

8x8

G-Cloud 15 Service Description

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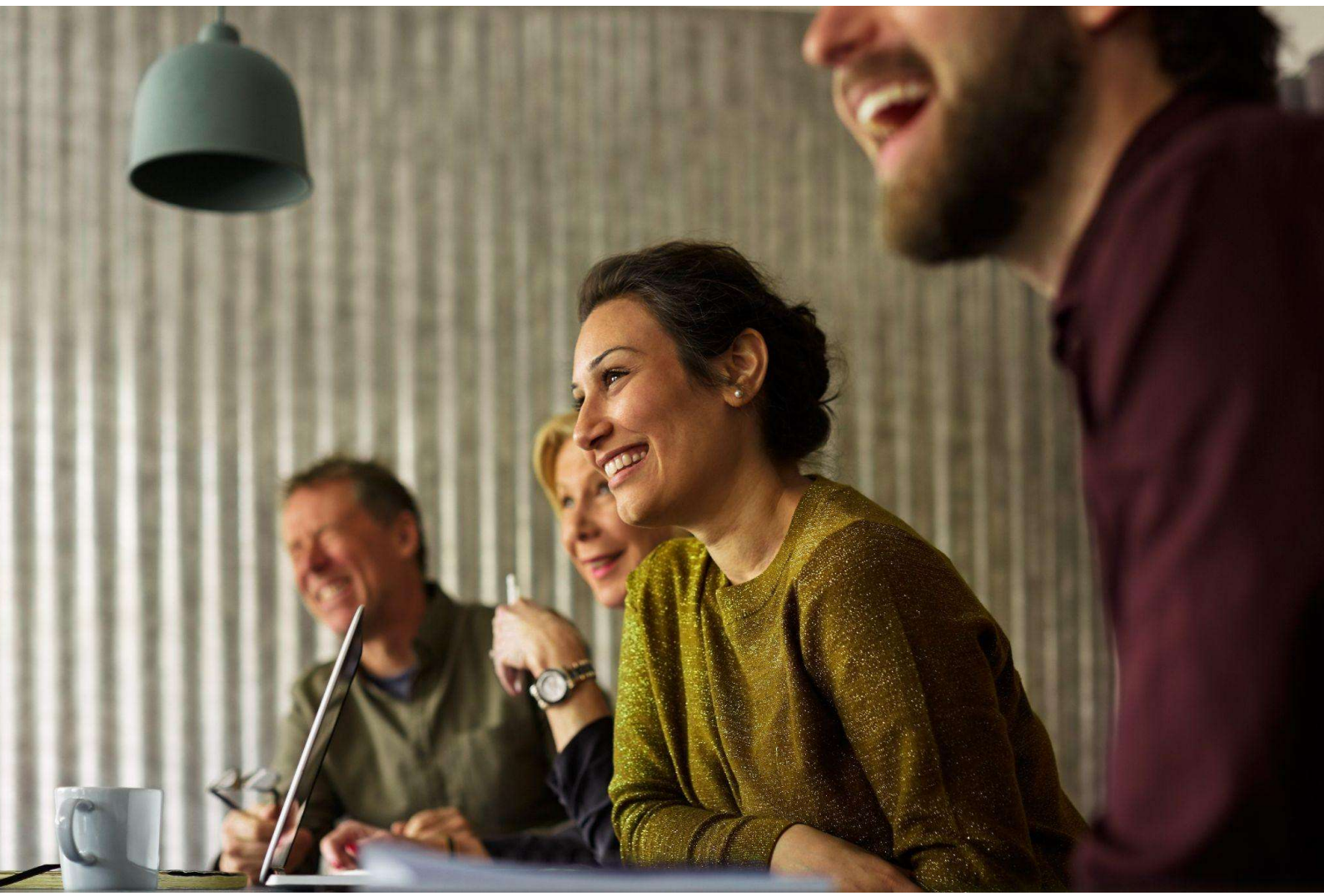




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Executive Summary

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.

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



The Solution - The 8x8 Platform for CX™

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

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



One platform. Every communication experience.

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

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

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



Interaction journey analytics

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

Consistent functionality across UCaaS and CCaaS

8x8 delivers consistent functionality across unified communications and contact centre services, connecting teams and departments across local and central government and making features such as quality management, speech analytics, workforce engagement and sentiment analysis available beyond the contact centre. This consistency ensures staff have access to the same insight, simplifies training, governance and reporting and improves collaboration, for more consistent, joined-up service delivery, and better use of data across the organisation.



