

Statement of Work (SOW)

Assisted UCaaS Implementation - Gold

[Customer-Name]

O-999999-2022 v1.0



The eXperience
Communications
Platform

Contents

1.	Implementation Services Overview	3
2.	Project Scope Parameters	3
3.	Services and Financials	5
4.	Assumptions	5
5.	General Customer Responsibilities	6
6.	Business Hours	8
7.	Change Management	8
8.	Engagement & Project Duration	8
9.	Project Communications	9
10.	8x8 Implementation Team	9
	Appendix A – Service Description “Services”, Roles & Responsibilities	10
	Appendix B – Site List	15
	Appendix C – Network Assessment Waiver Template	16
	Glossary of Terms and Acronyms	17

1. Implementation Services Overview

8x8 shall provide services to assist [Customer Name] ("Customer") with the implementation of the 8x8 Unified Communication as a Service (UCaaS) solution. This SOW is subject to terms and conditions of the Service Agreement jointly executed between Customer and 8x8, Inc. and to which this SOW is an attachment, addendum, or exhibit.

The services in the scope of this SOW are based on a Customer-led delivery model where 8x8 provides remote assistance, guidance, and knowledge transfer to Customer's Administrator in their implementation of the 8x8 solution in Customer's environment. The services in this SOW are intended to reinforce the course material from the administrator training and are not intended to be a replacement for Customer successfully completing appropriate 8x8 training offerings.

An 8x8 Solution Delivery Advisor will collaborate with Customer's project team to provide Services defined in this SOW. The parties recognize that Customer's priorities and requirements may change during engagement, and that Customer may request modifications to the Services contemplated by this SOW. If such changes impact the estimated cost and/or duration of the Project, they will be reviewed between Customer's Project Owner and 8x8's Project Coordinator and, if approved, will be reflected in a mutually executed Change Request.

2. Project Scope Parameters

Services in the scope of this SOW and the design of the solution will be governed by Limits, Description and Quantity for each Scope Parameter defined in the table below:

UCaaS Scope Parameters	Limit / Description/ Quantity
Total number of Users	Up to 250
Total number of unique Countries	Up to 3
Total number of Sites	Up to 5
Number of DID's to be Ported	Up to 500
Number of Losing Carriers (from whom numbers to be ported to 8x8).	Up to 5
Number of Auto Attendants	Up to 5
Number of Workgroups supported for design/ configuration equaling any combination of (Ring Group, Call Queue, Barge-in on a call without monitoring or whispering – BMW, Group Call Pick-up, Group Paging)	Up to 20
Number of Go-live / porting events	Up to 5

Training	Limit Description/ Quantity
Self-Paced Administrator and End-User Training	Included
End-User Adoption Kit	Included
Solution Scope Parameters	Limit Description/ Quantity
Single Sign-On (SSO) configuration	Yes, SAML based integration only.
Out-of-the-Box integrations	Included
Out of scope Services which may be added via Change Request	Additional Fee
Number Spoofing	\$50/Phone Number
MS Teams Integration Assistance	\$600
Virtual, Public, Instructor-led Administrator Training	\$750/Person
Virtual, Public, End-user Training	\$25/Person

3. Services and Financials

As consideration for 8x8's performance of Professional Services for Implementation, the Customer shall pay 8x8 the fixed fees identified below. All payments for the Implementation Services performed are non-refundable.

Implementation Services	Fees
Assisted Implementation - Gold	\$4,900

Invoicing Schedule: Implementation Fees will be invoiced upon execution of the SOW by both parties.

²This SOW does not include any applicable VAT, sales or use taxes, shipping, customs, duties or any other fees. These will be reflected separately in the associated order.

Travel Expenses: Fees quoted above do not include any travel costs; all services in the scope of this SOW are delivered remotely

4. Assumptions

- Customization of the available Out-of-the-Box integrations is not included in this SOW.
- Fees quoted assumes Customer is discharging their assigned responsibilities in accordance with the Project Schedule, which is limited to a 90-day deployment; measured from the project kickoff call. Delays resulting from Customer not fulfilling their responsibilities per the Project Schedule will result in additional 8x8 effort and fees and Customer agrees to execute a Change Request in such instances.
- Fees assume requirements and design for all in-scope services will be collected in up to three (3) design session, not to exceed a combined total of eight (8) hours. Requests for multiple requirements and design sessions or additional time for this task will require a CR and additional Customer funding.
- All Services in this SOW are delivered remotely and in English only unless otherwise specified.
- The Scope Parameters indicate the portion of Services 8x8 is performing in this SOW; Customer is responsible for configuring the balance of items required for the platform deployment. Any

