



8x8 Work in Partnership with KCOM

An all-in-one collaboration hub for phone, video, messaging, and more

Transform your organization and empower your employees to work smarter, faster, and more efficiently

Bring robust and secure unified communication and collaboration experiences to every employee, with the convenience of doing more from anywhere on any device.

8x8 Work in Partnership with KCOM is our cloud-based app that brings telephony, video meetings, and team messaging capabilities to your chosen device.

Utilise the app to create a networked organization without silos, and gain data insights across multi-modal communications to make routine decisions seamless, build relationships, and inspire customer trust.

Single administration interface that also simplifies user provisioning and management.

Never miss a call again

Delivered over KCOM's carrier grade network users enjoy enterprise-grade PBX features, including voicemail, AI-powered post-call transcription, summaries, and action items that help capture key moments and follow-ups automatically, plus business fax, emergency services, and more, backed by our unmatched 99.999% uptime SLA guarantee.

Direct every call to the right person within the organization with multi-level auto-attendant and flexible call routing rules and flows to facilitate customer conversations and improve employee productivity. Also, set up informal call queues for internal help desks for HR or IT teams with simplified call management to distribute calls efficiently.

Drive effective and engaging meetings for deeper conversations and faster decisions

Schedule, host, and manage large video meetings with up to 500 participants from a web browser, desktop, or mobile device. Live stream even larger meetings, such as company-wide meetings and town halls, directly on YouTube. Chat with other participants, set a virtual background, record meetings, run polls, create breakout rooms, Utilise live translation and closed captioning, and suppress background noise for a better meeting experience. After the meeting, access AI-generated post-meeting summaries for important highlights and key moments.



Get answers quickly and drive collaboration across teams and time zones

Give your teams a place to share information, get answers, and collaborate to get work done via 1-1 or group private and public chat rooms. Set your presence status, share links and files, and quickly access previously shared documents. Utilise @ mention for time-sensitive messages, and even show a bit of your personality with custom status messages and emoji reactions.

Get more done with composed experiences for key roles

8x8 also offers composed, personalised experiences for key organizational functions, such as IT administrators, receptionists, contact centre agents, and supervisors, that streamline workflows and boost user productivity.

Access all your communication features in one app, or the apps where you spend most of your time.

Connect with customers and colleagues using the 8x8 Work app across your favorite devices. For those on the go, flip calls and meetings seamlessly from your desktop to mobile, as needed. And, for users who spend most of their time in productivity and business apps, our single integration framework supports 40+ business app integrations, including Salesforce, ServiceNow, and Microsoft Teams. So, you can access key 8x8 functionality right in the app of your choice.

Learn more about [8x8 Work in Partnership with KCOM](#) and how it can supercharge your business communications.

Key benefits

- **Integrated business communications:** Use one app for all your business communications needs. Simplify IT management by consolidating vendors, and say goodbye to app toggling. For users who need a desk phone, choose from a wide variety of certified devices.
- **One-app and one-click experience:** Unify phone calls, video meetings, and team messaging for a seamless collaboration experience. Quickly move from one mode or device to the other.
- **A modern digital workspace:** Boost employee effectiveness and productivity regardless of work styles, location, or devices.
- **Real-time visibility:** Gain actionable business insights using built-in analytics that capture historical and real-time data from all customer interactions.
- **Smarter collaboration with built-in AI:** Automatically generate post-call and meeting transcriptions, summaries, and action items to reduce manual work, improve follow-up, and keep teams aligned.
- **Expand your business needs grow:** When ready, seamlessly expand to [the 8x8 Contact Centre in Partnership with KCOM](#) and let KCOM be your one-stop shop for voice, video, chat, contact Centre.
- **Always available, just like your business:** Leverage an industry-leading, platform-wide 99.999% uptime SLA across an integrated UCaaS and CCaaS solution.
- **Optimised TCO and faster time to value:** Take advantage of persona-based mix-and-match options, vendor and licensing consolidation, and streamlined tech support.