KCOM Business | 8x8

Feature Matrix

Voice and Telephony		X1	X2	X4	X6	X7	X8
Tier 1 phone number & extension	Phone Number: Utilise a dedicated DID (direct inward dialing) number for each extension	●	●	●	●	●	●
HD quality voice	Ensure crisp connectivity leveraging a guaranteed voice quality score	●	●	●	●	●	●
Unlimited internet fax²	Send and receive online faxes		●	●	●	●	●
99.999% end to end SLA	SLA for uptime and voice quality	●	●	●	●	●	●
IP agnostic access	Connect to us over any IP network connection through patented access technology	●	●	●	●	●	●
Voicemail with transcription	View and listen to recordings on your desk phone, computer or mobile device; transcribes voicemail to text and sends an email with it included	●	●	●		●	●
UC call recording	Record incoming and outgoing calls, play them back, download or delete them	●	●	●	●	●	●
Web browser click-to-dial	Click any phone number in a web page to instantly make calls from your 8x8 number	●	●	●	●	●	●
Power keys (Busy Lamp Field - BLF)	Handle multiple calls at the same time and monitor other users' availability by taking advantage of spare line keys	●	●	●	●	●	●
8x8 Work Mobile app	Connect with instant chat, high-quality phone calls, and secure video meetings, all from the 8x8 Work app on your mobile phone	●	●	●	●	●	●
8x8 Work Desktop app	Connect with instant chat, high-quality phone calls, and secure video meetings, all from the 8x8 Work app on your computer	●	●	●	●	●	●
8x8 Work for Web	Connect with instant chat, high-quality phone calls, and secure video meetings, all from the 8x8 Work for Web app on your browser	●	●	●	●	●	●
Citrix certification for 8x8 Work Desktop	The 8x8 Work Desktop app is tested and optimised to ensure the best voice quality in a Citrix environment	●	●	●	●	●	●
Highlight to dial phone numbers (Windows Only)	Highlight a phone number outside of the Virtual Office desktop app with your cursor, and enter the key combination Ctrl+Shift+8 to call the number without dialing it manually	●	●	●	●	●	●
8x8 Frontdesk	Tailored experience and user interface that provides powerful call queuing and high-volume call handling features for users in receptionist and operator roles			●	●	●	●
8x8 Mobile Admin	Tailored experience for system admins to complete everyday operational tasks and maintain oversight of system status, from within the 8x8 Work app, while on the move.	●	●	●	●	●	●
Barge, monitor, whisper	Enable managers and supervisors to monitor phone conversations of other employees, privately speak (whisper) to the employee without the customer hearing or join (barge) the call and talk with the customer			●	●	●	●
Hot desking	Enable any end user to log into a shared desk phone as if it were his or her own	●	●	●	●	●	●
Caller ID	Identify who's calling before you pick up the phone; customise your external caller ID	●	●	●	●	●	●
Number porting	Port existing phone numbers	●	●	●	●	●	●
Call waiting	Allow callers to reach you even when you are on another call	●	●	●	●	●	●
Call transfers	Transfer calls to others through a warm transfer or a cold (blind) transfer	●	●	●	●	●	●

