

# The 8x8 eXperience Communications Platform

Transforming Businesses Through Technology



## Modern communication experiences powering business agility

The eXperience Communications Platform™ is the first and only XCaaS platform on the market. It empowers enterprises with modern communication experiences, eliminates organizational silos, boosts employee productivity, delights customers, and unifies data to reveal deeper insights for smarter decisions and a more agile business.

One integrated platform also enables a single integration framework to connect to productivity tools like Microsoft Teams and CRM apps with your communications across all functional areas, saving implementation time and maintenance dollars. Embeddable APIs enable low-code, no-code customized experiences, especially in the contact center with more robust omnichannel possibilities.

X SERIES SERVICE PLANS					
X1	X2	X4	X6	X7	X8
Basic users with unlimited local/in-country calling	Standard users with international calling	Advanced call handling and analytics for supervisors and receptionists	Voice-based Contact Center with Advanced Reporting	Omni-channel Contact Center with Advanced Reporting	Advanced Contact Center with Comprehensive Reporting, CX and Speech Analytics, Quality Management and Auto Dialer

FEATURES SUMMARY <sup>1</sup>	X1	X2	X4	X6	X7	X8
Number of Countries in Unlimited Telephony Calling Zone	Local	14	48	48	48	48
Number of Minutes (local & international) in CC Calling Zone (countries)				4,000	4,000	4,000
Number Porting (self-service or managed)	■	■	■	■	■	■
Auto Attendant (multi-level)	■	■	■	■	■	■
Call Handling (Caller ID, Call Forwarding, Transfer, Park, Hunt Groups, Ring Groups)	■	■	■	■	■	■
Call Queues		■	■	■	■	■
Barge, Monitor and Whisper <sup>2</sup>			■	■	■	■
HD Secure Voice, Hot-Desking	■	■	■	■	■	■
Mobile and Desktop Apps	■	■	■	■	■	■
Presence Detection	■	■	■	■	■	■
Voicemail with Transcription	■	■	■	■	■	■
Web Browser Call-to-Click	■	■	■	■	■	■
Cross Platform Team Messaging	■	■	■	■	■	■
HD Audio and Video Conferencing with Screen Sharing (500 Active Participants)	■	■	■	■	■	■
Advanced Moderator Controls of Audio and Video Meetings	■	■	■	■	■	■



FEATURES SUMMARY <sup>1</sup>	X1	X2	X4	X6	X7	X8
Out-of-the-Box Integrations with Key CRM, Productivity, Service and Support Applications	■	■	■	■	■	■
8x8 Voice for Microsoft Teams Add-On	■	■	■	■	■	■
UC Media Storage (unlimited capacity) for Meetings & UC Call Recording <sup>3</sup>	■	30 Days	130 Days	130 Days	130 Days	130 Days
CC Media Storage (unlimited capacity) for CC Call Recording <sup>3</sup>			■	30 Days	30 Days	30 Days
Unlimited Internet Fax		■	■	■	■	■
8x8 Frontdesk Tailored Experience for Receptionists			■	■	■	■
Call Activity Analytics	■	■	■	■	■	■
Supervisor Analytics			■	■	■	■
8x8 Contact Center for Microsoft Teams Solution Certified				■	■	■
Chrome Enterprise Recommended (CER) Contact Center Solution				■	■	■
Omni-Channel Routing				■	■	■
Skills-Based Routing				■	■	■
Intelligent Interactive Voice Response (IVR)				■	■	■
Queued and Web Callback				■	■	■
Post-Call Survey				■	■	■
Contact Center Reporting and Analytics				■	■	■
99.999% Uptime SLA across UCaaS and CCaaS				■	■	■
8x8 Secure Pay				■	■	■
Omni-Channel Routing				■	■	■
Chat, Email, SMS, Social Media Channels				■	■	■
Co-Browsing				■	■	■
Auto Dialer: Preview, Progressive, & Predictive				■	■	■
Quality Management				■	■	■
Speech and Text Analytics				■	■	■
Enterprise-Grade Security				■	■	■
Compliance and Certifications (GDPR, HIPAA, ISO27001, 9001, etc.)				■	■	■

1. Refer to the XCaaS Solution Overview for the full X Series feature set.  
 2. 8x8 Barge-Monitor-Whisper (BMW) helps office managers and supervisors with X4 licenses to listen in on any active call X2 and above.  
 3. Add-on storage options are available including long-term archive 'cold' storage and CC screen recording.

## About MNJ

MNJ is a leading Digital Transformation and IT Solutions Provider. We'll keep you ahead of the curve with our proven practice areas, focus on customer success, and extensive partner ecosystem.

### Experience & Expertise

- 50+ Alliance Software Engineers
- 200+ Alliance Data Centers
- 21 years average experience for MNJ engineers

### Consistent Execution

- 20 years in business
- 12 years average customer tenure
- 2,800 active satisfied customers

### Company Culture

We're a women-owned family business and we treat our employees and customers like family. We're friendly, passionate, and committed to excellence.



**Are you ready to simplify your business?** Reach out to one of our specialists at [mnjats@mnjtech.com](mailto:mnjats@mnjtech.com) to learn more about our cloud communications services today.

