
United States : 8x8 Revolutionizes Business Communications Industry with the Launch of Virtual Office Editions

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8x8, Inc. the leading provider of truly unified cloud communications, today announced the launch of 8x8 Virtual Office Editions. This new suite of products revolutionizes the business communications industry by unifying cloud telephony, collaboration tools, web conferencing and contact center solutions with a best-in-breed data analytics platform. This launch represents the most recent outcome of years of both innovation and strategic acquisition by 8x8 aimed at the development of products and solutions that help customers dramatically improve the way they communicate internally and externally.

"Siloed communications systems, such as telephony, team messaging, web conferencing and contact centers, address only isolated functions and segregate valuable business data from key decision makers. This slows productivity, hampers collaboration and impacts customer satisfaction," said Vik Verma, CEO at 8x8. "Through our technology ownership and innovation, 8x8 unifies these disparate systems on a single cloud communications platform, ensuring companies can easily communicate, collaborate and engage with employees and customers. In addition, businesses can now finally glean valuable insights from every interaction in real time, and unleash the collective power of the entire organization at every connection."

8x8, recently named a Leader in the 2017 Gartner Magic Quadrant for Unified Communications as a Service, Worldwide 1 for the sixth year in a row, is now offering 8x8 Virtual Office in three editions that provide companies powerful enterprise-class business communications features with the flexibility and mix-and-match pricing model that's best suited for their needs. 8x8 Virtual Office Editions includes everything businesses need to efficiently communicate and collaborate with employees, partners and customers. Business voice, auto attendant, video, SMS, chat and web conferencing are all included and packaged in the new, easy-to-understand editions, which are:

X8 - The industry's most unified offering, the 8x8 Virtual Office X8 edition weaves together communications, collaboration and contact center solutions. It includes an unlimited calling zone to 45 countries and a full suite of 8x8 Virtual Office features, such as HD voice, Virtual Office Meetings, HD Video, integrations with Salesforce, Zendesk and NetSuite CRM, Salesforce analytics for better data insights, call recording, call quality reporting, and barge monitor whisper capabilities. It also seamlessly incorporates contact center capabilities with 8x8 ContactNow to create enhanced interaction between customers, agents, and employees.

X5 - The 8x8 Virtual Office X5 edition provides an unlimited calling zone of 32 countries, plus 8x8 Virtual Office features, such as HD voice, Virtual Office Meetings, HD Video, integrations with Salesforce, Zendesk and NetSuite CRM, Salesforce analytics for better data insights, and call recording.

X2 - The 8x8 Virtual Office X2 edition provides an unlimited calling zone of 14 countries and includes 8x8 Virtual Office features, such as HD voice, Virtual Office Meetings, HD Video and integrations with Salesforce, Zendesk and NetSuite CRM.

"At Colorado Wealth Group, we are passionate about helping clients with their wealth management and investment strategies so they can achieve all of their financial and life goals. It is critical that our partners, advisors and associates can easily communicate both with each other, and more importantly with clients," said Christopher Barker, CFP, MBA, Partner/Financial Advisor at Colorado Wealth Group. "8x8 Virtual Office X8 gives us the flexibility to truly unify communications with client engagement, allowing employees to stay connected whether they are in the office or working remote. This will enable us to be more productive so we can guide our clients to build their financial future."

The new 8x8 Virtual Office X8 edition allows companies to break down communications silos between sales, marketing, support, finance, IT/help desk, and other departments, and better engage with employees, partners, and customers. This truly unified cloud solution offers a powerful business communications and collaboration system, allowing employees to interact anytime from anywhere, and includes easy-to-use contact center capabilities, such as inbound call handling, outbound campaign dialing, and rich reporting and analytics for new business insights. This new offering enables companies to connect everyone throughout the organization, including both contact center agents and employees, with a single, unified solution.

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