Industry-Leading Security and Compliance

Platform reliability and uptime

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

Service availability and resilience

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

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

Operational security and monitoring

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

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

Key highlights

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

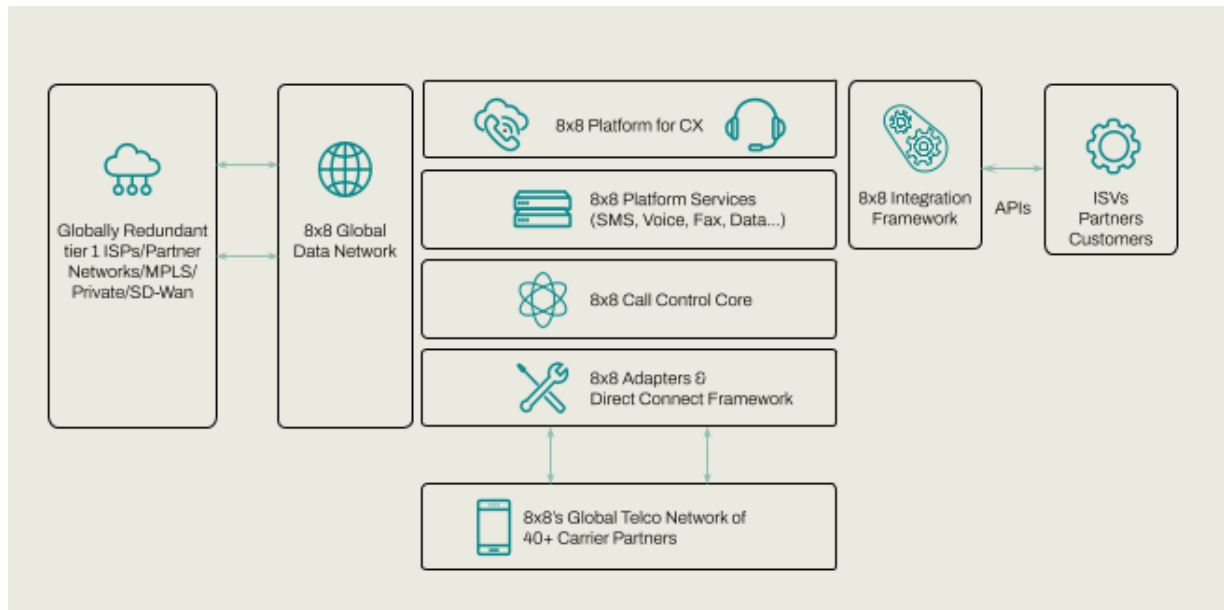
Redundancy

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

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

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

The 8x8 Platform for CX - Platform Resilience



Supplier accountability and governance

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

8x8 Global Reach™ and ensuring call quality

The 8x8 Platform for CX uses patented Global Reach™ routing and built-in network intelligence to support consistent voice and video quality across cloud communications services. This helps address common challenges faced by UK public service organisations, including variable network conditions, hybrid working environments and reliance on public internet connectivity. Routing decisions are made in real time, taking account of current internet and carrier network performance to select the most reliable path for each interaction.

The platform is designed to minimise the impact of latency, packet loss and jitter, supporting stable communications even where network quality fluctuates. Traffic is automatically routed across multiple Tier 1 internet service providers and public switched telephone network (PSTN) carriers within each service region, supporting resilience and local data handling requirements. This architecture is supported by relationships with a broad global carrier and ISP ecosystem and

is underpinned by a platform-wide, financially backed 99.999% uptime SLA. The outcome is reliable, high-quality communications that support service continuity for both internal users and 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.

System monitoring and incident management

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

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

This enables 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.

Mitigating downtime risks

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

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

Call quality analytics

8x8 provides performance and usage analytics that give IT and service teams clear visibility into communications quality and service demand. Quality of Service reporting uses industry-standard Mean Opinion Score (MOS) measurements on every call, helping teams identify and address network or connectivity issues before they affect users or service delivery. Analytics are available in real time and historically at user, queue and organisation level, supported by detailed call records including caller ID, duration and origin. Open APIs enable integration with external business intelligence and reporting tools, supporting operational monitoring, governance, statutory reporting and continuous service improvement.

Security, patents and compliance

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

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



Unified Communications

8x8 Work[®]

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

The platform supports access to communications through the 8x8 Work application or within the tools staff already use. It operates across desktop and mobile devices, connecting departments 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

The image shows a woman in a blue denim jacket working on a laptop. In the background, another person is blurred. To the right, a tablet displays a video conference with several participants. The '8x8' logo is overlaid in the top left corner.

8x8

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 Center, 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

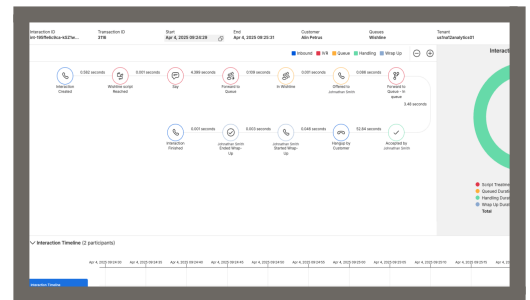
8x8 Smart Assist provides real-time guidance and information to agents during live interactions from within the 8x8 Agent Workspace. This supports consistent service delivery, particularly in environments with complex policies or frequent change. Agents can respond more accurately and confidently, reducing 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 Center 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.