- requested increases to the quantities in the Scope Parameters will require a Change Request and will require additional Customer funding.
- Fees quoted assumes a total of up to five (5) go-live events. Customer request for additional go-live events will require a Change Request and additional funding
 - Fees assume all phone numbers are ported in up to five (5) port orders, total combined porting effort not to exceed eight (8) hours.
 - Fees quoted assume all Customer project management is being led with U.S. based Customer resources.
 - End User adoption and training and administrator training are not part of the Implementation; instructions for accessing self-paced training or separately purchased instructor led training will be provided.
 - This SOW is limited to Sites located in the US, UK and ANZ only.

5. General Customer Responsibilities

In addition to identified Service-specific responsibilities, Customer agrees to the following general responsibilities to enable and support 8x8 to successfully deliver on the scope of the project.

Responsibility Areas	Description
Network Readiness	<ul style="list-style-type: none"> • Customer's network must pass the 8x8 Network Utility, a software tool available at https://support.8x8.com/us/Support_and_Services/Support/Download_the_8x8_Network_Utility ("NetUtil"). • In the event Customer's network does not pass or meet 8x8's requirements for voice solutions to be implemented, Customer agrees to sign-off on the Network Assessment Waiver Form (Appendix C) prior to Go-Live. • When and where requested for by 8x8, provide information regarding network topology and layout in the form of diagram or available documentation. • Address corrective actions identified by 8x8.
Project Management	<ul style="list-style-type: none"> • Assign a Project Manager for the duration of the Project to manage execution of project tasks • Complete Customer responsibilities by the dates agreed between Customer and 8x8. • Coordinate tasks associated with Customer's third-party vendor or system necessary for 8x8 to perform Services.
Project Delivery	<ul style="list-style-type: none"> • Provide resources of adequate skills and knowledge to perform platform configuration • Provide access to Customer Subject Matter Experts (SME) in the areas of 8x8 out-of-the-box integrations with Customer CRM systems as and where required and applicable. • Provide access to Customer staff authorized to identify solution requirements and make design decisions including signoff on Solution Design. • Participate in key project meetings setup by 8x8 resources • Review and provide prompt feedback (typically within two (2) business days) of project materials and deliverables.

	<ul style="list-style-type: none"> Collect data, populate 8x8-provided data load templates, and verify data. Complete system test activities and solution acceptance testing and sign-off. Identify Customer project team members authorized to discuss relevant business processes and make change decisions. Provide information regarding Customer business processes, business objectives, and use cases.
System Administrator Readiness	<ul style="list-style-type: none"> Assign one or more resource(s) as administrator(s) of the 8x8 system. Evaluate and either take the included self-paced training or separately purchase instructor-led administrator training offerings from 8x8 Academy and successfully complete the training in advance of the project solution design session <ul style="list-style-type: none"> System Administrators should successfully complete the 8x8 Work Admin and Configuration class and the Virtual Contact Center Admin and Configuration class (If applicable) offered by 8x8 Academy prior to making changes on the platform. The Advanced Topics and Troubleshooting classes are recommended. Collect, document, configure and test those requirements which are not in the scope of this SOW and that are either required for Customer to go-live in production or desired. Shadow 8x8 resource during configuration of the solution and participate in system configuration activities to reinforce the knowledge and skills required for full system configuration & maintenance. Ensure that System Administrator is ready to administer and maintain 8x8 system prior to Go-Live.
Audio Recordings	<ul style="list-style-type: none"> Provide audio recording files required for 8x8 system configuration in the requested format. Upload and configure audio recording files in the 8x8 system.
Call Forwarding	<ul style="list-style-type: none"> Plan the phone number porting and cut over with guidance from 8x8. If call forwarding is part of the plan, engage call forwarding on either: <ul style="list-style-type: none"> Carrier level, by working with the current Carrier (recommended option) PBX level (this option could result in degraded call quality for inbound calls) Extensions / phone level (this option could result in degraded call quality for inbound calls)
System Readiness	<ul style="list-style-type: none"> Perform technical and functional validation of the 8x8 Solution with guidance from 8x8. Regression and end-user testing plans and execution of those plans.
End User Readiness	<ul style="list-style-type: none"> Evaluate and either take the included self-paced training or separately purchase instructor-led End User offerings from 8x8 University. Ensure that End Users are ready to use 8x8 system prior to Go-Live. Ensure that End Users' use cases are accounted for and incorporated in the 8x8 Solution.
Porting/ Number Transfer	<ul style="list-style-type: none"> Provide list of numbers to be ported (NTBPs). Provide required information, including Customer Service Records (CSRs) and Letters of Agreements (LOAs), Copy of Bill (COB) in a timely manner. Manage (engage/ disengage) call forwarding (if call forwarding is used within the port strategy). Perform post port testing to verify Customer owned numbers are ringing through as expected on the 8x8 platform

