



G-Cloud 15 Service Definition

8x8

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

Lot 2b



Prepared by:

Dave Harrison

Sales Manager – Public Sector

CloudClevr Ltd

Contents

Contents	2
Introduction	3
Company Overview	3
Our Expertise.....	3
Our Services.....	4
Why CloudClevr Ltd.?	5
Value Proposition	5
What The Service Provides	6
Social Value	7
Overview Of The G-Cloud Service	8
1. Data Protection	17
Information Assurance	17
Data Back-Up and Restoration.....	19
Business Continuity Statement/Plan	19
Privacy by Design.....	21
2. Using the service.....	21
Ordering and Invoicing	21
Pricing Overview.....	21
Availability of a Trial Service	22
On-Boarding, Off-Boarding, Service Migration and Scope	23
Training	24
Implementation Plan	24
Service Management	25
Service Constraints	25
Service Levels	25
Outage and Maintenance Management	28
Financial recompense model for not meeting service levels.	28
3. Provision of The Service	29
Customer Responsibilities, Technical Requirements and Client-Side Requirements	29
After-sales Account Management	31
Termination Process	32
4. Our Experience	33
Case Studies	33
Our Clients.....	37
Contact Details	38

Introduction

Company Overview

CloudClevr is a converged MSP, focused on delivering a comprehensive portfolio of IT and communications services.

We have brought together four highly successful businesses, each with deep technology expertise across our six technology pillars and now operate as a fully integrated business, with national coverage.

We provide solutions that deliver measurable business value, so you can ensure a return on your technology investments. We achieve this through our engagement framework and leveraging Clevr360. This approach aims to provide every customer with a clear, measurable technology roadmap, transparency on our performance and delivers trust in the security of your technology estate.

Our Expertise

Recognised 14 times in the Gartner Magic Quadrant for UCaaS and 10 times for CCaaS, 8x8 is an established provider of cloud-based Unified Communications (UCaaS) and Contact Centre (CCaaS) solutions, with extensive experience supporting organisations operating in regulated, service-critical environments, including the UK public sector.

Its single, integrated cloud platform combines enterprise telephony, video, messaging, and omnichannel contact centre capabilities, enabling public sector bodies to modernise communications while maintaining service continuity, security, and accessibility. By consolidating multiple communication tools into one platform, 8x8 helps public sector organisations simplify operations, support hybrid working, and improve collaboration across teams and departments.

8x8's solutions are designed to meet the operational and governance requirements common to public sector organisations, including security, resilience, scalability, and compliance with UK data protection obligations. The platform supports advanced contact centre capabilities such as skills-based routing, real-time dashboards, historical reporting, and quality management, helping organisations deliver consistent, high-quality citizen and tenant services. With experience supporting large, distributed workforces and customer-facing services, 8x8 enables public sector organisations to improve employee productivity and customer experience while retaining the flexibility to evolve towards omnichannel engagement and data-driven service improvement.