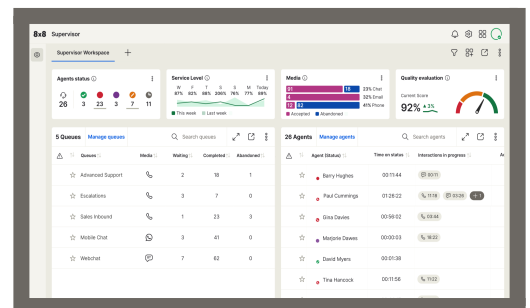
Contact Centre Analytics

- 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



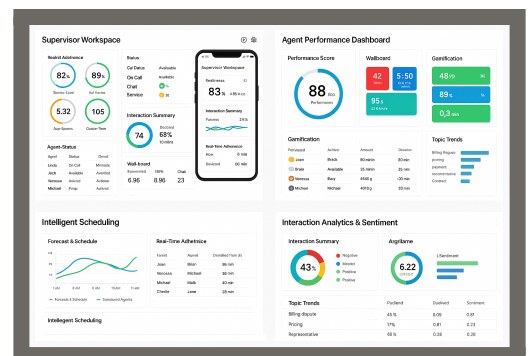
8x8 Workforce Management

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



Workforce Engagement Management

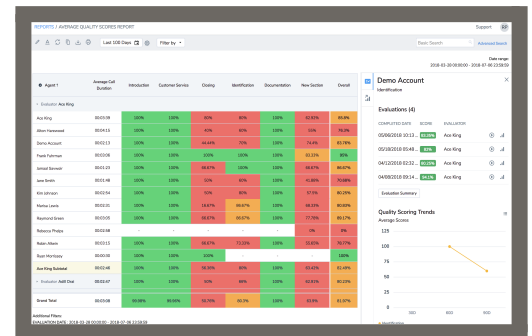
- Embedded quality management
- AI-powered coaching recommendations
- Speech and text analytics
- Real-time agent performance dashboards
- Gamification and recognition tools
- Voice of the employee (VoE) feedback loops
- Supervisor Workspace™ available via web and mobile
- Unified Workforce Engagement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



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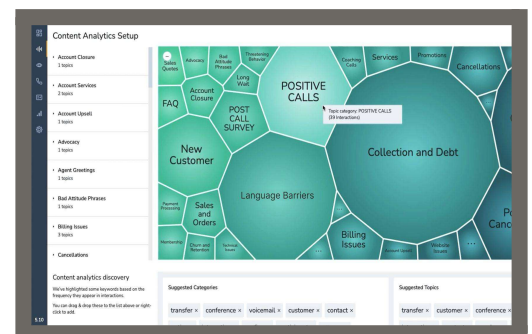
8x8 Quality Management

- 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



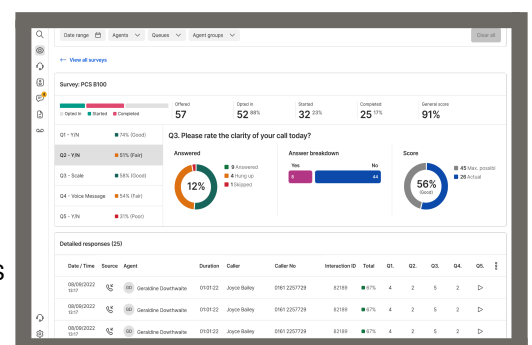
Speech Analytics

- 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.

8x8 Voice for Microsoft Teams

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

8x8 Operator Connect for Microsoft Teams

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

8x8 for Microsoft Teams app

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



CPaaS - Solution Overview

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

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

SMS

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

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

Messaging

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

Video

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



Video Interaction

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

JaaS (Video as a Service)

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

Voice

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

Text-to-Speech (TTS)

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

App-to-App Calling

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

Number Masking

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



Authentication

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

Verif8

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

Verification API

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

Number Masking

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

OmniShield

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

Peace of mind

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



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

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

Our commitment to your success

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



Our three step guide to a successful implementation

Engage	Design and Develop	Implement Test & Go Live
From the very beginning our professional services team engages with our customers to align outcomes and integrations required with the capabilities of their existing technology stack, paying special attention to software versions and customised installations.	To alleviate risk associated with new deployments we provide a safe place in a production-level environment to experience your 8x8 solution. This allows for network assessment, user orientation sessions, system evaluation and continuous feedback.	Continuous, open communication ensures a successful test environment, speeds up implementation and ensures every member of your team has the knowledge and expertise they need to manage and support your 8x8 solution when the project goes live.

Ongoing service and support

UK public sector organisations depend on communications services that are resilient, cost-effective and supported around the clock. 8x8 provides 24/7/365 follow-the-sun support through a global network of operations and customer service centres, including two UK-based locations. Our Network Operations teams continuously monitor the platform, proactively identifying and resolving issues before they impact frontline or internal services. This supports service continuity for critical citizen-facing operations and out-of-hours teams. All services are underpinned by contractual SLAs for voice quality, system availability and support response times, providing clear accountability and assurance.