6. Business Hours

Business Hours: Services will be performed, and 8x8 personnel shall be available to be contacted, from 8.00 AM to 5.00 PM local time zone where the work is being performed, Monday through Friday, excluding designated holidays. Time worked outside of these designated hours at Customer's request will result in additional fees and will require a Change Request.

7. Change Management

The change management process ("Change Management Process") described below shall govern changes to the scope of Services during the term of this SOW.

1. A change request may be submitted via email ("Change Request") to the Project Coordinator. All Change Requests ("CR") must be documented in writing.
2. The Change Request is discussed at the first opportunity, typically at the next weekly project meeting, unless it requires more prompt action. The goal is to approve/disapprove it at the same meeting if feasible.
3. 8x8 will review Customer's submitted Change Request and evaluate its impact to scope, effort, and schedule, and will provide Customer with a Change Request document that details the changes to scope, schedule and budget for Customer's review and execution
4. Customer has up to three (3) business days to review and approve or reject the Change Request [and any related Service Order (where the Change Requests contemplates new or additional 8x8 subscription services and/or equipment)]. Once approved by Customer, 8x8 will initiate the work detailed in the Change Request.

8. Engagement & Project Duration

8x8 will engage with Customer within ten (10) business days of the effective date of the Order containing the Services Fees specified by this SOW (or such later date as all customary financial checks have been approved/confirmed). 8x8 and Customer will meet via conference call for the project kickoff call and establish the cadence for the project.

The Project is assumed to be completed within 90-days and assumes that Customer performs tasks assigned in a timely manner and as mutually agreed to, and that 8x8 is not required to expend additional effort to overcome unforeseen obstacles attributable to circumstances, actions or inactions caused by Customer or any third party not engaged by 8x8 or under its control.

9. Project Communications

8x8 will render the project and manage all project correspondences in English and 8x8 will manage the implementation project using email.

8x8 may also use Microsoft Office (Word, Excel, and PowerPoint) to create project artifacts, which will be provided to Customer via email.

10. 8x8 Implementation Team

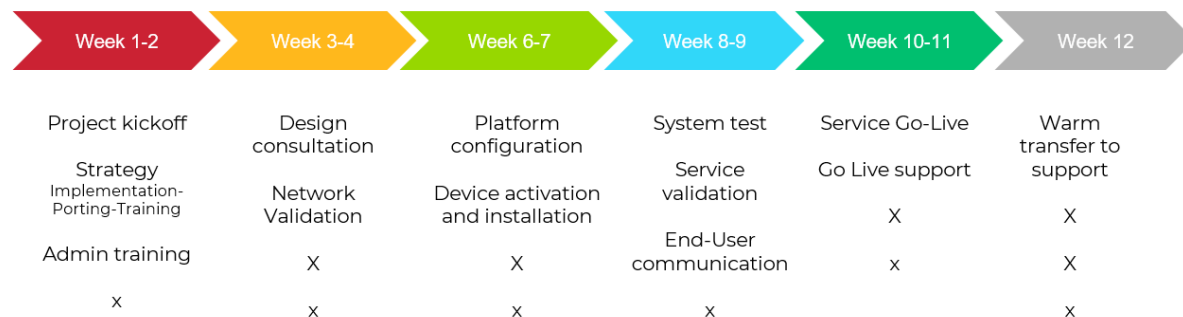
The following roles and responsibilities to be filled by 8x8 have been identified as part of this engagement. There may be multiple individuals per role or individuals may play multiple roles on the project. Each role below includes a description of the role.