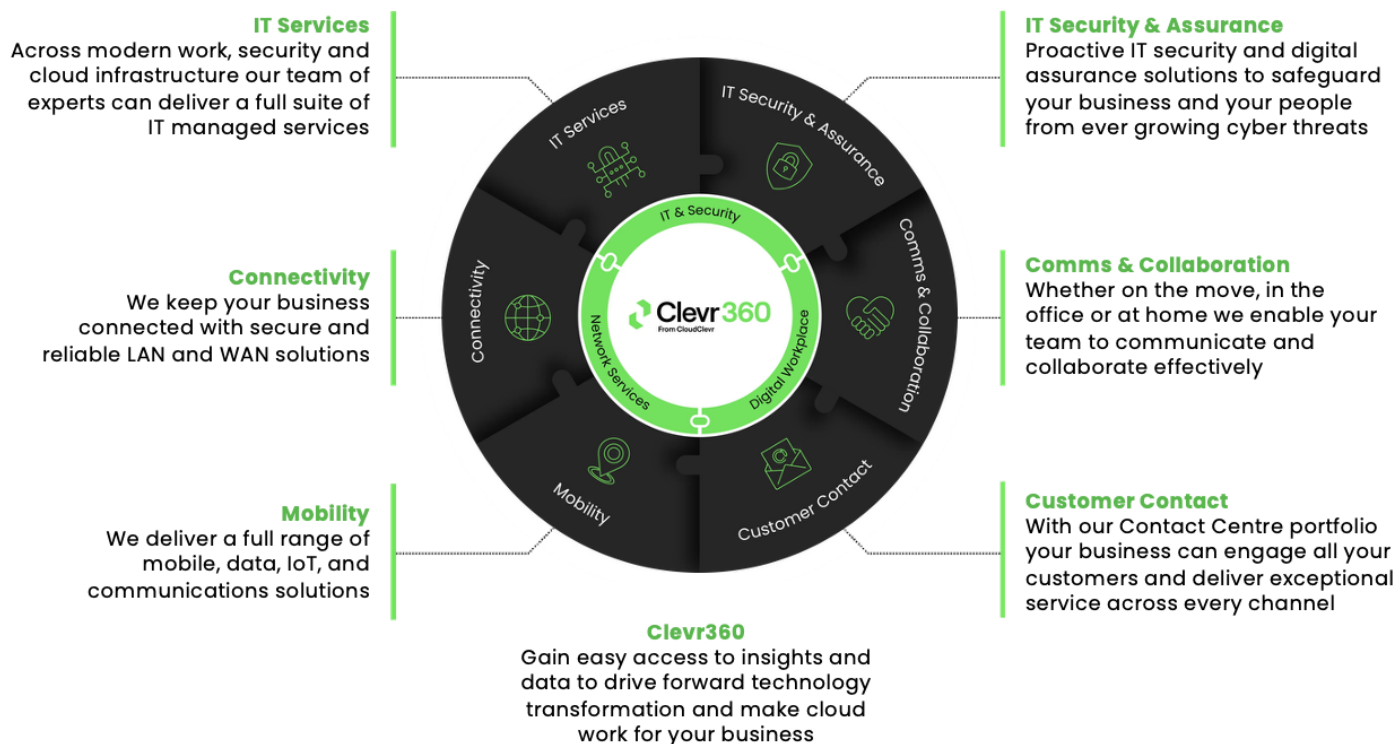
Our Services

As a converged MSP, we have both the breadth of portfolio and the depth of expertise to deliver the right outcomes for you.

We've listened to our customers and have curated a portfolio that addresses requirements across an increasingly converging world. We know managing multiple technology suppliers is time consuming, it adds to the complexity of admin work, and it delivers an inconsistent service experience.

CloudClevr has deep expertise so we can truly take on the role of your trusted technology partner. Our Technology Pillars focus on IT Services, Connectivity, Mobility, IT Security & Assurance, Comms and Collaboration plus Customer Contact, and all are backed up by consistent, exceptional service and our Clevr360 platform.

Three Practices. Six Technology Pillars. Deep Expertise.



Why CloudClevr Ltd.?

- **Trusted Advisor**

Our staff are fully trained in the 8x8 portfolio and undergo annual refresher training sessions to provide you with a proactive and knowledgeable account management. We thrive on solid relationships with our clients. You can trust us to provide unbiased advice that is right for you. We have your best interests at heart and we mean it.

- **Knowledge Exchange**

With our proactive Account Management, you can stay up to date with all 8x8 and other communications developments.

- **Proactive Support**

Our highly skilled and experienced support desk can be available 24x7 – CloudClevr offers multiple support models that can meet your operational needs.

- **Delivered With Experience**

All projects are delivered by our in-house 8x8 Certified Engineers.

- **Satisfaction**

Our average CSAT Rating is 95%.

- **Fast Fault Resolution**

99.95% of faults are resolved against SLA. 93% tickets are closed within 8 minutes.

- **Clevr360**

Clevr360 is a free of charge innovative software platform for CloudClevr customers. It consolidates and enhances data from multiple technologies and vendors under a single view, delivering an extensive range of analytics and smart insights, to provide unrivalled visibility across a technology estate.

Value Proposition

As a trusted Managed Service Provider, CloudClevr deliver 8x8's market-leading UCaaS and CCaaS platform with the governance, assurance, and ongoing service management required by public sector organisations. By combining 8x8's cloud-native communications technology with our public-sector expertise, we enable organisations to modernise voice and contact centre services while maintaining security, resilience, accessibility, and value for money.

We provide end-to-end ownership of the service lifecycle—covering solution design, secure implementation, integration with existing systems, user onboarding, and continuous service management. This ensures public sector customers benefit not only from the capabilities of the 8x8 platform, but also from a service that is tailored to their operational needs, regulatory obligations, and governance frameworks. Our proactive monitoring, incident management, and UK-based support help maintain service continuity for critical citizen-facing operations.

By acting as a single accountable partner, we reduce complexity and risk for public sector organisations. We help customers maximise the value of their investment through flexible licensing, cost transparency, and ongoing optimisation, while supporting future evolution towards omnichannel engagement and hybrid working. The result is a secure, resilient, and scalable communications service that improves employee experience and supports the delivery of high-quality public services.

What The Service Provides

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 citizen engagement through a single, cohesive solution.

The 8x8 Platform for CX complements communications for everyone across the organisation by aligning UC and CC 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. 8x8 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 citizen 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. 8x8 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 UC and CC operations. These insights help teams identify trends, manage performance and make evidence-based improvements to services.

Through G-Cloud, 8x8 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.

Social Value

Our social value commitments will be proportionate to the contract size. The below are some general initiatives a buyer can expect under each policy outcome; we will discuss and agree on a set of measurable targets for key initiatives with the Buyer at call-off stage.

Kickstart economic growth

CloudClevr ensure that our staff are treated fairly, safely, and ethically by promoting fair working conditions and good-quality employment. We support economic growth through the following:

- Fair working conditions and fair pay practices.
- Where feasible we will create high quality jobs either through new jobs or apprenticeships.
- We pay more than the National Minimum Wage and National Living Wage. Our staff have access to enhanced benefits including sick pay and volunteering opportunities.
- We support work progression by developing new skills through training schemes, career guidance and CV advice.

Make Britain a clean energy superpower

At CloudClevr we are proactively working towards a net zero carbon status by 2030. CloudClevr are compliant with PPN06/21 and are certified as Carbon Neutral by Positive Planet. Through the actions we have taken and the policies we have adopted as a business in recent years we are confident of our ability to deliver a sustainable reduction in our carbon footprint.

