8x8
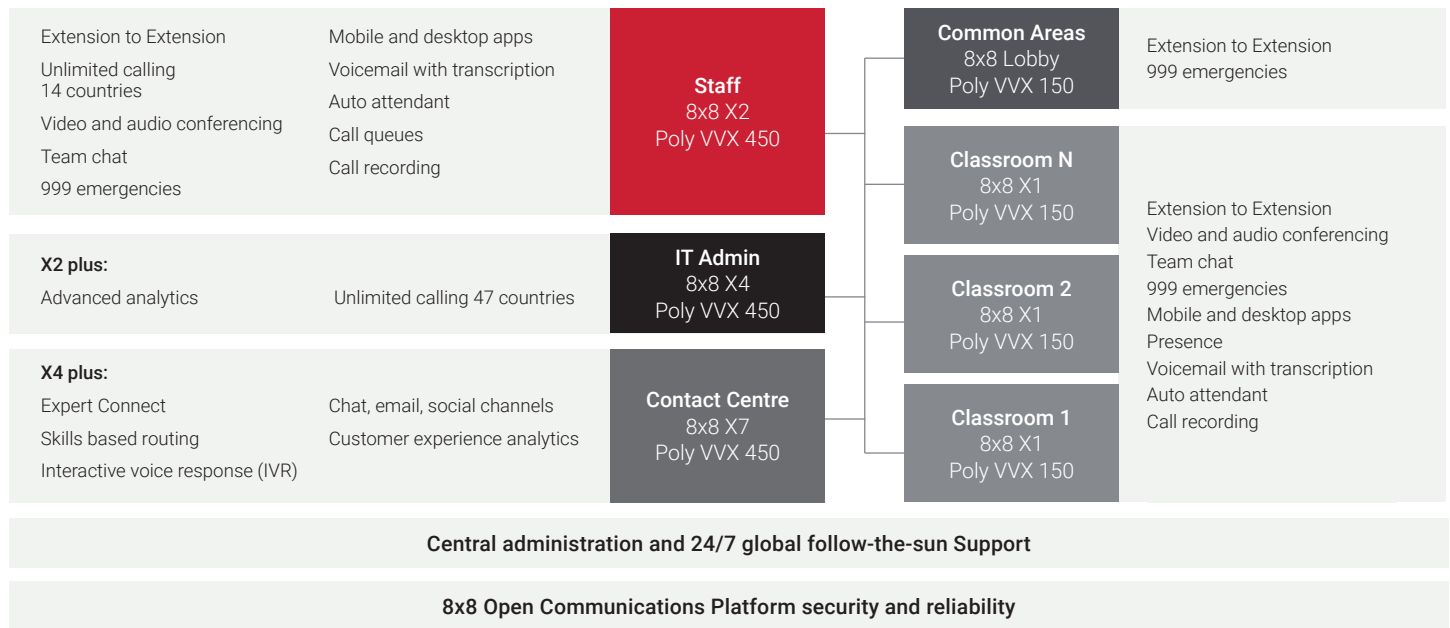
Modern Communications for Further and Higher Education

Although the full impact of the pandemic on Further and Higher Education is still playing out, recent research by the Institute for Fiscal Studies estimates around £11 billion just in lost income. As Education leaders investigate ways to adjust by lowering costs yet maintaining or even improving service, the communications system is often overlooked as part of the answer. Many institutions have a variety of aging systems that lack capacity and flexibility to keep up with rapidly changing and varied needs, don't provide the required level of resilience and increasingly burden limited IT resources to keep them working. All while being expensive to operate. A cloud-based communications solution from 8x8 quickly and easily replaces that outdated technology with easy to use, easy to maintain communications—at a lower cost.

The 8x8 Open Communications Platform enables lecturers and teachers to more effectively connect and collaborate whether on the move, in the classroom or from the home office. With contact centre capabilities, universities are empowered to easily manage Clearing and support student welfare by making it easy to access the information they need when they need it.

Extension to Extension Unlimited calling 14 countries Video and audio conferencing Team chat 999 emergencies	Mobile and desktop apps Voicemail with transcription Auto attendant Call queues Call recording	**Staff** 8x8 X2 Poly VVX 450	**Common Areas** 8x8 Lobby Poly VVX 150	Extension to Extension 999 emergencies	
			Classroom N 8x8 X1 Poly VVX 150	Extension to Extension Video and audio conferencing Team chat 999 emergencies Mobile and desktop apps Presence Voicemail with transcription Auto attendant Call recording	
X2 plus: Advanced analytics	Unlimited calling 47 countries	**IT Admin** 8x8 X4 Poly VVX 450	**Classroom 2** 8x8 X1 Poly VVX 150		
X4 plus: Expert Connect Skills based routing Interactive voice response (IVR)	Chat, email, social channels Customer experience analytics	**Contact Centre** 8x8 X7 Poly VVX 450	**Classroom 1** 8x8 X1 Poly VVX 150		

Central administration and 24/7 global follow-the-sun Support

8x8 Open Communications Platform security and reliability

- Phone, chat, video, contact centre all integrated into one easy to use, easy to manage application.
- Lower costs, improve service with guaranteed call quality and reliability
- Enable lecturers, teachers, students to connect from anywhere, anytime on any device
- Deliver innovative, affordable online classes using video communications

- Enhance student convenience and well being with multichannel contact centres
- Ensure security and reliability with a proven cloud communications that's validated by 3rd party certifications
- Manage the entire environment from a single Admin Console application
- Deliver the services you need today but with the flexibility to easily add new capabilities when you're ready

For more information visit 8x8.com.

The 8x8 Open Communications Platform for Further and Higher Education:

Features	Lobby	X1	X2	X4	X7
Unlimited Calling Countries	Internal only	UK	14	47	47
Auto Attendant	■	■	■	■	■
Call Handling (Caller ID, Call Forwarding, Call Queues, Ring Groups)	■	■	■	Advanced	Advanced
HD Secure Voice	■	■	■	■	■
Mobile & Desktop Apps	–	■	■	■	■
Presence Detection	–	■	■	■	■
Voicemail Transcription	–	■	■	■	■
Cross-Platform Team Messaging	–	■	■	■	■
HD Audio and Video Meetings with Screen Sharing	–	■	■	■	■
Out of the Box Integrations with Key CRM, Productivity, Service and Support Applications	–	–	■	■	■
Call Recordings	–	■	■	■	■
Unlimited Internet Faxing	–	–	■	■	■
Switchboard Pro	–	–	–	■	■
Call Activity Analytics	–	–	■	■	■
Supervisor Analytics	–	–	–	■	■
Customer Experience Analytics	–	–	–	–	■
Expert Connect	–	–	–	–	■
Skills based routing	–	–	–	–	■
Interactive voice response (IVR)	–	–	–	–	■
Inbound chat, email, social channels	–	–	–	–	■
24/7 Support	■	■	■	■	■
Financially backed end-to-end SLA	■	■	■	■	■
Enterprise-Grade Security	■	■	■	■	■
Certifications: GDPR, Cyber Essentials Plus, ISO 27001, Privacy Shield etc.	■	■	■	■	■
Poly phone compatible. Details for the Poly phones are available here.	■	■	■	■	■

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.

CYBER ESSENTIALS PLUS   GDPR   ISO 27001   Privacy Shield Framework   Solution certified for Microsoft Teams

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