8x8 Role	Location	Description
Project Coordinator ("PC")	Remote	Specialist with experience in scheduling and managing 8x8 project resources and the Change Management process
Solution Delivery Advisor ("SDA")	Remote	Specialists in the implementation / configuration of specific 8x8 products in scope for this project. Their role is to consult, configure, test, and document the in-scope 8x8 solution.
Porting Coordinator ("LNP")	Remote	Specialist in porting of Customer DID's / numbers to 8x8. Their role is to work with Customer to obtain required documentation for porting of Customer's DID's from its current Carrier to 8x8's Carrier, and coordinate porting with the losing Carrier.

Resource allocation and assignment remains at the sole discretion of 8x8 in support of delivery of Services. Subject to the terms and conditions of the Service Agreement, 8x8 reserves the right to use third-party resources as needed, and such resources will work under the direction of 8x8 Project Coordinators. 8x8 Project Coordinator will communicate to Customer the names of the third-party resources as and when they are engaged and assigned to the above identified project roles.

Appendix A – Service Description “Services”, Roles & Responsibilities

8x8 Sample Timeline



Services Description: All Services described below are limited to the Project Scope Parameters Section and their associated Assumptions.

Service Name	Service Description
Project Coordination	<p>8x8 manages the 8x8 Implementation Team and the Change Management process:</p> <ul style="list-style-type: none"> 8x8 PC is Customer's main point of contact for the Project, and responsible for all corresponding interaction between 8x8 and Customer project teams. <p>8x8 responsibilities:</p> <ul style="list-style-type: none"> Conduct Project Kick-off meeting Establish and maintain Project Schedule. Overall management of scope, schedule and budget. <p>8x8 deliverables:</p> <ul style="list-style-type: none"> Project Schedule.
Network Assessment	<p>8x8 guides Customer through running the baseline test using the 8x8 provided Network Utility (“NetUtil”) to ensure Customer's network readiness for the 8x8 solution. Examples of diagnostics executed during the test include DNS testing to validate geo-routing to the correct data center, validate certain ports are open and that ALG is not being used. Media testing is performed to identify potential issues with packet loss, jitter or latency and other tests analyze fragmentation and bufferbloat.</p> <p>8x8 responsibilities:</p> <ul style="list-style-type: none"> Provide 8x8 network requirements documentation.

	<ul style="list-style-type: none"> • Provide a link to the 8x8 NetUtil download, along with instructions for running the baseline and monitor tests • Provide an activation key for NetUtil. • Communicate concerns identified during the analysis of test results. <p>8x8 deliverables:</p> <ul style="list-style-type: none"> • Network requirements documentation and Network Utility ("NetUtil"), along with instructions to run tool. • Feedback on Network Assessment results. • Actionable recommendations to reduce network-related VoIP issues. • Provide best practices on configuration of firewall for VoIP policy*. <p>Customer responsibilities:</p> <ul style="list-style-type: none"> • Download and execute the NetUtil at all Customer locations using 8x8 • Perform remediation activities to address network configuration which may impact voice traffic • Sign a Network Assessment Waiver if unable to execute the network test or remediate findings for one or more locations. <p>* 8x8 does NOT provide step-by-step configuration of network equipment, only high-level recommendations. Please contact your equipment vendor for support/instructions on configuring the device.</p>
Solution Design	<p>Based on Customer's current business processes and design requirements, and within the scope parameters of this SOW, 8x8 identifies an optimal solution, including configuration of the 8x8 solution components included in Section 2. The design is elaborated in consultation with Customer and captured in the Build Capture Document ("BCD")</p> <p>8x8 responsibilities:</p> <ul style="list-style-type: none"> • Review "as-is" relevant business processes • Collect and document solution requirements limited to the defined scope parameters in Section 2 and any associated Assumptions. • Review solution requirements and design with Customer stakeholders and incorporate results and feedback. <p>8x8 deliverables:</p> <ul style="list-style-type: none"> • Build Capture Document <p>Customer Responsibilities:</p> <ul style="list-style-type: none"> • Customer is responsible for verifying, and approving by signature, the requirements documented in the BCD • Collect and document solution requirements that are not defined in the scope parameters in Section 2. <p>Assumptions:</p> <ul style="list-style-type: none"> • Any Customer requested changes following approval of the BCD will require a Change Request and may require additional Customer funding.