Additional environmental benefits that could be delivered in the performance of the contract include but are not limited to:

- Providing Carbon Literacy Training
- Using Volunteer days for environmental initiatives
- Auditing customer hardware estates and creating a roadmap to make environmental improvements across device lifecycles

Break down barriers to opportunity

We offer employment and training opportunities for those who face barriers to employment and reduce barriers to entry for under-represented groups. We do this through the following commitments:

- Training schemes
- Routes to apprenticeships
- Advertising and promotional outreach to raise awareness to reach target cohorts
- Engagement with schools, colleges and universities
- Inclusive and accessible recruitment practices

Build an NHS fit for the future

At CloudClevr we have inclusive and accessible recruitment practices, development practices and retention policies.

We invest in the health and wellbeing of our contract workforce through offering enhanced benefits including pay and leave entitlement, volunteering opportunities, and access to discounted gym memberships to name a few.

Social Value Governance

We will regularly monitor and report to our Buyers through service reviews with your assigned Account Manager/Director detailing our progress, challenges and success stories. We will collate feedback to refine and enhance our social value contributions over the life of the framework.

To monitor, measure and report on social value outcomes achieved through this framework we will utilise the National TOMs recognised framework to ensure our contributions can be quantified and audited in a consistent way.

Overview Of The G-Cloud Service

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.

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 citizen-facing services.

We have relationships with 200+ global carriers and peerings 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.

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.

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 and 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 citizen-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 citizens 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 UC 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. This addresses growing citizen 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 provides 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.

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 Optimization 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 too: 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.

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 organizations 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, organizations 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, organizations 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

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 organizations modernize 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

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 maximize reach and completion rates. While built-in fraud Protection reduces risk with intelligent routing and delivery optimization.

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 minimize fraud-related losses while improving verification success rates.

1. Data Protection

Information Assurance

CloudClevr is fully committed to maintaining the highest standards of information security, we do have Cyber Essentials and are weeks away from completing our Cyber Essentials Plus audit. While we are currently working towards achieving Cyber Essentials Plus certification,

our internal controls, governance framework, and operational processes are already aligned to the certification's core principles.

Our Information Security Management System (ISMS) is in line with the international standard for information security ISO/IEC 27001:2013, it sets clear objectives for confidentiality, integrity and availability of data, and is formally reviewed through internal audit, external audit, and continual improvement cycles. This means that while Cyber Essentials Plus serves as an additional accreditation milestone, the practical controls that underpin it are well-established and actively functioning today.

Our information security policy is approved at senior management level and reviewed annually, or sooner where material changes arise. This policy defines roles, responsibilities and expectations for all staff and contractors and is supported by documented procedures for access control, asset management, vulnerability management, change control, encryption practices, and data handling. Policy compliance is monitored through internal audits, automated security tooling, and incident reviews, ensuring that standards remain consistently applied.

It is a fundamental principle of the Group's ISMS that the controls implemented are driven by business needs and this will be regularly communicated to all staff through meetings, awareness, education, training sessions and briefing documents or similar.

We operate a defence-in-depth model supported by a range of technical and administrative controls. All company devices are protected with centrally managed endpoint security, including anti-malware protection, application control, behavioural threat detection and automated patching. Network access is secured through firewalls, secure configurations, encrypted VPN access and strict password and authentication policies, including enforced multi-factor authentication for all remote or privileged access. Data is encrypted in transit and at rest, and access to systems is granted strictly on a least-privilege basis. All user accounts are managed centrally, with joiner, mover and leaver controls ensuring access is provisioned and removed in a timely and controlled manner. Regular vulnerability scanning, configuration monitoring and software patching ensures systems remain resilient and protected against known threats.

Security awareness is embedded as part of our organisational culture. Our workforce receives mandatory induction and annual refresher training covering key areas such as phishing awareness, secure handling of information, password hygiene, remote working security, and how to report incidents.

We maintain a clear and structured Information Security Incident Response Procedure that defines how we detect, evaluate, manage, and learn from security events. Once there is a confirmed information security event an Incident Response Team is set up to determine the likely level and method of response to an incident, availability of resources to respond to an incident, understand any mandatory reporting/notification requirements e.g. to the ICO and define/agree on what can be said to both internal and external parties. Our core response to an incident includes:

1. Analysis
2. Containment/mitigation

3. Remediation/eradication
4. Recovery
5. Notification
6. Lessons Learned

Governance of information security sits at the senior leadership level, ensuring strategic alignment and prioritisation. Risk management is a core component of our ISMS and includes regular assessment of internal, external, operational, and supplier-related risks. Action plans are implemented to treat identified risks using recognised controls and industry best practice. We also expect our suppliers to demonstrate strong security practices and conduct due diligence to ensure they maintain appropriate standards. Where suppliers have access to systems or data, they must meet contractual security obligations consistent with our own. Our staff have all been trained and attend monthly training that focuses on the current top threats including Phishing and Ransomware.

We work with 3rd party security organisations to complete Pen Testing and provide annual audits to ensure our infrastructure is aligned with best practice to ensure that the risk of data/security breaches are minimal and always monitored.

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.

8x8 uphold robust security measures:

- 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

Data Back-Up and Restoration

Business Continuity Statement/Plan

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.