The 8x8 Professional Services team helps organisations in operating and adapting the platform over time for optimal ROI. This includes system administration, configuration changes, feature audits, optimisation reviews and support for agent moves, skill changes and service updates. Regular training sessions, both public and private, help address staff turnover and changing service demands without increasing reliance on internal IT teams. Acting as an extension of the customer's service function, 8x8 helps maintain platform performance, supports consistent use of features and ensures the solution continues to meet service needs as organisations and demand evolve.

The 8x8 support process

Public sector organisations vary in size, maturity and internal capability, and 8x8 support is designed to reflect this. Flexible support packages allow organisations to choose the level of assistance required, from self-service to enhanced operational support. All customers have 24/7 access to the 8x8 Knowledge Base, supporting local teams with up-to-date guidance and best practice. Support teams are co-located with Network Operations Centres and accessible via portal, chat or phone, including UK-based support. The outcome is responsive, scalable support that adapts to changing services and demand.



Mutual understandings when contracting with 8x8 UK Limited

Licence commitment for the duration of the Call-Off Contract

As a primary obligation under the Call Off Contract, the Buyer commits to subscribe to and make payment of the Services from the Start Date to the Expiry Date as set out within the Call Off Contract.

Pricing

The pricing set out in the applicable rate card is offered based upon the Parties mutually agreeing appropriate liability limits within the Call Off Contract.

Exit management provisions

The Services being procured through 8x8 UK Limited ("8x8") permit the Buyer to take ownership of the exit management requirements. The likely exit management requirements are already provided within the Services or are subject to relevant laws. Therefore, no additional exit management plans or provisions would be necessary.

The Buyer is able to download any data through the self-service functionality without any input (or additional charge) from 8x8. If required, 8x8 can provide general support to the Buyer so they can download the data. Should the Buyer disregard the self-service functionality and require 8x8 to download the data, the scope and cost of professional services will need to be agreed.

Number porting shall always be undertaken in accordance with the Ofcom regulations.

Save for the above, 8x8 do not believe any further exit management provisions would be required. Should the Buyer require any additional exit management assistance will be subject to agreement on scope and cost.

The exit management process remains the same irrespective of the Call Off Contract duration as the process remains unaffected by contract duration.

Appendix A - Feature Matrix and Calling Plans

Appendix A - Feature Matrix and Calling Plans

United Kingdom | Public Sector

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

Appendix A - Feature Matrix and Calling Plans

Voice and Telephony Features

		Unified Communications								Contact Centre		
Voice and Telephony Features	Description	Lobby	X0/X0-T	X1-Gov	X1*	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Unlimited global calling for UC phone	Call freely up to 48 countries without additional long-distance charges, excluding mobile, special, and premium numbers for certain countries	Internal calling only	Metered outbound calling	150 mins (Pooled per PBX)	Domestic (UK only)	14 Countries	32 Countries	48 Countries	Nation-wide ²	48 Countries	48 Countries	48 Countries
HD quality voice	Ensure crisp connectivity, by leveraging a guaranteed voice quality score	■	■	As per Microsoft	■	■	■	■	■	■	■	■
Unlimited internet fax ¹	Send and receive online faxes					■	■	■	■	■	■	■
Secure voice calls (TLS and SRTP)	Protect calls from eavesdropping with TLS/SRTP secure voice encryption	■	■	As per Microsoft	■	■	■	■	■	■	■	■
Financially backed end-to-end SLA	The 8x8 Platform for CX ensures secure, global service delivery with four levels of redundancy, backed by 99.999% uptime SLA across both UCaaS and CCaaS	■	■	■	■	■	■	■	■	■	■	■
IP agnostic access	Connect to us over any IP network connection through patented access technology	■	■		■	■	■	■	■	■	■	■

Appendix A - Feature Matrix and Calling Plans

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
PSTN access	8x8 works with 25+ PSTN carriers to provide global coverage and redundancy	■	■		■	■	■	■	■	■	■	■
Geo routing	Patented automatic localised signalling and voice to reduce latency and improve end-user experience	■	■		■	■	■	■	■	■	■	■
Voicemail with transcription	View and listen to recordings on your desk phone, computer, or mobile device; transcribes voicemail to text and sends an email with it included		■	As per Microsoft	■	■	■	■	■	■	■	■
UC call recording	Record incoming and outgoing calls, play them back, download or delete them		■	As per Microsoft	■	■	■	■	■	■	■	■
Web browsers click-to-dial	Click any phone number in a web page to instantly make calls from your 8x8 number		■	As per Microsoft	■	■	■	■	■	■	■	■
Power keys, for Polycom phones only (Busy Lamp Field - BLF)	Handle multiple calls at the same time and monitor other users' availability by taking advantage of spare line keys		■	As per Microsoft	■	■	■	■	■	■	■	■
8x8 Work Mobile app	Connect with instant chat, high-quality phone calls, and secure video meetings, all from		voice calling only	■	■	■	■	■	■	■	■	■