	<ul style="list-style-type: none"> • Solution requirements and design is limited to a combined total of up to eight (8) hours. In any instance where Customer needs additional support to capture the design and requirements, a Change Request will be required for additional Customer funding.
System Configuration	<p>8x8 performs system configuration limited to the scope parameters agreed to in Section 2 and any associated Assumptions of this SOW.</p> <p>8x8 responsibilities:</p> <ul style="list-style-type: none"> • Configure System Objects in the solution limited to the defined scope parameters in Section 2 and any associated Assumptions. <p>8x8 deliverable:</p> <ul style="list-style-type: none"> • Configuration of 8x8 platform within the Scope Parameters of this SOW. <p>Customer Deliverables:</p> <ul style="list-style-type: none"> • The Scope Parameters indicate the portion of Services 8x8 is performing in this SOW; Customer is responsible for configuring the balance of items required for the platform deployment. Any requested increases to the quantities in the Scope Parameters will require a Change Request and may require additional Customer funding. <p>Assumption:</p> <ul style="list-style-type: none"> • Customer assigned resource has successfully completed the appropriate 8x8 University Administrator training prior to beginning configuration • Customer assigned resource shadows 8x8 resource to learn and complete the configuration of the solution based on design for Go-live. • 8x8 effort to test, troubleshoot, reconfigure or consult any Customer performed configurations or changes will require a Change Request and may require additional Customer funding
User Configuration	<p>Based on Customer-provided information, 8x8 completes the configuration for Users and their properties in the system.</p> <p>8x8 responsibilities:</p> <ul style="list-style-type: none"> • Provide a User Configuration Template and guidance on completion of the template. • Configure provided User information (including extensions and phone numbers) in the 8x8 system per final User Configuration Template (one-time effort per finalized template) and limited to the defined scope parameters in Section 2 and any associated Assumptions. <p>8x8 deliverables:</p> <ul style="list-style-type: none"> • Customer data (Users and their properties) configured in the 8x8 system per final User Configuration Template. <p>Assumptions:</p> <ul style="list-style-type: none"> • 8x8 will perform a single build or bulk import of Users and User metadata. Customer is responsible for tracking and making any MACD's to these configurations following the initial creation
Testing	<p>8x8 and Customer perform limited (basic) system testing for validating correct configuration and providing additional hands-on guidance on system testing to Customer's Administrator.</p>

	<p>8x8 responsibilities:</p> <ul style="list-style-type: none"> • Create a test plan to validate the platform is functioning as documented in the BCD per the limits below • Execute the test plan <ul style="list-style-type: none"> ○ Test one inbound voice Channel to ensure that it is correctly hitting the 8x8 system. ○ Test up to five (5) key use cases documented in the Build Capture Document. <p>8x8 deliverables:</p> <ul style="list-style-type: none"> • Test Plan identifying the tests that will be performed. • Test Plan updated with test results. • Remediate 8x8 performed configuration issues which may be discovered during the testing and retest. • Once 8x8 has completed System Testing, 8x8 will transition testing to Customer to complete User Acceptance Testing (“UAT”) <ul style="list-style-type: none"> ○ Review best practices for writing test cases ○ Provide instructions for how to execute a test <p>Assumptions:</p> <ul style="list-style-type: none"> • System testing transition to Customer UAT is limited to one (1) hour of instruction. Requests for additional support in handing off to UAT or supporting UAT will require a CR and additional funding • 8x8 does not provide copies of the test script executed in 8x8 System Testing.
Porting/ Number Transfer	<p>Based on Customer provided documentation, Project Scope Parameters and associated Assumptions, 8x8 manages the transfer of phone number ownership from incumbent Carriers to 8x8.</p> <p>8x8 responsibilities:</p> <ul style="list-style-type: none"> • Provide porting instructions. • Perform number portability check. • Guide Customer through porting strategy options. • Submit Port Request to Losing Carrier. • Pursue Port Request status / confirmation Final Order Completion (“FOC”) from losing carrier. • Phone numbers ported per confirmed Port Request. <p>Customer Responsibilities:</p> <ul style="list-style-type: none"> • Provide list of numbers to be ported (NTBPs). • Provide required information, including Customer Service Records (CSRs) and Letters of Agreements (LOAs), Copy of Bill (COB) in a timely manner. • Manage (engage/ disengage) call forwarding (if call forwarding is used within the port strategy). • Perform post port testing to verify Customer owned numbers are ringing through as expected on the 8x8 platform

