	■	■	■	■	■

		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 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	■	■	■	■	■	■	■	■	■
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	■	■	■	■	■	■	■	■

[illegible]

		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
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 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	■	■	■	■	■	■	■	■

Voice and Telephony Features	Description	Unified Communications								Contact Centre		
		Lobby	X0/X0-T	X1-Gov	X1*	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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		■		■	■	■	■	■	■	■	■
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		■		■	■	■	■	■	■	■	■

		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
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.	■	■		■	■	■	■	■	■	■	■

		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
Mobile Device Management	Credential-free authentication for mobile devices	■	■	■	■	■	■	■	■	■	■	■
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

Voice and Telephony Features	Description	Unified Communications								Contact Centre		
		Lobby	X0/X0-T	X1-Gov	X1*	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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.		£		£	\$ / £			\$ / £			
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 dialer for web browser (Chrome)	Click any phone number on a website to instantly initiate a call through 8x8				■	■	■	■	■	■	■	■

		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

¹ Unlimited internet fax may require the purchase of an additional DID

Messaging Features

Universal Team Messaging Features	Description	Lobby	X0/X0-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 synced 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 Summarization	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.				■	■	■	■	■	■	■	■

Universal Team Messaging Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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.					■	■	■	■	■	■	■
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				■	■	■	■	■	■	■	■

Universal Team Messaging Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Room Avatars	Customise private and public rooms by adding a picture or choosing a predefined color				■	■	■	■	■	■	■	■
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	X0/X0-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 & audio quality with minimal lag time				■	■	■	■	■	■	■	■

Video and Audio Conference Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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				■	■	■	■	■	■	■	■
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				■	■	■	■	■	■	■	■

Video and Audio Conference Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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.				■	■	■	■	■	■	■	■
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 catch-ups. 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				■	■	■	■	■	■	■	■

Video and Audio Conference Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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				■	■	■	■	■	■	■	■
Polls	Pose a question to the audience with multiple-choice answers to gather feedback and drive participant engagement in real-time.				■	■	■	■	■	■	■	■

Video and Audio Conference Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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				■	■	■	■	■	■	■	■
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)				■	■	■	■	■	■	■	■

Video and Audio Conference Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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 synced 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				■	■	■	■	■	■	■	■
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	X0/X0-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	X0/X0-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 organization, including call transfers — to help increase customer satisfaction.		■	■	■	■	■	■	■	■	■	■
Active calls	See real-time information about all calls currently being processed within the organization. Details include the caller's journey throughout the organization up to that point.		■	■	■	■	■	■	■	■	■	■
Unreturned calls	Match inbound calls to outbound calls to find unreturned calls within the selected date range		■	■	■	■	■	■	■	■	■	■
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	X0/X0-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	X0/X0-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, proactive coaching tools, intuitive performance insights, and mobile access for managing teams and optimizing 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	■	■

Contact Centre Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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								■	■	■	■
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, summarization, 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								\$ / £	■	■	■

Contact Centre Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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 organization 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 improves the agent's ability to manage complex customer interactions.								N/A	\$ / £	\$ / £	\$ / £
Auto Dialer	8x8 Auto Dialer 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			■

Contact Centre Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Outbound preview campaign dialer	In preview mode, a customer's information will be presented at the time the system begins the call. This allows the agent to read the customer's information while waiting for the call to be connected. The agent must manually answer and terminate the call when completed								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	■	■	■
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	■	■	■

Contact Centre Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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 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 seamlessly and securely collect payments 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.								\$ / £	\$ / £	\$ / £	\$ / £

Contact Centre Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
8x8 Workforce Management	Organizations 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	X0/X0-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/Dash boards	Provide a real-time view into critical contact centre metrics								■	■	■	■

Workforce Engagement Management

8x8 Workforce Engagement Management Features	Description	Lobby	X0/X0-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.								■	\$ / £	\$ / £	\$ / £

8x8 Workforce Engagement Management Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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 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	\$ / £	\$ / £	\$ / £

8x8 Workforce Engagement Management Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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, 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/X0-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	■
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	■

Integrating Communications into your Ecosystem	Description	All Licenses
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	■
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

Calibrio
Calabrio Workforce Management (WFM) Advanced
Calabrio Professional Services & Teleopti Training
Verint
Verint Essentials
Verint Professional Services & Training
PCI Pal
PCIPAL Concurrent Agent
Cloud Provisioning Per AWS Region
PCIPal Professional Services and Project Management

Knowledge Management
Verint Knowledge Management
Additional Numbers
01/02/03/08
Gold numbers
8x8 Conversation IQ
Platform fee (for each 100 user licences)
User license
Additional Support
Enterprise Customer Support
TAM Gold /Silver and Bronze packages

8x8 Optional Add-ons
CRM Integrations i.e. Salesforce/Microsoft Dynamics
Intelligent IVR
CC Additional Named User
Extra Voice Port
8x8Voice for Microsoft Teams (X0 only, otherwise no charge)
8x8 Phone App for Microsoft Teams
Intelligent Customer Assistant
Platform fee (Digital)
Usage fee (1,000 Digital Conversations)
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.	\$ / £
Whats 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.	■

Security, Compliance, and Certifications	Description	All Licenses
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.	■
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)	■

Security, Compliance, and Certifications	Description	All Licenses
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.	■
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.	■
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	X0/X0-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	X0/X0-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
			United Kingdom	Ireland*	Ireland	Ireland	Ireland	Ireland	Ireland

Global Calling Zones	X0/X0-T	X1-Gov	X1	X2	X3	X4	X6	X7	X8
			Ireland	Netherlands*	Netherlands	Netherlands	Netherlands	Netherlands	Netherlands
			United States	New Zealand*	New Zealand	New Zealand	New Zealand	New Zealand	New Zealand
			Canada						
			France	Puerto Rico	Puerto Rico	Puerto Rico	Puerto Rico	Puerto Rico	Puerto Rico
			Germany						
			Netherlands	Spain*	Spain	Spain	Spain	Spain	Spain
			Spain	Sweden*	Sweden	Sweden	Sweden	Sweden	Sweden
			Australia						
			New Zealand	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

Global Calling Zones	X0/X0-T	X1-Gov	X1	X2	X3	X4	X6	X7	X8
					Taiwan*	Taiwan*	Taiwan*	Taiwan*	Taiwan*
						Argentina*	Argentina*	Argentina*	Argentina*
						Chile	Chile	Chile	Chile
						Cyprus*	Cyprus*	Cyprus*	Cyprus*
						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	
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		

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
	Slovenia	South Korea		
	South Africa	Turkey		
	St Barthelemy	Uganda		
	St Martin			
	Switzerland			

Not currently available.

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](#)