Appendix A - Feature Matrix and Calling Plans

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
	the 8x8 Work app on your mobile phone											
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	■	■	■	■	■	■	■	■
Azure Integration with 8x8 Work for Web	8x8 Work for Desktop and 8x8 Work for Web are now integrated with Azure to improve the quality of audio calls. This optimisation is specifically designed for telephony users working within		voice calling only	■	■	■	■	■	■	■	■	■

Appendix A - Feature Matrix and Calling Plans

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
	an Azure Virtual Desktop environment											
Highlight to dial phone numbers (Windows Only)	Highlight a phone number outside of the 8x8 Work desktop app with your cursor, and enter the key combination Ctrl+Shift+8 to call the number without dialling it manually		voice calling only	As per Microsoft	■	■	■	■	■	■	■	■
8x8 Frontdesk	Tailored experience for users assigned to receptionist or operator roles handling high call volumes. Features an organisation-wide contact list with live presence, a full-screen interface, and a drag-and-drop interface for fast call resolution							■	■	■	■	■
8x8 Mobile Admin	Tailored experience for system admins to complete everyday operational tasks and maintain oversight of system status, from within the 8x8 Work app, while on the move.		■	■	■	■	■	■	■	■	■	■
Barge, monitor, whisper	Enable managers and supervisors to monitor phone conversations of other employees, privately speak (whisper) to the employee without the customer hearing or							■	■	■	■	■

Appendix A - Feature Matrix and Calling Plans

		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
	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	■	■	■	■	■	■	■	■
Extension to extension calling	Call others in your business by dialling the extension only	■	■	■	■	■	■	■	■	■	■	■

Appendix A - Feature Matrix and Calling Plans

		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
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		■		■	■	■	■	■	■	■	■
Record Voicemail Greetings	Record voicemail greetings through the desktop app by going to Settings > Voicemail		■		■	■	■	■	■	■	■	■

Appendix A - Feature Matrix and Calling Plans

		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
Call Quality Indicator	Call quality indicator icon during an ongoing call provides status of the connectivity quality for all participants.		■		■	■	■	■	■	■	■	■
Filter calls recordings and voicemails	Ability to filter call recordings by number and voicemails by name, number, call queue and ring groups	■	■		■	■	■	■	■	■	■	■
Post-call transcription, summaries, and action items	Automatically transcribes recorded calls and generates AI-powered summaries and action items		\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	■			
Notifications disabled when 'DND' status is on	Desktop notifications disabled temporarily when the 'Do not disturb' status is ON	■	■		■	■	■	■	■	■	■	■
Transfer calls directly from the chat roster	Transfer calls directly from the chat roster in the expanded chat window mode	■		■	■	■	■	■	■	■	■	■
Phone paging	Send one-way audio announcements to users who are members of a specific paging group or to everyone in an emergency using selected Polycom and Yealink devices.	■	■		■	■	■	■	■	■	■	■
Mobile Device Management	Credential-free authentication for mobile devices	■	■	■	■	■	■	■	■	■	■	■

Appendix A - Feature Matrix and Calling Plans

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
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

Appendix A - Feature Matrix and Calling Plans

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	■	■	■

Appendix A - Feature Matrix and Calling Plans

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
Web dialer for web browser (Chrome)	Click any phone number on a website to instantly initiate a call through 8x8				■	■	■	■	■	■	■	■
¹ Unlimited internet fax may require the purchase of an additional DID												

Messaging Features

Universal Team Messaging Features	Description	Lobby	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)				■	■	■	■	■	■	■	■

Appendix A - Feature Matrix and Calling Plans

Universal Team Messaging Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Chat Summarisation	1:1 and group chat threads can be automatically condensed. This can be applied to all unread messages or all messages from the past 24 or 72 hours.				■	■	■	■	■	■	■	■
Chat Assistant	AI-powered composition tool, which enables users to draft messages instantly and choose from a variety of composition styles (professional, casual, sympathetic, expanded, or concise) to suit the tone of any conversation.				■	■	■	■	■	■	■	■
Business SMS/MMS and texting	Send/receive text messages and multimedia attachments from your 8x8 phone number to any other phone number. This feature is currently available for North America only and supports CTIA compliance for A2P 10DLC.					■	■	■	■	■	■	■
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					■	■	■	■	■	■	■

Appendix A - Feature Matrix and Calling Plans

Universal Team Messaging Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Presence detection	See who is available, busy, away, in do-not-disturb mode, on a call or in a meeting. You can also set your status to show as offline using invisible mode.				■	■	■	■	■	■	■	■
Snooze conversations	Mute notifications for a specific time				■	■	■	■	■	■	■	■
Room Avatars	Customise private and public rooms by adding a picture or choosing a predefined 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.				■	■	■	■	■	■	■	■