	<p>8x8 deliverables:</p> <ul style="list-style-type: none"> List of items required from Customer's current Carrier. Customer provided numbers ported to 8x8 Carrier. Conference call scheduled on day of porting, or alternative, as agreed to by Customer and 8x8. <p>Assumptions:</p> <ul style="list-style-type: none"> All numbers will be ported in a up to five (5) porting orders. Porting delays resulting from missing or inaccurate information from Customer may require additional Customer funding to complete.
Remote Go-Live Support and Troubleshooting	<p>8x8 will seek root-cause and identify corrective actions for reported configuration issues during implementation and up to two (2) business days post Go-Live, after which the Project will be transitioned to 8x8's Support organization.</p> <p>8x8 responsibilities:</p> <ul style="list-style-type: none"> Assist Customer with triaging reported issues <ul style="list-style-type: none"> Provide access to and explain how to report issues. Assist Customer with triaging reported issues and determine whether the issue is a configuration, platform, or Customer related Configuration Issue: <ul style="list-style-type: none"> Track reported configuration issues to completion. Platform Issue: <ul style="list-style-type: none"> Open a ticket with 8x8 support for platform issues 8x8 Support to provide 24/7 support for critical platform issues Customer Issue: <ul style="list-style-type: none"> Assist Customer with network diagnostics and analysis limited to reviewing results of the 8x8 Network Utility tool <p>Customer Responsibilities</p> <ul style="list-style-type: none"> Troubleshoot and resolve any Customer related issues Troubleshooting and issue resolution related to Customer configured system objects will require a Change Request and Customer funding <p>8x8 deliverables</p> <ul style="list-style-type: none"> Issue Log

Appendix B – Site List

List of Customer Sites

Site Name	Site Address	Country

Appendix C – Network Assessment Waiver Template

SAMPLE – Not to be Signed – Network Assessment Waiver Form

Capitalized terms used herein not otherwise defined shall have the meaning as set forth in the Service Agreement executed by 8x8 and Customer.

Customer either has a Site or Sites which have not passed the 8x8 network assessment tests (“Network Assessment”) or hereby declines to completed a Network Assessment prior to the implementation of the Services.

CUSTOMER IS AWARE THAT BY DECLINING THE NETWORK ASSESSMENT AND WITHOUT TAKING THE ACTIONS DETERMINED NECESSARY BY THE NETWORK ASSESSMENT NEITHER CUSTOMER NOR 8X8 CAN BE ASSURED THAT THE SERVICES WILL PERFORM SATISFACTORILY OR IN ACCORDANCE WITH THE DOCUMENTATION.

In the event that the Services are adversely affected by issues related to Customer’s network infrastructure, configuration, design or equipment and Customer requests, 8x8 may perform Professional Services to attempt to remedy the problems subject to Section 4.4 of the Terms and Conditions and at 8x8’s then current rates.

IN NO EVENT WILL ANY DELAYS CAUSED BY CUSTOMER NOT PERFORMING THE NETWORK ASSESSMENT OR NOT TAKING THE ACTIONS DETERMINED NECESSARY BY THE NETWORK ASSESSMENT ALLEVIATE THE CUSTOMER OF THE OBLIGATION TO PAY SERVICE FEES PER THE SERVICE AGREEMENT.

ACKNOWLEDGED AND AGREED TO:

Customer: _____
By: _____
Name: _____
Title: _____
Date: _____

**SAMPLE ONLY –
NOT FOR
SIGNATURE**

Glossary of Terms and Acronyms

Agent: Agents are Users who handle customer interactions channeled through CCaaS agent channels such as voice, chat, email

Agent Group: An agent group is a collection of agents who report to a supervisor. A single group may serve your entire call center or may be dedicated to one or more products, services, queues, or to a specific communication channel such as phone, email, or chat. Use groups to organize agents based on function, skill set, or media they use.