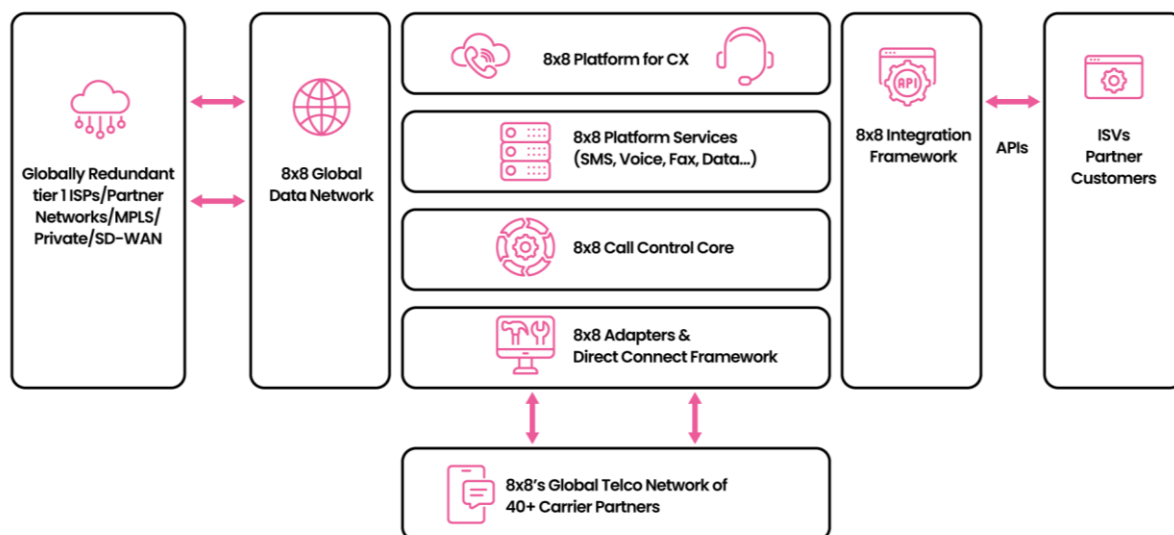
Availability is delivered through four layers of redundancy: infrastructure, platform, data and geographic. Services are delivered from more than 35 public and private cloud regions, with automatic failover and no single points of failure. This architecture supports continuity of service during infrastructure,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

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



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, utilizing 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 utilizes 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 us 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.

Privacy by Design

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.

CloudClevr, Customer and CloudClevr Principal shall each comply with all applicable requirements of the Data Protection Legislation.

Where, in the context of delivering services CloudClevr is a Data Processor for the Customer, then CloudClevr shall Process such Customer Personal Data in accordance with the DPA.

2. Using the service

Ordering and Invoicing

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.

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.

Availability of a Trial Service

We can offer a trial and this would be subject to specific scale and requirements. The associated professional services will be scoped by a specialist and will be priced as per the Pricing Document or rate card.

We can also offer an in-depth demo of the solution, the demo can be tailored to your requirements including use cases and scenarios.

Implementation

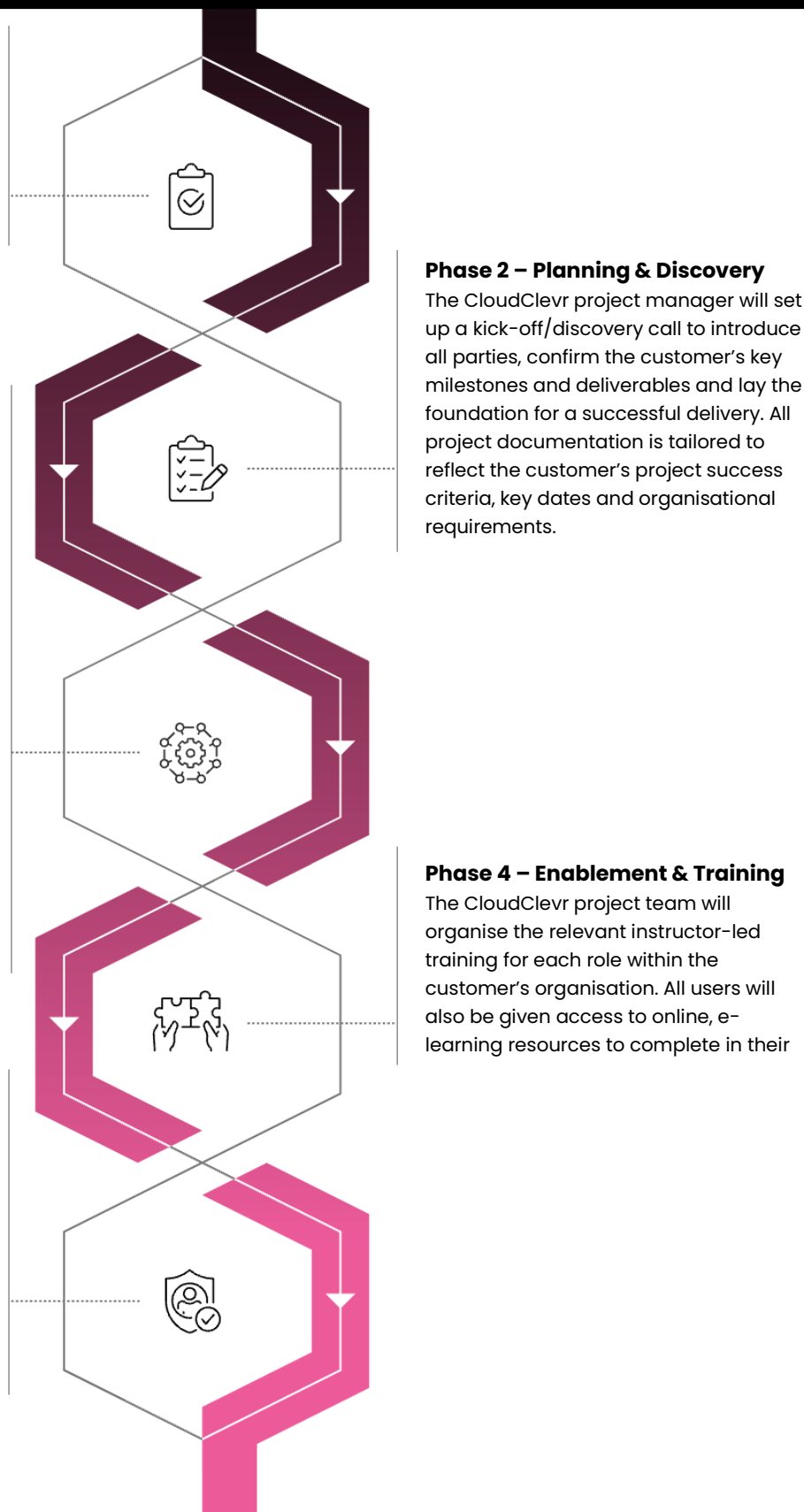
CloudClevr uses a tried and tested five-phase approach which combines proven methodologies with our unrivalled experience of delivering custom communications solutions.

