

8x8 Matrix

Features Summary ¹	X2	X3	X4	X6	X7	X8
Number of Countries in Unlimited Telephony Calling Zone	14	32	47	47	47	47
Numbers of Minutes (local & international) in CC Calling Zone (countries)				4000	4000	4000
Auto Attendant (multi-level)	■	■	■	■	■	■
Call Handling (Caller ID), Call Forwarding, Transfer, Park, Hunt Groups, Ring Groups)	■	■	■	■	■	■
Call Queues	■	■	■	■	■	■
Barge, Monitor and Whisper ²			■	■	■	■
HD Secure Voice, Hot-desking	■	■	■	■	■	■
Mobile and Desktop Apps	■	■	■	■	■	■
Presence Detection	■	■	■	■	■	■
Voicemail Transcription	■	■	■	■	■	■
Cross-Platform Team Messaging	■	■	■	■	■	■
HD Audio and Video Conferencing with Screen Sharing (up to 500 Active Participants)	■	■	■	■	■	■
Out of the Box Integrations with Key CRM, Productivity, Service & Support Applications	■	■	■	■	■	■
8x8 Voice for Microsoft Teams Add-On	■	■	■	■	■	■
UC Media Storage (unlimited capacity for Meetings & UC Call Recording ³)	30 Days	130 Days	130 Days	130 Days	130 Days	130 Days
CC Media Storage (unlimited capacity) for CC Call Recording ³				30 Days	30 Days	30 Days
Unlimited Internet Fax	■	■	■	■	■	■
Switchboard Pro		■	■	■	■	■
Call Activity Analytics	■	■	■	■	■	■
Supervisor Analytics			■	■	■	■
Skills-Based Routing				■	■	■
Intelligent Interactive Voice Response (IVR)				£	£	£
Queued and Web Callback				■	■	■
Post-Call Survey				■	■	■
Contact Centre Reporting and Analytics				■	■	■
8x8 Disaster Recovery				■	■	■
8x8 Secure Pay				£	£	£
Chat, Email, SMS, Social Media Channels					■	■
Co-browsing					■	■
Auto Dialer, Preview, Progressive, & Predictive				£	£	■
Quality Management and Speech Analytics				£	£	■
Enterprise-Grade Security	■	■	■	■	■	■
Compliance and Certifications (GDPR, HIPAA, ISO27001, 9001 etc.)	■	■	■	■	■	■

¹Refer to the X Series Solutions overview for the full X Series feature set.

²8x8 Barge-Monitor-Whisper (BMW) helps office managers and supervisors with X4 licenses to listen in on any active call X2 and above.

³Add-on storage options are available including long-term archive 'cold' storage and CC screen recording.

CONTACT US

0344 875 8880 | www.elitegroup.com