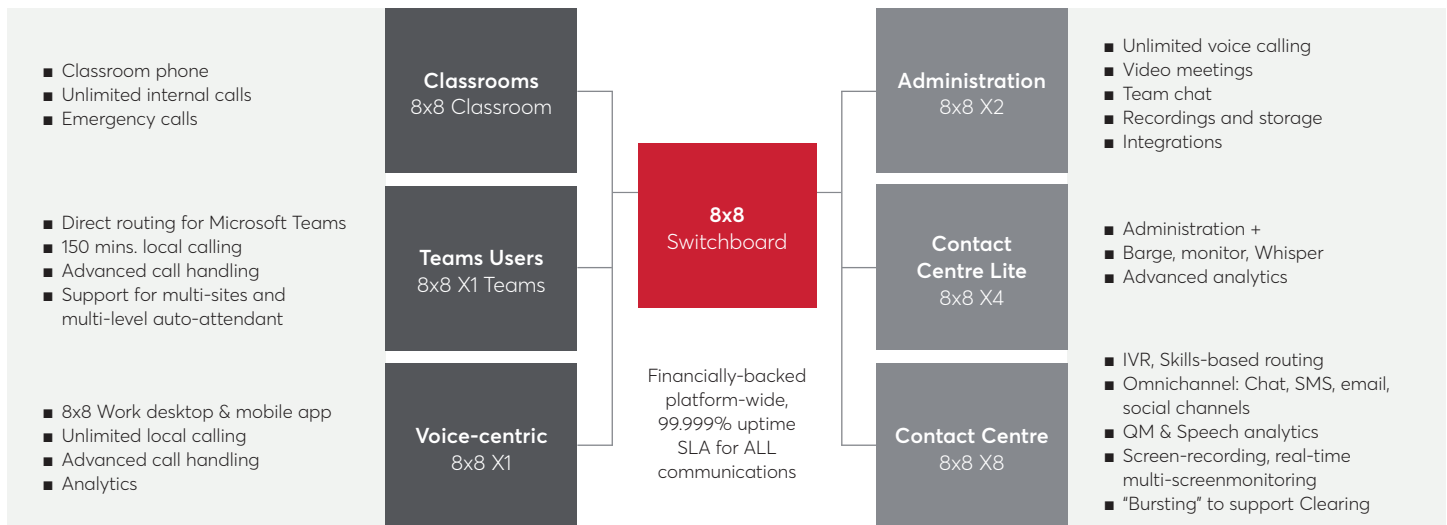# 8x8

# Enhance the student experience with a connected campus

The 8x8 eXperience Communications Platform integrates contact centre, voice, video, chat, and APIs on a single platform to empower universities with the communication capabilities that deliver campus-wide collaboration, real-time student engagement and the flexibility to quickly adjust to dynamic events such as Clearing. Each service plan is tailored to each user's needs to optimise cost and productivity:

- Classroom phone
- Unlimited internal calls
- Emergency calls

Classrooms
8x8 Classroom

- Direct routing for Microsoft Teams
- 150 mins. local calling
- Advanced call handling
- Support for multi-sites and multi-level auto-attendant

Teams Users
8x8 X1 Teams

8x8
Switchboard

- 8x8 Work desktop & mobile app
- Unlimited local calling
- Advanced call handling
- Analytics

Voice-centric
8x8 X1

Financially-backed platform-wide, 99.999% uptime SLA for ALL communications

Administration
8x8 X2

- Unlimited voice calling
- Video meetings
- Team chat
- Recordings and storage
- Integrations

Contact Centre Lite
8x8 X4

- Administration +
- Barge, monitor, Whisper
- Advanced analytics

Contact Centre
8x8 X8

- IVR, Skills-based routing
- Omnichannel: Chat, SMS, email, social channels
- QM & Speech analytics
- Screen-recording, real-time multi-screenmonitoring
- "Bursting" to support Clearing

- Make and receive calls directly in Microsoft Teams
- Support Clearing with short-term (30, 60, 90 day) burstable omni-channel Contact Centre licenses
- Enable administrators, teachers, students to connect from anywhere, anytime on any device
- Deliver innovative, affordable online courses anywhere using video meetings

- Enhance student convenience and well being with multichannel contact centres
- Manage the entire environment from a single, unified Admin Console
- Provide the services you need today but with the flexibility to easily add new capabilities when required

Learn more at 8x8.com

8x8 Voice for Microsoft Teams

8x8 Voice for Microsoft Teams is a cloud-based direct routing service that enables Teams users to make and receive calls over the public switched telephone network (PSTN) using the native Teams desktop, mobile or web app. For colleges and universities that have adopted Microsoft Teams, 8x8 integrates directly with it using a simple three-step process:

1. Authorise → **2. Connect** → **3. Match**
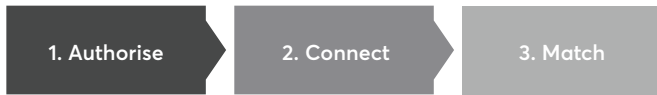
This brief video demonstrates these three easy steps.

8x8 can also connect your contact centre to the rest of the organisation through a Microsoft certified Teams integration.