Feature	Description						
Extension to extension calling	Call others in your business by dialing the extension only	●	●	●	●	●	●
Call park	"Park" a call in the cloud while you use your phone to make another internal or external call, or ask a colleague to pick up the call	●	●	●	●	●	●
Multi Party Calls	Add up to 3 lines in the same call	●	●	●	●	●	●
Block callers at user level	Users can block numbers on 8x8 Work. Go to the Calls tab and click on the ellipsis to block or unblock callers	●	●	●	●	●	●
Create new contact from active call	Create new contact from an active call by clicking on the in-call 'More' menu	●	●	●	●	●	●
Flip calls	Move an active call to another device instantly without interrupting or dropping the ongoing call	●	●	●	●	●	●
Country and local time displayed on dial-pad (for international calls)	Country and local time are displayed in the header while calling international numbers in the expanded view mode	●	●	●	●	●	●
Record Voicemail Greetings	Record voicemail greetings through the desktop app by going to Settings > Voicemail	●	●	●	●	●	●
Call Quality Indicator	Call quality indicator icon during an ongoing call provides status of the connectivity quality	●	●	●	●	●	●
Filter calls recordings and voicemails	Ability to filter call recordings by number and voicemails by name, number, call queue and ring groups	●	●	●	●	●	●
Notifications disabled when 'DND' status is on	Desktop notifications disabled temporarily when the 'Do not disturb' status is ON	●	●	●	●	●	●
Transfer calls directly from the chat roster	Transfer calls directly from the chat roster in the expanded chat window mode	●	●	●	●	●	●
Phone paging (Polycom devices only)	Send one-way audio announcements to users who are members of a specific paging group or to everyone in an emergency	●	●	●	●	●	●
Hold music	Play recorded music or marketing messages while your callers are on hold	●	●	●	●	●	●
Emergency services	User updatable E112/999 location information that verifies address information with the servicing PSAP provider	●	●	●	●	●	●
35 cloud regions	Top tier geo diverse data centers strategically positioned for global reach	●	●	●	●	●	●
Disaster recovery	Patented DR with <30 second failover between POPs	●	●	●	●	●	●
UC media 'hot' storage for meeting recording and call recording	Included instant access 'hot' storage for UC audio call & video meeting recordings. Can be increased up to 130 days via an optional add-on licence.	30 days	30 days	130 days	as per X4	as per X4	as per X4
UC media 'cold' storage	Optional 'cold' archive storage and retrieval services for UC audio call & video meeting recordings. Available as add-on licences for one to ten years' retention.	£	£	£	£	£	£
UC media 'hot' storage (Add-on)	Increase instant-access retention period for UC recordings to the maximum available of 130 days.	£	£				

Feature	Description						
Auto attendant	A service that acts as an automated receptionist. Through profiles and rules, select which phone menu options and recordings are used at specific times for callers to route themselves to the appropriate destination.	●	●	●	●	●	●
Ring groups / Hunt groups	Distribute calls within specific departments by having all the phones in a 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	●	●	●	●	●	●
Call queues	Place callers in a queue in the order received until the next agent becomes available, allowing you to serve your customers promptly, courteously and efficiently		●	●	●	●	●

Collaborative Contact Center

Feature	Description						
Skills-based routing	Match customers to the best available agent—without programming or IT help, boosting first-call resolution rates and customer satisfaction				●	●	●
Omnichannel routing of voice, chat, email, SMS, social media, and messaging apps	Meet your customers on the channels they choose with a 360-degree view of all a customer's communications across all available channels					●	●
Agent Workspace	A browser-based, design-led interface, delivering a tailored and intuitive experience that uniquely blends contact center and unified communications capabilities in a single application				●	●	●
Web callback	Allow customers to request a call from an agent from an online form, saving time for customers and better managing your agents' time				●	●	●
Queued callback	Give callers the option to stop waiting on hold, provide their phone number and receive an automatic callback as soon as it's their turn, eliminating long hold times and boosting caller satisfaction				●	●	●
Intelligent Customer Assistant (ICA) Voice	8x8 Intelligent Customer Assistant is a user friendly AI-powered virtual agent solution that enables businesses to create engaging and effortless customer self service experiences				£	£	£
Intelligent Customer Assistant (ICA) Digital	8x8 Intelligent Customer Assistant is a user friendly AI-powered virtual agent solution that enables businesses to create engaging and effortless customer self service experiences				N/A	£	£
Interactive voice response (IVR)	Quickly connect callers with agents and streamline customer flow, allowing customers to get quick answers to simple questions and helping companies identify the right resource to help a customer with a given issue				●	●	●
Intelligent IVR (IIVR)	8x8 Intelligent IVR is a speech enabled intelligent voice response system that leverages analytics & AI to provide self-service options for incoming callers.				£	£	£
Outbound preview campaign dialer	In preview mode, a customer's information will be presented at the time the system begins the call. This allows the agent to read the customer's information while waiting for the call to be connected. The agent must manually answer and terminate the call when completed.				£	£	●

