

# Collaborative Contact Center Features

Features	Description	X2	X4	X6	X8
Expert Connect	Chat and bridge available experts onto a call with a single click, all without leaving the single user interface			•	•
Contact center calling zone	Includes 4,000 minutes per concurrent contact center seat (local and international, inbound and outbound, within 47 country zone). The total minutes included are the pooled total of all agents. If a customer exceeds the total usage pool allowed in any given month, extra minutes will incur standard usage rates. Toll calls and special numbers are not included in the allowed usage.			4,000 minutes within 47 countries	4,000 minutes within 47 countries
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.				•
Outbound predictive AI dialer	Using AI technology, dial multiple numbers simultaneously and connect answered calls to agents. Unanswered calls are automatically marked incomplete and can be dialed again later.				5,000 minutes
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			•	•
Skills-based inbound voice	Match customers to the best available agent — without programming or IT help, boosting first-call resolution rates and customer satisfaction			•	•
Graphical call-flow reports	View the caller's journey from the moment they reach the call center 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 center to enable continual process improvement and agent training.			•	•
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 optimized to meet customer needs.			•	•

## Collaborative Contact Center Features – Continued

Features	Description	X2	X4	X6	X8
Native CRM	Leverage a built-in customer contact and case management tool to provide agents with critical customer information and make every agent interaction more efficient			•	•
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			•	•
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			•	•
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			•	•
Inbound chat, email and social channels	Meet your customers on the channels they choose with a 360-degree view of all of a customer's communications across all available channels				•
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				•
Workforce management	Improve staffing efficiency			\$	\$
CC screen recording	Recording and archiving available for call center compliance, record keeping, agent training and process improvement			•	•
CC voice recording	Voice recording available for call center compliance, record keeping, agent training and process improvement			•	•
CC voice archiving	Voice archiving available for call center compliance, record keeping, agent training and process improvement			•	•

# Universal Team Messaging Features

Features	Description	X2	X4	X6	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	•	•	•	•
Sameroom (cross-platform team messaging with Chatter, Slack, etc.)	Real-time interoperability with 3rd party chat applications such as Slack, Chatter and 20+ messaging apps to enable them to work as one within and across companies	•	•	•	•
Business SMS and texting	Send and receive text messages from your 8x8 phone number to any other phone number	•	•	•	•
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.	•	•	•	•
Unlimited Internet fax	Send and receive online faxes	•	•	•	•