



FEATURE MATRIX

Discover how the new
8x8 X Series will transform your enterprise communications.



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	Lobby	X2	X4	X6	X8
Voice and Telephony					
Unlimited global calling for phone and contact center		14 Countries	47 Countries	47 Countries	47 Countries
Phone number & extension	•	•	•	•	•
HD quality voice	•	•	•	•	•
Secure voice calls (TLS and SRTP)	•	•	•	•	•
Voicemail		•	•	•	•
Call recording		•	•	•	•
Web browser click-to-dial		•	•	•	•
Power keys (Busy Lamp Field - BLF)		•	•	•	•
Mobile apps		•	•	•	•
Desktop app		•	•	•	•
Operator switchboard			•	•	•
Barge, monitor, whisper			•	•	•
Hot desking	•	•	•	•	•
Caller ID	•	•	•	•	•
Number porting - self service or managed	•	•	•	•	•
Call waiting	•	•	•	•	•
Call transfers	•	•	•	•	•
Extension to extension calling	•	•	•	•	•
Call park	•	•	•	•	•
Phone paging (Polycom devices only)	•	•	•	•	•
Music on hold	•	•	•	•	•
UC media storage for meeting recording and call recording		1 GB	10 GB	10 GB	10 GB

	Lobby	X2	X4	X6	X8
Collaborative Contact Center					
Auto attendant	•	•	•	•	•
Ring groups / Hunt groups		•	•	•	•
Call queues		•	•	•	•
Expert Connect				•	•
Outbound predictive AI dialer					5k min
Interactive voice response (IVR)				•	•
Skills-based inbound voice				•	•
Graphical call flow reports				•	•
Post call survey				•	•
Native CRM				•	•
Knowledgebase				•	•
Queued & web callback				•	•
Inbound chat, email, social channels					•
Co-browse					•
Universal Team Messaging					
1 on 1 instant messaging		•	•	•	•
Team messaging		•	•	•	•
Sameroom (cross-platform team messaging with Chatter, Slack, etc.) ¹		1 tube	1 tube	1 tube	1 tube
Business SMS and texting		•	•	•	•
Presence detection		•	•	•	•
Unlimited internet fax ²		•	•	•	•

	Lobby	X2	X4	X6	X8
Video Meetings and Conferencing					
HD video conferencing ³		5 Participants	50 Participants	50 Participants	50 Participants
HD audio conferencing		5 Participants	50 Participants	50 Participants	50 Participants
Start conferencing with one click		•	•	•	•
Join from mobile devices		•	•	•	•
Analytics on Every Interaction					
Analytics Essentials	•	•	•	•	•
Call quality reporting			•	•	•
Supervisor Analytics			•	•	•
Detailed contact center analytics				•	•
Customer experience analytics				•	•
Wallboards				•	•
Quality management				\$	•
Speech transcription and analytics				\$	•
Workforce optimization				\$	\$
Integrations to Your Core Systems					
Active Directory - authentication	•	•	•	•	•
Single sign on		•	•	•	•
Calendar integration (Google Calendar, Outlook)		•	•	•	•
G Suite integration		•	•	•	•
Outlook integration ⁴		•	•	•	•
Skype for Business integration ⁴		•	•	•	•
Office 365 integration		•	•	•	•
Salesforce integration		•	•	•	•
Zendesk, NetSuite integrations		•	•	•	•

	Lobby	X2	X4	X6	X8
Security, Compliance, and Certifications⁵					
Enterprise grade security	●	●	●	●	●
High industry uptime SLA	●	●	●	●	●
GDPR	●	●	●	●	●
HIPAA BAA	●	●	●	●	●
ISO 27001 and 9001	●	●	●	●	●
PCI ⁶	●	●	●	●	●
UK government ATO	●	●	●	●	●
FISMA	●	●	●	●	●
Privacy Shield	●	●	●	●	●
Cyber Essentials	●	●	●	●	●
FIPS 140-2	●	●	●	●	●
CPNI	●	●	●	●	●
Support and Training					
24/7 Support	●	●	●	●	●
7 global support centers	●	●	●	●	●
Self-service support portal	●	●	●	●	●
Extensive knowledgebase	●	●	●	●	●
Network diagnostic tools	●	●	●	●	●
Basic online training	●	●	●	●	●
Advanced online or on-site training	\$	\$	\$	\$	\$
Elite touch implementation services	\$	\$	\$	\$	\$
Professional services	\$	\$	\$	\$	\$
Self-service number porting	●	●	●	●	●

Notes:

Overages on UC Media Storage will be billed at \$4.99/GB

¹One tube is included per company. Additional tubes can be purchased as an add-on.

²Unlimited internet fax may require the purchase of an additional DID

³Simultaneous video sharing is 9 for Mac, 16 for PC

⁴Available for PC only

⁵ContactNow components do not support all compliances

⁶Applies to Virtual Contact Center components only