

Voice and Telephony Features

Features	Description	X2	X4	X6	X8
Unlimited global calling for business phone	Call freely up to 47 countries without additional long distance charges, excluding mobile, special and premium numbers for certain countries	14 Countries	47 Countries	47 Countries	47 Countries
Tier 1 phone number & extension	Phone Number: Utilize a dedicated DID (direct inward dialing) number for each extension; DIDs available for 145 countries or toll-free numbers	•	•	•	•
HD quality voice	Ensure crisp connectivity leveraging a guaranteed voice quality score	•	•	•	•
Secure voice calls (TLS and SRTP)	Protect calls from eavesdropping with TLS/SRTP secure voice encryption	•	•	•	•
Financially backed end to end SLA	SLA for uptime and voice quality over the public internet that is financially backed and end to end	•	•	•	•
IP agnostic access	Connect to us over any IP network connection through patented access technology	•	•	•	•
PSTN access	8x8 works with 25+ PSTN carriers to provide global coverage and redundancy	•	•	•	•
Geo routing	Patented automatic localized signaling 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	•	•	•	•
UC call recording	Record incoming and outgoing calls, play them back, download or delete them	•	•	•	•
Power keys (Busy Lamp Field—BLF)	Handle multiple calls at the same time and monitor other users' availability by taking advantage of spare line keys	•	•	•	•
Mobile apps	Allow employees to work on any mobile device, from anywhere, at anytime	•	•	•	•
Desktop app	Allow employees to work on any desktop device, from anywhere, at anytime	•	•	•	•
Switchboard Pro	View of the presence and availability of every user in the organization or branch and streamlines live call handling		•	•	•

Voice and Telephony Features – Continued

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Barge-Monitor-Whisper	Enable managers and supervisors to monitor phone conversations of other employees, privately speak (whisper) to the employee without the customer hearing or join (barge) the call and talk with the customer		•	•	•
Hot desking	Enable any end user to log into a shared desk phone as if it were his or her own	•	•	•	•
Caller ID	Identify who's calling before you pick up the phone; customize your external caller ID	•	•	•	•
Number porting: self-service or managed	Port existing phone numbers to 8x8 through a self-service method or have 8x8 manage the porting	•	•	•	•
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	•	•	•	•
Extension-to-extension calling	Call others in your business by dialing the extension only	•	•	•	•
Call park	"Park" a call in the cloud while you use your phone to make another internal or external call, or ask a colleague to pick up the call	•	•	•	•
Phone paging (Polycom devices only)	Send one-way audio announcements to users who are members of a specific paging group or to everyone in an emergency	•	•	•	•
Hold music	Play recorded music or marketing messages while your callers are on hold	•	•	•	•
911 service	User updatable E911 location information that verifies address information with the servicing PSAP provider	•	•	•	•
15 data centers	Top tier geo diverse data centers strategically positioned for global reach	•	•	•	•

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Disaster recovery	Patented DR with <30 second failover between POPs	•	•	•	•
UC media storage for meeting and call recording	Storage capacity for recordings a user makes	1 GB	10 GB	10 GB	10 GB
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	•	•	•	•