Administrator Role: The Primary Administrator inherits the Super User Role which has unrestricted access to manage and configure all objects in Configuration Manager

Analog Telephone Adapter (ATA): A device for connecting traditional analog telephones, fax machines and similar CPE to a digital telephone system or a VoIP telephone network

Automatic Number Identification (ANI): feature of a telecommunications network for automatically determining the origination telephone number on toll calls. This term is often interchangeably used in reference to Caller ID – See Caller ID

Auto Attendant: Is a way to route inbound calls to your business. Use auto attendant to let your callers interact with the automated voice menus you define, and self-direct the calls without requiring any manual operator or receptionist. You can plan what you want your callers to experience when they call your company, define schedules and rules, and set up professional greetings for your business

Barge-Monitor-Whisper: a tool that allows office managers and supervisors to optionally listen in on any active call in your phone system; whisper exclusively to the user being monitored (without the other party hearing), or actively join the call and make it a three-way conference.

Caller ID: Also called Calling Line Identification (“CLID”) or Calling Line Identification (“CLI”), is a telephone service, available in analog and digital telephone systems, including VoIP, that transmits a caller's telephone number to the called party's telephone equipment when the call is being set up. The caller ID service may include the transmission of a name associated with the calling telephone number, in a service called Calling Name (“CNAM”).

Carrier: A communications company that provides services such as telecommunications and internet

Channel: A channel facilitates communication of interactions in and out of a Virtual Contact Center tenant. When an interaction comes to the channel via phone, email, chat, or social media, it is directed to the appropriate queues via skill-based routing rules. For example, a phone channel directs inbound phone calls from customers to contact center agents, or an email channel is an email address that your customers use to send email requests to the contact center.

Configuration Manager: Interface to the 8x8 platform where configuration and management functions are conducted by system administrators

Customer Premises Equipment (CPE): is any equipment located on the customers premises

Cross Connect (ref. MPLS): A cross connect is a physical, hardwired connection (copper or fiber) that provides a direct connection between two different termination locations within a data center to enable colocation customers to establish high-performance, dedicated connectivity to one another within the data center

Dial Plan: A dial plan specifies how to interpret phone number sequences dialed by an Agent or User using the phone tab, click-to-dial (or through API), and how to convert them into an ITU-T E.164 normalized outbound dial string. Dial plans can be used to include country codes and area codes, support extension-based dialing, correct the numbers from an external entity, and more.

DID: Direct Inward Dial is a service of a phone company that provides a single or block of telephone numbers for calling into a company's Private Branch Exchange "PBX" system.

Endpoint - For VoIP purposes, refers to any device at which a message (in on-screen text, print or audio) can originate or successfully reach. Includes all hard phones (desk phones and cell phones; IP and landline), as well as softphones (telephony software typically run on a computer or a smart device) and fax machines. Also includes computers, printers and adapters – anything with a MAC address.

Go-Live Event: A go-live event is defined as the collection of configuration assets being deployed into production on a day. For example, if there is one go-live event in scope, all the Customer's in scope configuration will be deployed at once (aka big-bang deployment) in a single day. If there are in-scope configurations that are not deployed on that day then either the Customer will be deploying those remaining assets without the assistance of 8x8 Professional Services, or a Change Request will be required to add more go-live events to the scope.

Group Call Pickup: Allows employees to answer incoming calls for other group members, without requiring the user to walk to their colleague's phone

Group Paging: Group intercom paging is used to make real-time announcements to a department, team or work area using the intercom feature on your Polycom and Cisco phones. This feature allows Users to send a one-way message to specific paging groups or broadcast your page to all other Polycom or Cisco phones in your office.

Hot Desking: With Hot Desking, you can turn a device into a shared desk phone and allow other users to use it as their own, but during different time periods. A primary motivation for Hot Desking is cost reduction through space savings. Hot Desking is often found in workplaces with flexible schedules for employees, where not all employees are working in an office at the same time or on the same schedules. Employees in such workplaces use existing offices only occasionally or for short periods of time, which leaves offices vacant. By sharing such offices, employees make more efficient use of company space and resources.

MAC Address (MAC): Media Access Control address - MAC Address is a hardware identifier that uniquely identifies each device on a network

MACD: This refers to Moves, Add, Change, Delete of configuration objects on a platform. Examples are changing the email address of User, moving an Agent from one Queue to another, deleting or adding a User

Network to Network Interface (NNI): is an interface that specifies signaling and management functions between two networks. An NNI circuit can be used for interconnection of signaling (e.g., SS7), Internet Protocol (IP) (e.g., MPLS) or ATM networks

Outbound Code: Outbound Phone Codes offer a means to set a unique calling line identifier (caller ID) for outbound calls. You can define outbound phone codes to assign caller ID to outbound calls from your tenant. You can also use outbound phone codes to identify the purpose of each outbound call.