Feature	Description						
Outbound predictive AI dialer	Using AI technology, dial multiple numbers simultaneously and connect answered calls to agents. Unanswered calls are automatically marked incomplete and can be dialed again later.				£	£	●
Inbound chat, email, social channels	Meet your customers on the channels they choose with a 360-degree view of all of a customer's communications across all available channels				N/A	●	●
Graphical call flow reports	View the caller's journey from the moment they reach the call center through to call termination. Reveals step-by-step experience in the IVR, queuing to agents, agent connection and post- call survey. Use this to expose an 'outside-in' view of your contact center to enable continual process improvement and agent training.				●	●	●
Expert Connect	Chat and bridge available experts onto a call with a single click, all without leaving the single user interface				●	●	●
Post call survey	Capture the voice of the customer with 8x8's native post-call survey application. Surveys help you take appropriate action to ensure your customer engagement management strategy is optimised to meet customer needs.				●	●	●
Native CRM	Leverage built-in customer contact and case management tools to provide agents with critical customer information and make every agent interaction more efficient				●	●	●
Knowledgebase	Provide your customers with faster, smarter and more consistent answers using a collection of frequently asked questions (FAQ) to provide the right answer quickly, reliably and consistently				●	●	●
Co-browse	Allow your agents to see exactly what is on the customer's page, quickly helping customers find the information they are looking for or clarifying any questions they may have while filling out a form online				N/A	●	●
CC voice recording	Recording of audio calls for call center compliance, record keeping, agent training and process improvement (requires storage capability)				●	●	●
CC media 'hot' storage	Included storage retention period for CC audio call recordings. Can be extended to 130 days' via an optional add-on licence.				30 days	30 days	30 days
CC media 'cold' storage	Optional 'cold' archive storage and retrieval services for CC media recordings. Available as add-on licences for one to ten years' retention.				£	£	£
Contact Center Agent Outbound Port	Enables agents to place outbound calls				●	●	●
8x8 Secure Pay	Enables contact centers to simply and securely handle payment authorisations to support companies' security compliance requirements				£	£	£
Supervisor Workspace (Beta)	A personalised, performance-centric workspace with the tools, intelligence, and insights that supervisors need (pre-GA, this is currently available on request via Early Adopter Program only)						

8x8 Analytics for Contact Center							
Wallboards/Dashboards	Provide a real-time view into critical contact center metrics				●	●	●
Contact center analytics	Analytics to know what is working and to fix what isn't				●	●	●
Customer experience analytics	Visibility into customer interactions and IVR usage				●	●	●
QM screen recording	Recording and archiving available for call center compliance, record keeping, agent training and process improvement - REQUIRES media storage capability and either Quality Management and/or Speech Analytics. NOTE: from 18Nov20, base hot-storage options become 30 or 130 days.				£	£	£
8x8 Workforce Engagement Management							
Workforce management	Improve staffing efficiency				£	£	£
Quality management	Performance management tool built around collaboration and coaching				£	£	●
Speech transcription and analytics	Provides voice-of-the customer insights for 100% of calls				£	£	●
Call recording	Hot storage for up to 30 days included for all call recordings. Storage thereafter is an add-on.				●	●	●
Screen recording	Hot and cold storage options available for purchase.				£	£	£
Universal Team Messaging							
1 on 1 instant messaging	Ability to message any individual user within a company's global directory	●	●	●	●	●	●
Ability to open multiple chat windows	Open multiple chat panels in the desktop app when you switch to Expanded Mode or enlarge the app window (you can open up to 9 chat windows)	●	●	●	●	●	●
End calls with predefined text messages (mobile app)	Respond easily by selecting one of the predefined text messages when you are unable to take a call	●	●	●	●	●	●
Presence detection	See who is available, busy, away, in do-not-disturb mode, on a call or in a meeting. You can also set your status to show as offline using invisible mode.	●	●	●	●	●	●
Room Avatars	customise private and public rooms by adding a picture or choosing one of the predefined colors	●	●	●	●	●	●
Search past conversations with disabled users	Ability to search for disabled users (ex-colleagues) and view chat history	●	●	●	●	●	●
Set availability status	Users can set status to available, busy, do not disturb or custom message. Status is synced across meetings, phone, and team messaging	●	●	●	●	●	●
Snooze conversations	Mute notifications for a specific time period	●	●	●	●	●	●
Team messaging	Provide group chat functionality to send messages to public or private Rooms	●	●	●	●	●	●
Threaded messages	Ability to reply to specific messages in a conversation	●	●	●	●	●	●

