

## **Voice, video, chat and contact center all on one cloud platform**

8x8 X Series transforms employee and customer experiences by providing voice, video, chat and contact center in one easy-to-use platform. Optimize valuable moments of engagement with one set of data, in one system of intelligence and experience faster time to resolution, lower costs and an improved customer experience. Deployment is easy, ensuring each user has the exact functionality needed. From simple voice services in a new location to implementation of a multi-channel contact center, X Series allows for quick and intelligent collaboration across any communication channel.

### **KEY FEATURES** -----

#### **One Cloud Solution for Business Communications**

Offering voice, video, chat and contact center all on one cloud platform, X Series delivers reliability and allows customers to stop paying for, administering and maintaining separate audio and video conferencing applications.

#### **Secure Calls and Reliable Performance**

Combining a variety of voice needs all in one platform, X Series offers consistent and secure quality voice capabilities.

#### **Modern Meetings for Every Business, Every Location**

With X Series, meet with employees, customers and partners, start or join a meeting on any desktop or mobile device, host up to 50 meeting participants or instantly share content on any screen.

#### **Advanced Communications Analytics**

Unlock supervisor-level analytics that offer the data needed to make real-time business decisions. With X Series' advanced analytics capabilities, CIOs, line-of-business managers and workgroup supervisors can easily see how their global communications flow.

## KEY BENEFITS

### One Cloud Solution with Predictable Costs and Consistent Quality

Predictable, low fees can slash total cost of ownership (TCO) as can an easy-to-deploy cloud-based solution.

### Data Security for Unified Communications

8x8 Virtual Office and Contact Center solutions are certified as compliant with standards including: HIPAA, FISMA, CPNI, ISO 27001, Privacy Shield Framework, Cyber Essentials, ISO 9001 and more.

### Create a Collaborative Meeting Environment

With 8x8 Video Meetings, share screens and enhance productivity to drive faster, more relevant collaboration that empowers customers with the right communication tools.

### Real-Time Analytics Drive Better Decisions

Use 8x8 analytics to study call traffic and measure service quality to detect, reward and encourage star performance—and find opportunities to improve.



## GET IN TOUCH

Freemind Solutions  
959 Corporate Way  
Fremont, CALIFORNIA 94539  
925.482.6015  
[www.freemindsolutions.com](http://www.freemindsolutions.com)

