

Packet8 Business Phone Service®

Complete Contact Center



Give your team powerful multimedia communication channels to help them be successful.

Getting better results from your call center agents is easy. Just add the Packet8 Virtual Office Complete Contact Center.

Turn your call center into a center of productivity and customer satisfaction. Simply add the Packet8 Virtual Office Complete Contact Center to your Virtual Office phone system and experience the benefits of a fully-integrated, on-demand hosted iPBX call center solution.

Watch customer satisfaction skyrocket when you connect with them however they choose – including voice, voicemail, and chatting over the Web. Plus, you can benefit from full ACD/IVR capabilities, skills-based routing, recording, multi-media contact centers, virtual agents, and more - all without the huge investment normally associated with advanced call center features. Here's why small and mid-sized businesses are turning to the Packet8 Virtual Office Complete Contact Center:

- It's powerful with advanced ACD queuing cross multiple media (phone, email, CRM, fax and more).
- It's flexible so you can unify agents (or remote staff) under one phone system.
- It's scalable to grow as your business expands.
- It's easy to manage with real-time reporting and contact management all online.
- It's affordable with no expensive hardware or software to install or maintain.

Award-winning interface means increased productivity.

The Packet8 Complete Contact Center is so innovative it was awarded the 2007 Product of the Year from Customer Interaction Solutions magazine. Your contact agents will find the Complete Contact Center easy to learn and use with integrated CRM solutions including Salesforce.com and NetSuite. This gives your team a complete view of customers and their call history at all times.

Add advanced routing options for even greater service.

You'll also find numerous ways to increase intelligence to your inbound requests, including:

- Skills-based routing
- VIP entitlement
- Managed overflow
- Multiple points of access (such as Web and chat)

Full featured agent license - Starting at \$150 per month*

Contact us at 1.866.TRY.VOIP (879.8647) and ask for a Complete Contact Center Business Solutions Manager or visit www.Packet8.net.



* Pricing subject to change

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