Appendix A - Feature Matrix and Calling Plans

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

Appendix A - Feature Matrix and Calling Plans

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				■	■	■	■	■	■	■	■

Appendix A - Feature Matrix and Calling Plans

Video and Audio Conference Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
File sharing	Easily upload and access files during live meetings with built-in file sharing. Stay aligned with teammates in real time, then revisit shared documents anytime.				■	■	■	■	■	■	■	■
Flip meeting	Move meetings between devices with the click of one button				■	■	■	■	■	■	■	■
Group chat	Send messages to every video meeting participant				■	■	■	■	■	■	■	■
HD video and audio conferencing	High definition (HD) quality video to enjoy a superior meeting experience and add up to 500 participants in a meeting				■	■	■	■	■	■	■	■
In-app meeting integration with Salesforce	Link meetings and centralise recordings, chat, and transcripts to Salesforce objects for easy access and broader visibility.		■ As guest	■ As guest	■	■	■	■	■	■	■	■
Join from desktop web browser	Join meetings from any desktop web browser without downloading an app		■ As guest	■ As guest	■	■	■	■	■	■	■	■
Join from mobile browser	Join meetings from any mobile browser and enjoy a browser optimised meeting experience				■	■	■	■	■	■	■	■
Join from mobile devices	Join from iOS and Android devices using the 8x8 Work mobile app				■	■	■	■	■	■	■	■

Appendix A - Feature Matrix and Calling Plans

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

Appendix A - Feature Matrix and Calling Plans

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

Appendix A - Feature Matrix and Calling Plans

Video and Audio Conference Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
	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)				■	■	■	■	■	■	■	■
Screen sharing	Share your desktop screen and choose which desktop applications or monitors to display; share content from screen on mobile device				■	■	■	■	■	■	■	■

Appendix A - Feature Matrix and Calling Plans

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

Appendix A - Feature Matrix and Calling Plans

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

Appendix A - Feature Matrix and Calling Plans

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 organisation, including call transfers , to help increase customer satisfaction.		■	■	■	■	■	■	■	■	■	■
Active calls	See real-time information about all calls currently being processed within the organisation. Details include the caller's journey throughout the organisation up to that point.		■	■	■	■	■	■	■	■	■	■
Unreturned calls	Match inbound calls to outbound calls to find unreturned calls within the selected date range		■	■	■	■	■	■	■	■	■	■

Appendix A - Feature Matrix and Calling Plans

Analytics for 8x8 Work Essentials Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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)		■	■	■	■	■	■	■	■	■	■
<i>*report data can also be accessed via 8x8 public API</i>												

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)							■	■	■	■	■

Appendix A - Feature Matrix and Calling Plans

Analytics for 8x8 Work Supervisor Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
User status report	See who's available, active, or away in real-time.							■	■	■	■	■
<i>* report data can also be accessed via 8x8 public API</i>												

8x8 Contact Center

Contact Center 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 optimising CX from anywhere.								■	■	■	■
ACD	Match customers to the best available agent, without programming or IT help, boosting first-call resolution rates and customer satisfaction								■	■	■	■
Omnichannel routing	A single routing engine with native support for voice and digital channels, including voice, chat, email, SMS/MMS/RCS**,								N/A	N/A	■	■

Appendix A - Feature Matrix and Calling Plans

Contact Center Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
	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.											
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, summarisation, topics, sentiment analysis, and transcripts.								N/A	■	■	■

Appendix A - Feature Matrix and Calling Plans

Contact Center Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
Interactive voice response (IVR)	Quickly connect callers with agents and streamline customer flow, allowing customers to get quick answers to simple questions and helping companies identify the right resource to help a customer with a given issue								\$ / £	■	■	■
Intelligent Customer Assistant (ICA) Digital	A user-friendly AI-powered virtual agent solution that enables businesses to create engaging and effortless customer self-service experiences.								\$ / £	N/A	\$ / £	\$ / £
Intelligent Customer Assistant (ICA) Voice	A user friendly AI-powered virtual agent solution that enables businesses to create engaging and effortless customer self-service experiences								\$ / £	\$ / £	\$ / £	\$ / £
Intelligent Customer Assistant (ICA) Voice Intelligent Directory	An intuitive, AI powered, speech-enabled solution that allows customers to speak the name of the person, department or service they wish to reach within an organisation and instantly connect.					\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £
Smart Assist (Creovai)	This Smart Assist solution (created with 8x8 ecosystem partner Creovai), focuses on delivering relevant information, guidance, and support to employees in real-time, so they can more confidently navigate conversations. It is a secure and easy-to-use real-time assistant that automates repetitive tasks and improves the agent's ability								N/A	\$ / £	\$ / £	\$ / £

Appendix A - Feature Matrix and Calling Plans

Contact Center Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
	to manage complex customer interactions.											
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			■
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.								■	■	■	■

Appendix A - Feature Matrix and Calling Plans

Contact Center Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
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	■	■	■
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								■	■	■	■

Appendix A - Feature Matrix and Calling Plans

Contact Center Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
	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.								\$ / £	\$ / £	\$ / £	\$ / £
8x8 Workforce Management	Organisations gain access to real-time agility, insight, and simplicity to optimise staffing and improve service quality. 8x8 WFM replaces spreadsheets with purpose-built tools for WFM managers to help teams stay ahead of demand, empower agents, and deliver consistently exceptional experiences.								N/A	■	■	■

*8x8 Agent Workspace is available in all countries currently supported on the 8x8 UCaaS platform.