Following contract signature, we perform an internal handover from pre-sales to the CloudClevr project team. A CloudClevr project manager is assigned, project documentation is drafted, and key stakeholder

The CloudClever project team will follow the project methodology that best suits the customer (Prince2, AMP, Agile etc.). Taking the following steps to successfully implement the solution:

- Build the solution
- Oversee Number Porting
- Coordinate customer Development Team (integration requirements)
- Host regular cadence meetings
- Circulate web-based training to all users and schedule instructor-led training
- Quality Assurance Testing (QA) and User Acceptance Testing (UAT)
- Go/No-Go Review to evaluate system readiness
- Schedule go-live date
- Support customer through go live

Once the customer agrees to the closure of the project, the CloudClevr project manager will complete a project closure document in collaboration with the customer. The document confirms; objectives and deliverables have been met, confirm successful user adoption and to perform a lesson learnt. The service is handed then over to CloudClevr's BAU support team.



Project Team

CloudClevr's project team (PT) will support you through every phase of the project. Our PT are based in the UK, offering on-the-ground support to our customers. Each member of the PT is highly experienced – holding multiple accreditations, such as Prince2, AMP, Agile etc.

CloudClevr's experienced PT will support you through every phase of the project. The project team consists of the following roles/resources:

- **Project Manager** – you are assigned a dedicated Project Manager for the length of the project. They will be your single point of contact for all project-related enquiries. They will host regular cadence meetings to provide project updates, whilst maintaining all the relevant project documentation.
- **Project Coordinator** – If required, the Project Coordinator will support the Project Manager to ensure the successful delivery of the project.
- **Pre-Sales Specialist** – Provide guidance on the proposed technical design during the RFP and work with the lead engineer to create the design workbook, signing off on the final design with you.
- **Lead Engineer** – You are assigned a dedicated Lead Engineer to design, build and implement your solution. They will be your single point of contact for all technical enquiries.
- **Additional Supporting Engineers** – If required, several additional Engineers will support the Lead Engineer to ensure the successful build and implementation of the solution.
- **Account Manager** – You are assigned an Account Manager at the start of the contract. They will act as your internal CloudClevr champion. After solution go-live, they will support you to transition to BAU support, then they will be your dedicated point of contact for support queries, escalations, service alterations and more. As regularly as required, they will host service review meetings with you.

Each member of the project team holds multiple accreditations that are relevant to their role – for example, our project staff are Prince2, AMP, Agile and Waterfall, and our engineers are certified in (name relevant solution being proposed).

Any off-boarding will be captured in an Exit Plan as per Call-Off Schedule 10 (Exit Management).

Training

CloudClevr and its partners can provide training services for end users and administrators across both Teams Phone and Teams Room environments.

Implementation Plan

Preparation and planning are an important and integral part of the chargeable project cycle. With each solution being configured to deliver the required range of functionality within each client's unique IT and operational environment.

The implementation phase of any project represents the highest level of risk, and it is always our aim to reduce the unknowns and risks through being better prepared.

Delivered by a Senior Project Engineer to lead the engineering delivery of the client project. This process may require onsite investigation or meetings as well as remote access to any relevant platforms and information.

A detailed implementation plan can be provided to the buyer on request.

Service Management

CloudClevr holds ISO 9001:2015 and ISO/IEC 20000-1:2018. Our services are managed through a formal IT Service Management (ITSM) framework aligned to, the international standard for IT service management. We ensure consistent delivery of our products and services to meet customer and regulatory requirements, while continually improving performance.

