8x8, Inc.

8x8 Virtual Contact Center Salesforce.com Integration

The 8x8 Virtual Contact Center is the fastest, easiest way for companies to deploy a best-in-class contact center in the cloud. 8x8's innovative SaaS solution seamlessly integrates with Salesforce.com to improve the quality of customer interactions and streamline agent productivity.

The 8x8 Virtual Contact Center

The 8x8 Virtual Contact Center services hundreds of organizations around the world from Fortune 500 companies to mid-size businesses to startups. With its reputation for reliability and ease of use, the 8x8 Virtual Contact Center is leading the movement to cloud-based contact centers.

Customer Contact Reinvented

8x8 allows you to immediately deploy your contact center for a low subscription fee with no cumbersome hardware or software to buy and no implementation or maintenance team to hire. The 8x8 Virtual Contact Center's rich feature set optimizes your operations, providing significant cost savings that continue over time.

Reliability is built into the architecture. 8x8's redundant servers, network and Storage Area Network exceeds the availability of on-premises solutions.

Scalability allows instant expansion without technology changes. Confidently subscribe to only the amount of capacity needed without restricting future growth.

Easy-to-use web interface provides manager and supervisor configuration screens with complete control of all aspects of the contact center environment.

Integrated with Salesforce.com

8x8's agent console for Salesforce.com can have a dramatic impact on your business. Every customer interaction is routed to the right agent and vital information is captured within Salesforce.com.

Complete Telephony Integration

Instantly access caller information through advanced CTI capabilities. Easily manage all inbound and outbound calls.

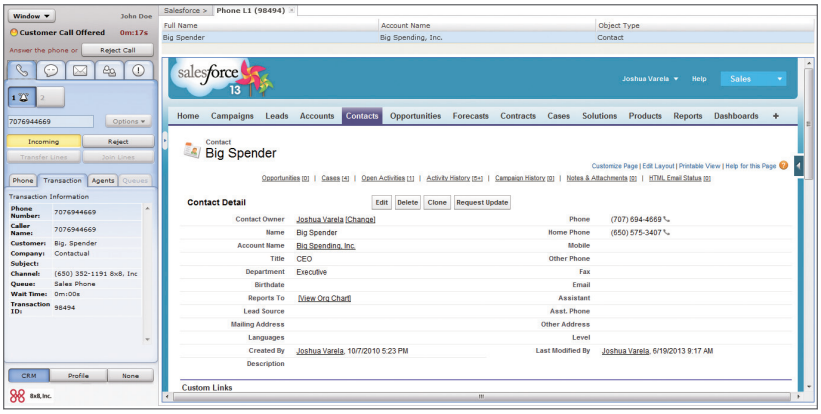
Integrated Chat Management

Quickly store and retrieve web chat transactions with a single click. FAQ shortcuts further streamline chat-based interactions.

Call Recording and Retrieval

Record all calls or a predefined portion. Retrieve call recordings without leaving Salesforce.com.

salesforce.com®



Key Features

ACD with Skills-Based Routing

- Automated call distribution with skills-based routing
- Delivers incoming calls, emails and chat interactions to appropriately skilled agents
- Reduces the number of times customers are transferred

IVR (Interactive Voice Response)

- Build IVRs as needed using web interface
- Supports creation of menus and submenus, time-out prompts, DTMF digit collection
- Route calls based on open, closed and holiday schedules

CTI (Computer Telephony Integration)

- Agents control calls from their desktop (transfer, mute, conference, etc.)
- Agents can immediately identify the caller and see the call details

FAQ Knowledgebase

- Provide quick answers to customer questions
- FAQs are integrated with chat and email
- Create shortcuts to answer commonly asked questions

Real-Time Monitoring

- Supervisors may listen in and barge in on calls as needed
- Agents may view longest wait time, number of contacts in queue, and number of agents on calls
- Your service level agreements (SLAs) can be defined for each queue

Real-Time and Historical Reporting

- Access vital statistics on demand
- Analyze historical reports and trends to improve agent and queue efficiency
- Export reports and data to Microsoft Excel

Multimedia Management

- Handles phone, email, and chat channels—all in one application
- Allows customers to contact you via their preferred method

Web Callback API

- Return calls when your web visitors request it

CRM Integration

- Includes a built-in CRM for tracking data and managing cases
- Out-of-the-box integration with NetSuite, Salesforce.com Microsoft Dynamics, Zoho and Zendesk; other third-party CRM systems supported through an API
- "Pops" the caller's account information to the Agent Desktop as soon as the call comes in

Desktop Sharing

- Take control of a remote computer to solve issues more quickly and provide better customer service

Call Recording

- On-demand call recording per agent
- Set a percentage of calls to be recorded automatically per agent or per queue
- Bulk download of call recordings via FTP server

To learn more, call 1.866.913.7684 or visit www.8x8.com.

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