Video and Audio Conferencing

Feature	Description	500 participants	500 participants	500 participants	500 participants	500 participants	500 participants
HD video and audio conferencing	Share high definition (HD) quality video to see others in a meeting						
Advanced moderation	Moderators can control audio and video of all participants at once - stop and start audio and video with bulk actions	●	●	●	●	●	●
Audio sharing	Share audio in a meeting from your device or browser tab	●	●	●	●	●	●
Bandwidth controls	Users can adjust their video bandwidth and also monitor their connectivity quality	●	●	●	●	●	●
Branding	customised Meetings experience with configurable background, logo and URL	●	●	●	●	●	●
Breakout rooms	Hosts can split meeting participants into separate sessions for smaller, focused discussions	●	●	●	●	●	●
Calendar integration	Click one button to add 8x8 meeting details into the video meetings user interface. See upcoming & past meeting details.	●	●	●	●	●	●
Cascaded routing	Bandwidth and networking optimisation to provide the best performance of video & audio quality with minimal lag time	●	●	●	●	●	●
Closed Captions	Audio-to-text displays what's being said in real-time	●	●	●	●	●	●
Cloud Recordings	Record the audio, video and desktop from a meeting. Save it in the cloud to reference later or to send to those who could not make it	●	●	●	●	●	●
Conference Call-in	80+ dial in number options (11 toll-free) for 58 countries	●	●	●	●	●	●
Conference Call-out	Dial-in meeting participants from within a meeting	●	●	●	●	●	●
Controller mode	Control what viewers see and what users can share in meetings	●	●	●	●	●	●
Driving mode	Enable driving mode for an enhanced mobile app interface built to ensure a safer meeting experience while on the road.	●	●	●	●	●	●
Dynamic face centering	The video layout is dynamically adjusted, and the participant's face is centered for optimal meeting experience, based on screen resolution and size.	●	●	●	●	●	●
Emoji and GIF reactions	Meeting participants have the ability to use emoji and GIF reactions to respond to meeting content in realtime	●	●	●	●	●	●
End to end encryption	End to end encryption of a Meeting using insertable streams	●	●	●	●	●	●
Flip meeting	Move meetings between devices with the click of one button	●	●	●	●	●	●
Group chat	Send messages to every video meeting participant	●	●	●	●	●	●
In-app meeting integration with Salesforce	Link meetings and centralise recordings, chat, and transcripts to Salesforce objects for easy access and broader visibility.	●	●	●	●	●	●
Join from mobile browser	Join meetings from any mobile browser to access a meeting experience that is optimised for the user's browser	●	●	●	●	●	●
Join from mobile devices	Join from iOS, Android and tablets after installing mobile app	●	●	●	●	●	●
Join from online web browser	Join meetings from any online web browser without downloading and app	●	●	●	●	●	●
Meet now	Elevate a call or chat to a video conference	●	●	●	●	●	●

Feature	Description						
Meeting live streaming	Stream a conference to an unlimited number of participants over YouTube	●	●	●	●	●	●
Large meeting support	Conduct meeting events for up to 10,000 participants with an optimised interface and customisation options to conduct company wide communications or other large audience events.	●	●	●	●	●	●
Meeting lobby	Screen meeting participants before letting them join the meeting by enabling the lobby feature.	●	●	●	●	●	●
Moderation controls	Single moderation of meetings, moderation controls. moderation delegation and participant lobby	●	●	●	●	●	●
Participant controls	Participants can mute/unmnute audio and video, share content and check bandwidth and audio/video quality	●	●	●	●	●	●
personalised virtual spaces	Individual employees get their own dedicated meeting web link	●	●	●	●	●	●
Polls	Pose a question to the audience with multiple-choice answers to gather feedback and drive participant engagement in real-time.	●	●	●	●	●	●
Private Chat	Send private messages to individuals in a video meeting	●	●	●	●	●	●
Push to talk mode	Mode where all speakers stay muted unless they press a key to speak	●	●	●	●	●	●
Raise your hand	Participants can discreetly indicate they have something to say without interrupting the current speaker	●	●	●	●	●	●
Remote desktop control	Control the mouse and keyboard movements of another user remotely (User being controlled must have the 8x8 Work Desktop or 8x8 Meet Desktop app)	●	●	●	●	●	●
Screen sharing	Share your mobile screen, share your desktop screen and choose which desktop applications or monitors to display	●	●	●	●	●	●
Secure passcodes	Option to set a passcode for extra security	●	●	●	●	●	●
Set availability status	Users can set status to available, busy, do not disturb or custom message. Status is synced across meetings, phone and team messaging	●	●	●	●	●	●
Tile view	Display meeting participants in a tiled layout to see all participants at once and to see who's talking	●	●	●	●	●	●
Transcriptions	Detailed transcription of meeting dialog with time stamps	●	●	●	●	●	●
Post meeting insights	A centralised view of all that went on in the meeting- Access participant engagement, recordings, chat history, polls, highlights, content snapshots, and AI-generated meeting summary and action items, all in one spot.	●	●	●	●	●	●
Virtual backgrounds	Participants can select an image from a library, upload their own image or use the blur feature to replace their physical background with a virtual background.	●	●	●	●	●	●
AV1 video codec	8x8 meetings support the modern AV1 video codec.		●	●	●	●	●