This framework governs service design, transition, delivery, and continual improvement, ensuring consistent quality and reliability. Our staff also follows ITIL v4 best-practice principles, with staff holding ITIL Foundation and Practitioner certifications.

Maintenance windows, upgrades and downtime can be scheduled to best suit a client's requirements and the CloudClevr Engineering team can provide resource to match. Routine maintenance windows are scheduled outside normal UK business hours wherever possible and are communicated to customers in advance through service notifications. Critical updates or emergency maintenance are performed only when essential to maintain security or service integrity. A formal change management process is followed for any modifications affecting customers, including testing, rollback planning, and communication.

Service Constraints

There are no service constraints, but should any arise from customer requirements these will be communicated.

Service Levels

At CloudClevr we offer multiple support tiers, you can choose a support tier that meets your operational targets.

Standard

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

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

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

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+

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.

Priority 1 and Priority 2 Incidents must be notified immediately to the Support Desk using the Support Desk phone number.

Priority Levels

 SERVICE IMPACT	Entire Organisation	Multiple Sites / Departments	Single Site / Department	Multiple Users / Single User	Single User
All business functions, no workaround	P1	P1	P1	P2	P3
All business functions, with workaround	P1	P1	P3	P3	P3
Critical business functions, no workaround	P1	P2	P2	P3	P3
Critical business functions, with workaround	P2	P2	P3	P3	P4
Non-critical business functions, no workaround	P2	P3	P3	P4	P4
Non-critical business functions, with workaround	P3	P3	P4	P4	P4
No service impact or issue with third party system	P4	P4	P4	P4	P4

The following terms may be commonly interchanged in CloudClevr documentation and systems for each Priority Level:

- **"P1"** is considered priority 1, urgent, critical
- **"P2"** is considered priority 2, high, major
- **"P3"** is considered priority 3, medium, minor
- **"P4"** is considered priority 4, low, informational

Outage and Maintenance Management

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.

Financial recompense model for not meeting service levels.

Our service levels and response times will be discussed in regular customer review meetings; however, we do not offer a financial recompense model for not meeting service levels.

As per Call-Off Schedule 14 – Performance Levels Option C should be selected (and populated) where the Buyer wishes to apply Key Performance Indicators. These will be discussed and agree as part of the call-off process.

3. Provision of The Service

Customer Responsibilities, Technical Requirements and Client-Side Requirements

Customer Dependencies	
General	▪ The Buyer will ensure that the Services meet their own technical and/or operational requirements and, that they comply with the Buyer's internal guidelines and/or, third party requirements. ▪ The Buyer will ensure it complies with its legal and regulatory obligations (including those relating to telecommunications as a minimum) at all times. ▪ The Buyer will be responsible for the provision, direction, control and management of any Buyer resources (including any third-party contractors) and that such resources will have the requisite skill, experience and expertise to support or collaborate with CloudClevr with its delivery of the Services. ▪ The Buyer will be responsible for making its decisions in a prompt manner (without undue delay) to the extent required by CloudClevr. ▪ The Buyer will promptly make CloudClevr aware of their own resource constraints and work with CloudClevr to make any required adjustments to the Schedule and/or the Charge(s).
Network Readiness	▪ For each Site, Customer's network must pass the 8x8 Network Utility, a software tool available at https://support-portal.8x8.com/viewArticle.html?d=f05077a9-9f40-4abd-90c1-a3cc4de5a62f&q=netutil&hl=en ("NetUtil"). ▪ In the event that Customer's network does not pass or meet 8x8's requirements for voice solutions to be implemented, Customer agrees to sign-off on the Network Assessment Waiver Form (provided upon request) prior to Go-Live. ▪ When and where requested by CloudClevr, provide information regarding network topology and layout in the form of a diagram or available documentation. ▪ Address corrective actions identified by CloudClevr.
Project Management	▪ Assign a Project Manager for the duration of the Project to manage the execution of Customer's tasks assigned in the Project Schedule developed by CloudClevr with input from Customer. ▪ Complete Customer responsibilities by the dates specified in the Project Schedule agreed upon between Customer and CloudClevr. ▪ Coordinate tasks associated with Customer's third-party vendor or system necessary for CloudClevr to perform Services.

Project Delivery	▪ Provide resources of adequate skills and knowledge to manage all Customer tasks identified and assigned in the Project Schedule. ▪ Provide access to Customer Subject Matter Experts (SME) in the areas of integrations with Customer CRM systems as and where required and applicable. ▪ Provide access to Customer staff authorised to identify solution requirements and make design decisions including signoff on Solution Design. ▪ Participate in key project meetings set up by CloudClevr Project Manager. ▪ Review and provide prompt feedback (typically within three (3) business days) on project materials and deliverables. ▪ Collect data, populate CloudClevr-provided data load templates, and verify data. ▪ Provide adequate working space and facilities for CloudClevr or its partner resources while at Customer facility to deliver optional CloudClevr onsite services. ▪ Participate in system test activities and solution acceptance testing and sign-off. ▪ Identify Customer project team members authorised to discuss relevant business processes and make change decisions. ▪ Participate in business process sessions if scheduled by CloudClevr, provide requested information and review provided documentation within an agreed timeframe. ▪ Provide information regarding Customer business processes, business objectives, and use cases.
System Administrator Readiness	▪ Assign one or more resources as administrator(s) of the 8x8 system. ▪ Evaluate and purchase appropriate or any desired administrator training offerings from 8x8 Academy. ▪ System Administrators should successfully complete the Virtual Office Admin and Configuration class and the Virtual Contact Centre Admin and Configuration class (If applicable) offered by 8x8 Academy prior to making changes on the platform. The Advanced Topics and Troubleshooting classes are recommended. ▪ Collect, document, configure and test those requirements which are not in the scope of this SOW and that are either required for the Customer to go-live in production or desired. ▪ Ensure that the System Administrator is ready to administer and maintain the 8x8 system prior to Go-Live.

