

8x8 Essentials
eBook Series



2021 Voice and Telephony Buyer's Checklist



Your chosen cloud telephony service should have all the features your business needs, while also being highly customizable. This comprehensive checklist allows you to benchmark the most important features and functionality for your particular requirements.

Features	Description	8x8	Vendor 2	Vendor 3
Essential Telephony Feature Summary				
Extension-to-Extension calling	Call a colleague anywhere in the business (even abroad), simply by dialing their extension.	✓		
Call Park	“Park” a call in the cloud so you (or a colleague) can pick it up on another device.	✓		
Phone Paging (Polycom devices only)	Send one-way audio announcements to members of a specific paging group, or even to everyone in the business (e.g. in the event of an emergency).	✓		
Hold Music	Play music or recorded messages to your callers when they’re on hold.	✓		
Auto Attendant	An “automated receptionist” for when agents are busy. Configure a precise menu of options and messages that guide callers to the appropriate source of help.	✓		
“Ring Groups” and “Hunt groups”	Share calls equally within a department by having all phones ring at the same time. Alternatively, set up a “round robin” approach where extensions ring in a predetermined sequence until the call is answered.	✓		
Call Queuing	Serve all your customers efficiently and fairly, by queuing them in order until the next agent becomes available.	✓		
Conference calls	Schedule a conference call or escalate phone calls to meetings with video capabilities (see collaboration checklist).	✓		
Security and Compliance				
Secure Voice Calls	Shield your customers and their data from potential eavesdroppers, with cutting-edge voice encryption.	✓		
Easy, Versatile Call Recording	Listen to and record incoming and outgoing calls, with the option to download or delete.	✓		
E911/999 Emergency Services	User updatable E911/999 Emergency Services location information that verifies address information with the servicing PSAP provider. Compliant with Kari’s Law and the RAY BAUM’s Act (US and CA customers)	✓		

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Security and Compliance (continued)				
Meeting and Call recording storage	30 days' hot storage is included, at no additional cost, for X Series plans, including X1 and X2	✓		
Payment Card Industry Compliance	Add-on services available to enable seamless secure payments.	✓		
Privacy	GDPR- aligned to help your business to remain compliant with UK, EU and EEA privacy law. US/EU and Swiss Privacy Shield Compliance.	✓		
Business Continuity				
Reliable SLAs	Financially backed service level agreements for voice quality and service uptime.	✓		
A Single, Multi-device 8x8 App	Give your people (and your business) the freedom to operate from anywhere, with one global app across all desktop and mobile devices.	✓		
Disaster Recovery	Patented disaster recovery protocols, with less than 30 seconds failover between points of presence.	✓		
Global Coverage	At least 16 top-tier data centers strategically positioned around the world for truly global reach.	✓		
Unlimited Global Calling	Talk to colleagues and customers in up to 47 countries, with no additional long-distance call charges. *Conditions apply to some countries for mobile, special and premium numbers.	✓		
Tier 1 Phone Number & Extension	Set up a convenient Direct Inward Dialing (DID) number for any colleague that needs one. Available in 121 countries, as well as for toll-free numbers.	✓		
HD Voice Quality	Crisp, clear voice quality to eliminate the distance between you and your caller. Guaranteed voice quality scores.	✓		
Global PSTN Access	Access to 20+ PSTN carriers for global voice coverage and reliability.	✓		
Geo-routing for Service Quality	Calls routed to the nearest data center to deliver superior call quality.	✓		
Voicemail with Transcription	Access your voicemails on your mobile device, desk phone or computer. Calls can be transcribed to text at the touch of a button and emailed as an attachment.	✓		
Power Keys (Busy Lamp Field—BLF)	Handle multiple calls simultaneously, while monitoring other users' availability by taking advantage of spare line keys.	✓		
Presence Functionality	See the current availability of every user in your business or office, no matter where they are working, enabling you to streamline the handling of live calls.	✓		

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Business Continuity (continued)				
Barge/Monitor/Whisper	Allow supervisors to monitor conversations between your agents and their customers, with the option to speak privately (whisper) to the agent or join (barge) the call and talk directly to the customer.	✓		
Hot-Desking	Log into any shared desk phone as if it is the user's own.	✓		
Caller ID	Know who's calling before you pick up the phone. Customisable caller ID.	✓		
Number Porting	Move existing phone number to a new platform with straightforward self service and managed-service porting options.	✓		
Call Waiting	Get an alert if you're on a call and someone else is trying to reach you.	✓		
Call Transfers	Transfer calls to other colleagues easily, either on a "warm" (announced) basis or as a "cold" (blind) transfer.	✓		
Integration				
Microsoft Teams	Microsoft Teams direct routing for native Teams calling experience.	✓		
APIs	Over 25 out-of-the-box integrations for popular business applications including Salesforce, ServiceNow, G-Suite and more.	✓		
Call Flipping	Switch calls between devices at a touch of a button.	✓		



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