



CRYSTAL CLEAR CALLING & MESSAGING IN THE CLOUD

Empower your teams to connect, collaborate and create unique customer experiences with IT Weapons and 8x8, a global leader in Cloud calling and communications.

NEED HELP GETTING STARTED?

8x8 is a full service Cloud PBX solution. In addition to 8x8 support and implementation services, IT Weapons provides a number of support and consulting options to help get you started quickly, while reducing the burden on your own internal IT Team.

USING MICROSOFT TEAMS?

If you are already enjoying the intuitive messaging and conferencing features of Microsoft Teams, then 8x8's Voice for Teams option may be the perfect fit for you. With a native integration with Teams, 8x8 can become your backend calling system, while users stay 100% in Teams for all calling, messaging, and conferencing Teams without ever having to turn on another app.

WHICH X SERIES PLANS ARE RIGHT FOR YOUR BUSINESS?

FEATURES	UNIFIED COMMUNICATIONS AS A SERVICE					CONTACT CENTRE AS A SERVICE			
	LOBBY	X1	X2	X3	X4	X5	X6	X7	X8
Number of Countries in Unlimited Telephony Calling Zone		US, Canada	14	32	47	47	47	47	47
Number of Minutes for Local and International in Contact Center Calling Zone						2k	4k (47 Countries)	4k (47 Countries)	4k (47 Countries)
Advanced Auto Attendant	●	●	●	●	●	●	●	●	●
Call Handling, (Caller ID, Call Forwarding, Call Queues, Ring Groups, Barge, Monitor, Whisper)	●	●	●	●	Advanced	Advanced	Advanced	Advanced	Advanced
HD Secure Voice	●	●	●	●	●	●	●	●	●
Mobile and Desktop Apps		●	●	●	●	●	●	●	●
Presence Detection		●	●	●	●	●	●	●	●
Voicemail Transcription		●	●	●	●	●	●	●	●
Cross-Platform Team Messaging and Business SMS		● (no sms)	●	●	●	●	●	●	●
HD Audio and Video Meetings with Screen Sharing			●	●	●	●	●	●	●
Out of the Box Integrations with Key CRM, Productivity, Service and Support Systems of Record			●	●	●	●	●	●	●
Call Recordings		●	●	●	●	●	●	●	●
Unlimited Internet Faxing			●	●	●	●	●	●	●
Switchboard Pro				●	●	●	●	●	●
Call Activity Analytics		●	●	●	●	●	●	●	●
Supervisor Analytics					●	●	●	●	●
Skills-Based Routing						●	●	●	●
Interactive Voice Response (IVR)						●	●	●	●
Queued and Web Callback							●	●	●
Post Call Survey							●	●	●
Contact Center Reporting and Analytics						●	●	●	●
Chat, Email, SMS, Social Media Channels								●	●
Co-Browse								●	●
Outbound Predictive AI Dialer							2k minutes		5k minutes
Quality Management and Speech Analytics									●
Enterprise-Grade Security	●	●	●	●	●	●	●	●	●
Compliance and Certifications (GDPR, HIPAA, ISO27001, etc.)	●	●	●	●	●	●	●	●	●