Audio Recordings	▪ Provide audio recording files required for 8x8 system configuration in the requested format. ▪ Upload and configure audio recording files in the 8x8 system (unless CloudClevr is engaged to complete this activity under the scope of the optional System Configuration Assistance service).
Call Forwarding	▪ Plan the phone number porting and cut over with guidance from CloudClevr. ▪ If call forwarding is part of the plan, engage call forwarding on either: ▪ Carrier level, by working with the current Carrier (recommended option) ▪ PBX level (this option could result in degraded call quality for inbound calls) ▪ Extensions / phone level (this option could result in degraded call quality for inbound calls)
System Readiness	▪ Perform technical and functional validation of 8x8 Solution with guidance from CloudClevr. Regression and end-user testing plans and execution of those plans.
End User Readiness	▪ Evaluate and purchase appropriate or any desired End User offerings from 8x8 Academy. ▪ Ensure that End Users are ready to use the 8x8 system prior to Go-Live. ▪ Ensure that End Users' use cases are accounted for and incorporated in the 8x8 Solution.
Porting/ Number Transfer	▪ Provide a list of numbers to be ported (NTBPs). ▪ Provide the required information, including Customer Service Records (CSRs) and Letters of Agreements (LOAs), Copy of Bill (COB) in a timely manner. ▪ Manage (engage/ disengage) call forwarding (if call forwarding is used within the port strategy). ▪ Perform post-port testing to verify Customer owned numbers are ringing through as expected on the 8x8 platform

After-sales Account Management

After-sales Account Management is key to managing and maintaining a strong relationship between a customer and a supplier. Following contract signature a dedicated Account Manager/Director will be assigned to your account.

The Account Manager/Director will be responsible for ensuring that you get the very best value from CloudClevr. They will make sure that they understand business requirements matching these to the best solution and providing continuous service innovations to match

changing business requirements. They will be accountable for delivering on CloudClevr promises and maintaining a relationship that delivers continuous value add

The Account Manager/Director is available from 8am–6pm, Monday–Friday, they will manage day-to-day queries, service alterations and support escalations. They will also be responsible for service reviews, project and product roadmaps and continual service improvement. In exceptional circumstances, by prior arrangement directly with the Account Manager, they can also be available at other times.

We have a full suite of management information reporting, customer requirements will be discussed during the ordering process.

Termination Process

There is a requirement of a minimum of 90 days' notice to cancel the contract in advance of any renewal terms however 180 days' notice is recommended to ensure a smooth transition and offboarding with professional engagement and clear handover documentation. This will be discussed during the ordering process and is defined in the Order Forms. Early termination may incur early termination fees.

4. Our Experience

Case Studies

Family Fund

Family Fund is the UK's largest grant-making charity for families raising disabled or seriously ill children, on a low income. They believe that these families should have the same choices, quality of life, opportunities and aspirations as wider families.



They wanted to work with a trusted partner who understood their requirements and could deliver a smooth transition from a legacy system to a new Contact Centre as a Service solution.

The challenge

Family Fund was using an on-premise contact centre solution that was being managed and maintained in-house, which was proving both time-consuming and operationally challenging.

As the UK's largest grant-making charity for disabled children, they deal with a high volume of emails with high data requirements.

This puts a significant strain on their existing on-premise storage which in turn impacted the speed of the application and the overall network, not to mention the increased cost.

Additionally, the company's IT team also faced challenges in ensuring reliable remote working and system stability.

To address these challenges, when the existing on-premise contact centre contract was about to end, it provided the perfect opportunity for Family Fund to review their solution.

The approach

Family Fund has a long-term strategy to move its solutions to the cloud.

Following a previous bad experience with a cloud-based telephone system, Family Fund had moved the solution back in-house to regain control but knew that advancements in cloud-based technology meant the solution was more likely a better fit for them.

Family Fund partnered with CloudClevr through its NGC business unit to help them solve the challenges. CloudClevr proposed a contact centre as a service solution (CCaaS) that would not only resolve the challenges they faced but also integrate with a CRM project that was running in parallel to make the process seamless.

The results

Since the introduction of the CCaaS solution, Family Fund has experienced a plethora of benefits from improved customer and agent experience to better data insights.

By centralising multiple systems agents are able to get a central view of customer records and communication history, providing a more efficient customer experience.

The new solution allows the Family Fund IT team to easily monitor and manage the system and easily adapt. It also empowers the contact centre team to make immediate changes to areas such as welcome messaging and call routing, which improves operational efficiency.

Multiple spreadsheets and data inconsistencies are now a thing of the past. The reports function with the CCaaS solution can be easily utilised to provide managers and the senior leadership team with valuable insights to help identify customer insights and trends such as call volumes, call handling times and first point of contact resolution stats.