**SMS/MMS/RCS charges may vary by country. Some countries are not currently supported due to national legislation

Appendix A - Feature Matrix and Calling Plans

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/Dashboards	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								N/A	\$ / £	\$ / £	\$ / £

Appendix A - Feature Matrix and Calling Plans

8x8 Workforce Engagement Management Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
	performance goals; automate the export and scheduling of reports; and integrate these insights into CRMs or BI tools.											
Quality management	8x8 Quality Management empowers CX teams to enhance agent performance through interaction analysis, intuitive evaluations with custom templates, timestamped notes, coaching workflows, goal tracking, and out-of-the-box quality reports that visualise progress and performance trends across voice and digital channels.								\$ / £	\$ / £	\$ / £	\$ / £
Voice, text, and sentiment analytics	8x8 Voice, Text, and Sentiment Analytics delivers AI-driven insights across channels with interactive topic mapping, customisable keyword tracking, retroactive analysis, advanced emotion-based filtering, automated trend reporting as well as voice-of-the customer insights for 100% of calls.								■	\$ / £	\$ / £	\$ / £
Custom Dictionary in Admin Console	Enables administrators to create a custom list of specific terms, names, jargon, or industry-specific language that 8x8's transcription system will incorporate to improve recognition and transcription accuracy (requires QM/SA).		£		£	£	£	£	■	£	£	£
QM screen recording	Recording and archiving available for call centre compliance, record keeping,								N/A	\$ / £	\$ / £	\$ / £

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8x8 Workforce Engagement Management Features	Description	Lobby	X0/X0-T	X1-Gov	X1	X2	X3	X4	8x8 Engage Voice	X6	X7	X8
	agent training and process improvement. Requires media storage capability and either Quality Management and/or Speech and Text Analytics.											
Compliant Call Recording (CallCabinet)	Provides compliant call recording within 8x8 Work and 8x8 Contact Center 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 Center.								N/A	\$ / £	\$ / £	\$ / £
Calabrio Core WFM	Best suited for CC with 50-500 agents with straightforward forecasting and scheduling needs. Perfect for contact centres that want enterprise-grade capabilities in a more right-sized package, but								\$ / £	\$ / £	\$ / £	\$ / £

Appendix A - Feature Matrix and Calling Plans

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

Appendix A - Feature Matrix and Calling Plans

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.					\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £	\$ / £

Appendix A - Feature Matrix and Calling Plans

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	■
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	■

Appendix A - Feature Matrix and Calling Plans

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

Add-ons

Calibrio	Knowledge Management	8x8 Optional Add-ons
Calabrio Workforce Management (WFM) Advanced	Verint Knowledge Management	CRM Integrations i.e. Salesforce/Microsoft Dynamics
Calabrio Professional Services & Teleopti Training	Additional Numbers	Intelligent IVR
Verint	01/02/03/08	CC Additional Named User
Verint Essentials	Gold numbers	Extra Voice Port
Verint Professional Services & Training	8x8 Conversation IQ	8x8Voice for Microsoft Teams (X0 only, otherwise no charge)
PCI Pal	Platform fee (for each 100 user licences)	8x8 Phone App for Microsoft Teams
PCIPAL Concurrent Agent	User license	Intelligent Customer Assistant
Cloud Provisioning Per AWS Region	Additional Support	Platform fee (Digital)

Appendix A - Feature Matrix and Calling Plans

PCIPal Professional Services and Project Management	Enterprise Customer Support	Usage fee(1,000 Digital Conversations)
	TAM Gold /Silver and Bronze packages	Platform fee (Voice)
		Usage fee (1,000 Voice Conversations)

CPaaS

CPaaS	Description	Standalone
SMS	Deliver business-critical alerts, notifications and verification codes through SMS. Integrate the 8x8 Messaging API directly into an application or use the 8x8 Connect portal to upload campaigns via CSV. Local UK numbers are available enabling users to respond to messages.	\$ / £
Video	Enable customers to start a live video chat with support agents to solve issues faster with real-time virtual problem diagnostics. Calls are initiated via a URL link sent to the user's phone number via an SMS message, avoiding the need to download any third-party apps or software. Key features include: Call recording, Geolocation sharing, Remote camera control and integrated chat.	\$ / £
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.	\$ / £