This brief video demonstrates the possibilities for universities.

Solution certified for
Microsoft Teams
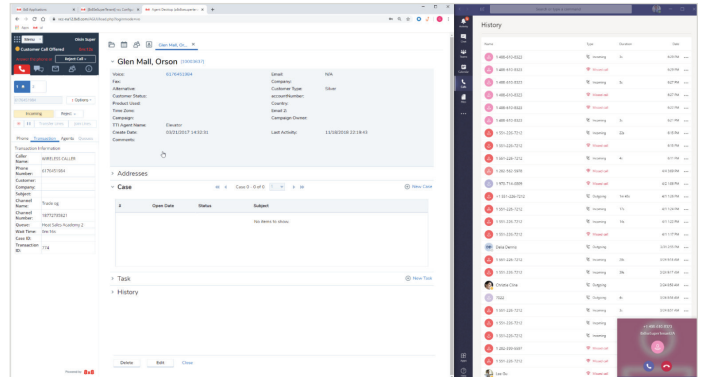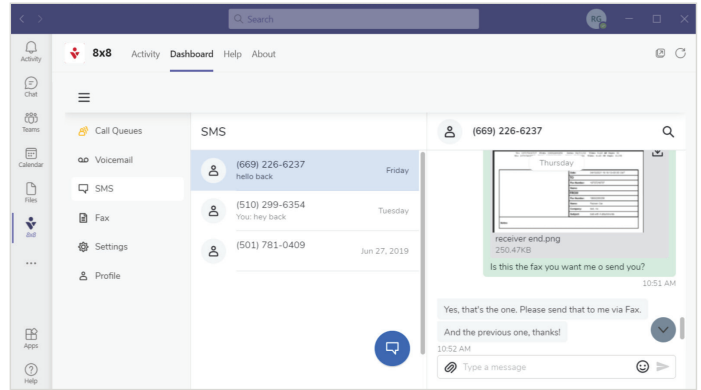
Reliability through High Availability

Communications uptime is critical for universities to support annual clearing, student access to welfare services and important programme information. The 8x8 Experience Communications Platform ensures secure service delivery with four levels of redundancy and full transparency across all staff and student communications. And, it's backed by the industry's first and only platform-wide 99.999% uptime SLA across both UCaaS and CCaaS.

Visit the 8x8 Trust Site to learn more about the industry leading security, compliance and reliability of the Experience Communications Platform.

Reliability

- Platform-wide 99.999% SLA across UCaaS and CCaaS
- 35 public and private data cloud regions worldwide
- Redundancy at four layers: infrastructure, platform, data and geographic
- Transparent, public Service Status live dashboard
- 24/7 NOC with proactive monitoring

Security

- Adheres to highest security standards
- Meets all requirements for HIPAA, FISMA/FIPS, ISO 27001, CPNI, SOX
- Certified PCI, GDPR solution provider for optimum compliance
- End-to-end video encryption

Learn more at 8x8.com

Real-time Student Engagement

Connect with today's digital native students on their terms with the ability to integrate SMS, Chat Apps, voice and video interactions into applications and websites. Provide admission deadline notifications, updates on events and information on wellness programmes using these digital channels. Make it easy and convenient for students to stay connected throughout their campus life.

| SMS | Chat Apps | Video | Voice | Solutions |
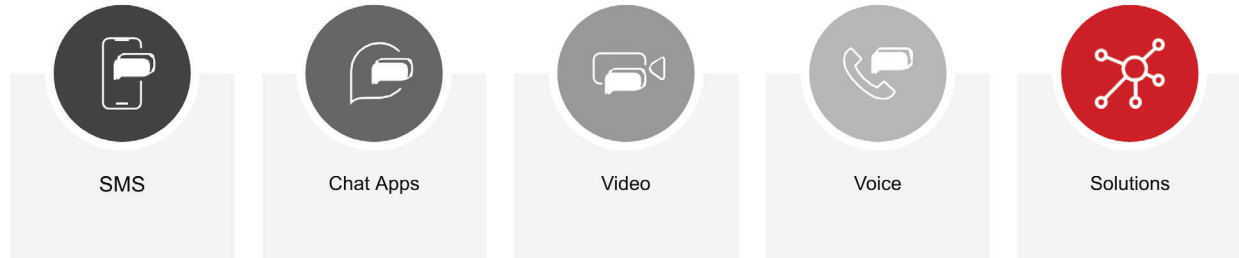
Get Top Marks Using 8x8 for Clearing

Once students open their A Level results, the calls start flowing. Easily adjust your contact centre capacity with short-term (30, 60, 90 day) licenses and be ready to support all of those anxious new students looking to secure courses.

Leading Universities Creating a Connected Campus with 8x8

We look forward to talking with you further about how our decades of experience, patented technology and integrated, secure, platform eliminates risk from moving to the cloud, lowers costs, improves service and accelerates your ability to transform the education experience using communications.

Keeping your data safe with industry leading security and compliance

GDPR | cloud security alliance® | CYBER ESSENTIALS PLUS | AICPA SOC 2 (Formerly SAS 70 Reports) | ISO 27001 Certified

Learn more at 8x8.com