Personalization Service (ref, Speech Analytics):

Prompt: a pre-recorded message which is played as a greeting or request for the caller to provide additional information in the form of pressing a key on their phone.

Public Switched Telephone Network (PSTN): is the aggregate of the world's circuit-switched telephone networks that are operated by national, regional, or local telephony operators, providing infrastructure and services for public telecommunication.

Quality Management (QM): Quality Management for 8x8 is a tool to monitor, manage and evaluate Agent performance

Queue: A queue is an ordered collection of interactions waiting to be served by agents who are qualified to respond to these interactions. Queues serve to present interactions flowing into Virtual Contact Center to agents based on skill set and availability. Virtual Contact Center provides sophisticated logic for matching customers to the agent who can best solve their problem. Queues direct interactions based on the skill level of agents serving the queue.

Ring Group: Ring groups allow incoming calls to be distributed efficiently among a group of users and throughout a business. A Ring group allows you to have multiple phones ring when one extension or number is dialed. It is often used to efficiently distribute calls within specific departments such as Sales, Customer Support and Accounting. You can have all the phones in a ring group ring at once or set up a “round robin” approach where the extensions in the group ring in a specific order until the call is answered. Available ring patterns are: cyclic, cyclic repetitive and simultaneous.

Schedule: Schedules define business hours, holidays, and special events that are followed by your company's departments. For example, if your sales and support teams have different hours of operation, use the Schedules tab to create separate schedules for each team.

Script: IVR scripts define how Virtual Contact Center processes an inbound and outbound interactions such as phone calls, post call surveys, chat and email through an ordered series of script objects that perform real-time processing of the interaction in response to conditions.

Session Initiation Protocol (SIP): SIP is a signaling protocol used for initiating, maintaining, and terminating real-time sessions that include voice, video and messaging applications. SIP is used for signaling and controlling multimedia communication sessions in applications of Internet telephony for voice and video calls, in private IP telephone systems, in instant messaging over Internet Protocol (IP) networks.

Site: A site in Virtual Office represents the location of your business. As your business grows, you can create additional sites. Sites in Virtual Office simplify administration for all endpoints within a site by applying common properties, such as emergency address, language, dial plan and time zone. Moreover, administrators can manage advanced call handling options such as receptionist dialing for the site.

Skill: The skill level determines the routing of interactions within a queue. Virtual Contact Center attempts to direct interactions to an agent with a higher skill level before directing them to an agent with a lower skill level.

Speech Analytics: With 8x8 Speech Analytics Audio data is converted to text which can be searched and analyzed for compliance, customer insights, and agent performance to improve your customer experience. With this you can analyze a full spectrum of your customer interactions and listen to the most important ones, rather than a random handful that have no predetermined context.

Status Code: Status codes enable contact center supervisors to track how an agent functions through a workday. When an agent is logged in to Agent Console, the agent accepts or rejects interactions, takes breaks, works offline or logs out. The status codes associate an agent's status change with probable reasons for the change and enable supervisors or managers to track the work pattern of agents.

Telco: A provider of telecommunications services such as telephony and data communications

Tenant: A unique and secure contact center instance running on an 8x8 platform. Through Configuration Manager create and configure all aspects a contact center's resources and operational behaviors, including groups, incoming channels, queues, agents, routing scripts, skills, monitoring, recording, and reporting.

Transaction Code: Transaction codes offer a means to apply call disposition to inbound as well as outbound interactions. Each inbound or outbound interaction in a call center has some purpose and disposition. Transaction codes can be defined to collect call disposition information from the agents at the time of the call and supervisors can report on this information for analysis and to determine further processing.

User: A user is any Virtual Office contact assigned with 8x8 services (licenses) and permissions

Voice over Internet Protocol (VoIP): Also called IP telephony, is a methodology and group of technologies for the delivery of voice communications and multimedia sessions over Internet Protocol (IP) networks, such as the Internet.

Wallboard: The 8x8 Wallboard for Virtual Contact Center presents real-time metrics of your contact center operations on a desktop, display TV, or monitor on a contact center floor.