Appendix A - Feature Matrix and Calling Plans

Security and Compliance

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

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

Appendix A - Feature Matrix and Calling Plans

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	\$ / £

Appendix A - Feature Matrix and Calling Plans

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 Center	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
<i>Standard 8x8 outbound rates apply for local and international calls. Toll-free usage is charged separately</i>											

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	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

Appendix A - Feature Matrix and Calling Plans

Global Calling Zones	X0/X0-T	X1-Gov	X1	X2	X3	X4	X6	X7	X8
			primary DID. Available country choices are: United Kingdom Ireland United States Canada France Germany Netherlands Spain Australia New Zealand	Germany*	Germany	Germany	Germany	Germany	Germany
				Italy*	Italy	Italy	Italy	Italy	Italy
				Ireland*	Ireland	Ireland	Ireland	Ireland	Ireland
				Netherlands*	Netherlands	Netherlands	Netherlands	Netherlands	Netherlands
				New Zealand*	New Zealand	New Zealand	New Zealand	New Zealand	New Zealand
				Puerto Rico	Puerto Rico	Puerto Rico	Puerto Rico	Puerto Rico	Puerto Rico
				Spain*	Spain	Spain	Spain	Spain	Spain
				Sweden*	Sweden	Sweden	Sweden	Sweden	Sweden
				Switzerland*	Switzerland*	Switzerland*	Switzerland*	Switzerland*	Switzerland*
					Belgium	Belgium	Belgium	Belgium	Belgium
					Brazil*	Brazil*	Brazil*	Brazil*	Brazil*
					China	China	China	China	China
					Denmark	Denmark	Denmark	Denmark	Denmark
					Guam	Guam	Guam	Guam	Guam
					Hong Kong	Hong Kong	Hong Kong	Hong Kong	Hong Kong
					Hungary	Hungary	Hungary	Hungary	Hungary

Appendix A - Feature Matrix and Calling Plans

Global Calling Zones	X0/X0-T	X1-Gov	X1	X2	X3	X4	X6	X7	X8
					Israel	Israel	Israel	Israel	Israel
					Luxembourg*	Luxembourg*	Luxembourg*	Luxembourg*	Luxembourg*
					Malta	Malta	Malta	Malta	Malta
					Mexico	Mexico	Mexico	Mexico	Mexico
					Norway	Norway	Norway	Norway	Norway
					Poland*	Poland*	Poland*	Poland*	Poland*
					Portugal*	Portugal*	Portugal*	Portugal*	Portugal*
					Romania	Romania	Romania	Romania	Romania
					Slovakia	Slovakia	Slovakia	Slovakia	Slovakia
					South Korea	South Korea	South Korea	South Korea	South Korea
					Taiwan*	Taiwan*	Taiwan*	Taiwan*	Taiwan*
						Argentina*	Argentina*	Argentina*	Argentina*
						Chile	Chile	Chile	Chile
						Cyprus*	Cyprus*	Cyprus*	Cyprus*
						Dominican Rep	Dominican Rep	Dominican Rep	Dominican Rep
						Finland	Finland	Finland	Finland

Appendix A - Feature Matrix and Calling Plans

Global Calling Zones	X0/X0-T	X1-Gov	X1	X2	X3	X4	X6	X7	X8
						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.*

Appendix A - Feature Matrix and Calling Plans

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	

Appendix A - Feature Matrix and Calling Plans

DID Tier 1	DID Tier 2	DID Tier 3	DID Tier 4	DID Tier 5 (unpublished)
	<i>Mayotte</i>	Mexico	Trinidad and Tobago	
	New Zealand	Montenegro	Venezuela	
	Norway	Panama	Vietnam	
	Poland	Peru		
	Romania	Puerto Rico		
	Seychelles	<i>Russia</i>		
	Slovakia	Singapore		
	Slovenia	South Korea		
	South Africa	Turkey		
	<i>St Barthelemy</i>	Uganda		
	<i>St Martin</i>			
	Switzerland			
<i>Not currently available.</i> Countries in bold text also support 8x8 cloud PSTN service for in-country call origination and termination. Toll Free (in-bound) numbers also available				

Appendix A - Feature Matrix and Calling Plans

Important Notes

Important Notes

X1 is available in three variants:

- X1 Nationwide - the standard variant that's available in all of 8x8 sales regions. Based on the country of the user's primary DID, this offers a nationwide calling plan with unlimited local or in-country calls (subject to fair use and calls to qualified numbers) in the US, Canada, UK, Ireland, France, Germany, Netherlands, Spain, Australia or New Zealand. Calls to destinations outside of the designated 'home' country are charged at the standard 8x8 metered rates.
- X1 Metered - this is functionally identical to X1 Nationwide, but differs commercially in that all calls are metered
- X1 Gov - this is a special variant, available for pre-qualified UK Government organisations only. This is intended for users with modest outbound calling needs and includes 150 minutes per month of unmetered UK calls (to standard tariff destinations) only.

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

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

All outbound and inbound calls (except toll-free and special numbers, 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 Center Queues.

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

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