The ability to enable remote working as needed has now been made possible via a central administration portal, subsequently improving business continuity measures. Cloud-based compliance and security are now managed as part of the solution easing pressure on the internal IT team.

"As part of the tender process, we carried out market testing, engaged in demos and gathered indicative costs from multiple suppliers. NGC provided the solution we needed at a competitive cost. This, combined with an existing partnership with NGC for telephony and connectivity, gave us the confidence that they would deliver the project on strict timelines."

Jamie Greaves IT & Infrastructure Manager, Family Fund

"The reporting ability we now have has been a game changer, with access to real-time data at the touch of a button. This has not only provided us with more valuable insights but also reduced the time required to produce reports."

Nicola Foster Contact Centre Manager, Family Fund

"As part of the tender process, we carried out market testing, engaged in demos and gathered indicative costs from multiple suppliers. NGC provided the solution we needed at a competitive cost. This, combined with an existing partnership with NGC for telephony and connectivity, gave us the confidence that they would deliver the project on strict timelines."

Jamie Greaves IT & Infrastructure Manager, Family Fund

London School of Hygiene & Tropical Medicine

Background

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world's leading public health universities, ranked #2 globally and #1 in the UK. A key player in the UK's response to COVID-19 and the Ebola outbreak, LSHTM is known for its cutting-edge research in infectious and tropical diseases.

LONDON
SCHOOL of
HYGIENE
& TROPICAL
MEDICINE



With sites in London, Uganda, and The Gambia, LSHTM focuses on research and postgraduate education to create a healthier, sustainable, and equitable world.

Challenge

With live research environments running 24/7, including laboratories and insectaries in London, LSHTM depends on uninterrupted access to secure, high-performing systems. Any downtime risks disrupting the research that underpins global health responses.

"It's a constant live environment. The systems can't be switched off due to 24/7 analysis", says Jaspal.

LSHTM had been a long-time Mitel user, but this traditional telephony setup was starting to show its limits. With physical handsets to manage, mounting maintenance costs, and little flexibility for remote and hybrid working, the experience didn't match the global, modern demands of their workforce. **LSHTM needed to:**

- Enable anywhere, anytime access to comms solutions, securely.
- Simplify telephony maintenance and management.
- Migrate to a modern voice set-up with minimal research disruption.
- Support hybrid working while reducing hardware costs.

Solution

Working closely with LSHTM, CloudClevr developed a hybrid model that overlays Zoom on top of the existing Mitel infrastructure.

"We didn't want a rip-and-replace. We wanted flexibility, and CloudClevr understood that."

Already using Zoom for room bookings, the team considered both Microsoft Teams and Zoom as their unified comms platforms. The decision came down to **ease of rollout, licensing costs and inclusions, ease of adoption for employees and students, and minimal disruption.**

Storage was another critical factor. With continuous research generating large volumes of sensitive data, LSHTM was paying extra for secure cloud storage. CloudClevr's inclusion of unlimited storage included in the Zoom licensing, removed that barrier, making it easier (and more cost effective) to store and access research data at scale.

"We visited Zoom HQ. We didn't just want a demo – we wanted to know how other organisations had implemented it, what problems they faced, and how it's performing now. That gave us confidence."

LSHTM has been a customer of CloudClevr's Head of Public Sector Sales, Dave Harrison's, for 15 years. CloudClevr's in-depth knowledge of LSHTM's infrastructure meant conversations were faster, smoother, and focused on outcomes — not rehashing technical discovery.

"CloudClevr already knew our estate – that was important to me, especially as someone fairly new to the organisation. They could fill in the missing pieces of the puzzle."

Key features in the proposed strategy included:

- **Phased out-of-hours migrations** – To avoid interrupting critical research environments.
- **Proof-of-concept testing** – Giving teams the space to learn, test, and adapt before going live.
- **User empowerment** – to enable users to personalise settings such as speed dials, without relying on central IT.

"Whether it's empowering users or ensuring business continuity, this isn't just a tech project, it's a smarter way to support our research," says Jaspal.

Outcomes Expected

The project is in its planning phase, with a 12-month phased strategy in motion. The roadmap is clear, and the outcomes LSHTM is targeting are already in focus:

- **Zero downtime** for live research environments.
- **Global access** to a unified comms platform.
- **Less maintenance overhead** for the IT team.
- **Flexible, future-ready infrastructure** to support evolving research needs.
- **Better user experience** with less technical dependency.
- **Lower total cost of ownership** through storage consolidation and fewer physical devices.

"We needed a solution that keeps pace with our research, without getting in the way of it."

Why CloudClevr?

When asked what three words he would use to describe the LSHTM relationship with CloudClevr, Jaspal said:

"Straightforward. Approachable. Consultative. You've simplified the approach and delivery, communication is honest, easy, and non-formal, and you really understood our needs and put that into the plan."

"Zoom gives us the agility we need for remote and hybrid working," Jaspal added. "But there are parts of our environment where Mitel still fits best. This wasn't about one vendor – it was about the right solution. The fact that our employees can still use a Teams interface with a Zoom underlay, makes it a better employee experience during adoption and change management."

"CloudClevr listened, they adapted, and they delivered a plan that actually fits us. That's exactly what we needed," Jaspal summed up.

Our Clients



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	■	■	■	■	■	■	■	■

		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
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](#)