8x8 Conversation IQ							
8x8 Conversation IQ	Enable conversation insights and professionalism from the front desk to the back office with this powerful add-on for UC users that combines speech analytics and quality management capabilities.	£	£	£			
8x8 Analytics							
Analytics for 8x8 Work - Essentials							
Company summary *	See a consolidated view of numerical and graphical details about call activities and metrics for any dates selected	●	●	●	●	●	●
Extension summary *	View more than 20 selectable columns of detailed information on call activity on any and all extensions	●	●	●	●	●	●
Call detail records *	Get historical information about all calls processed in the selected time frame, including real-time missed and abandoned call details for quick call-back — to avoid missing leads or customer service opportunities. You'll also see the caller's entire customer journey throughout the organisation, including call transfers — to help increase customer satisfaction.	●	●	●	●	●	●
Active calls	See real-time information about all calls currently being processed within the organisation. Details include the caller's journey throughout the organisation up to that point.	●	●	●	●	●	●
Unreturned calls	Match inbound calls to outbound calls to find unreturned calls within the selected date range	●	●	●	●	●	●
Calls by DID	Select and view detailed information for all direct inbound numbers (DIDs)	●	●	●	●	●	●
Meeting analytics *	Review the details of each meeting, including rich participant data	●	●	●	●	●	●
Analytics for 8x8 Work - Supervisor							
Business hours report	Customisable report based on company business hours, showing number of calls in and outside of defined business hours			●	●	●	●
Call quality	Reporting on system-wide and individual user voice quality, including MOS, Jitter and Packet Loss data."			●	●	●	●
Call queue	Reporting on call queues			●	●	●	●
Ring group *	Review call activity for any designated Ring Group including talk time, ring time and metrics for missed / abandoned calls			●	●	●	●
Device Status Report	Track the real-time status and location of all registered endpoint devices			●	●	●	●
* - Report also available via Analytics for Work API				●	●	●	●

Integrating Communications into your Ecosystem

Feature	Description						
Active Directory - authentication	Integrate with Active Directory to manage user access to 8x8 services	●	●	●	●	●	●
Single sign on	Use Single Sign-on for easy authentication	●	●	●	●	●	●
Okta integration	Create, update, deactivate and reactivate users. Automatically synchronise Okta Active Directory users and groups into 8x8 Configuration Manager.	●	●	●	●	●	●
Web dialer for web broswer (Chrome)	Click any phone number on a website to instantly initiate a call through 8x8	●	●	●	●	●	●
Calendar integration (Google and Office 365 plugins)	Calendar integrations to start, join and edit 8x8 Meetings	●	●	●	●	●	●
G Suite integration	Plug-n-play integration with G Suite offers 8x8 features right within the G Suite experience. Features include click to call from within Gmail and Google Docs, call pop up, integrated search and extend connectivity to Salesforce.	●	●	●	●	●	●
Outlook integration[3]	Outlook plugin offers click to call from within the Outlook directory and emails	●	●	●	●	●	●
Office 365 integration	Schedule, start or join meetings with our Office 365 plugin	●	●	●	●	●	●
Voice for MS Teams	Support for direct routing solution that enables calls to/from a Teams client to be routed via the 8x8 cloud telephony platform (see Add-ons for required license)	●	●	●	●	●	●
Salesforce integration	8x8 for Salesforce offers call-control and screen pop with caller information, auto-logging of calls, notes, call recording and integrated search. The same integration supports UC and CC-based users		●	●	●	●	●
Microsoft Dynamics 365 integration	Integration features include click-to-call, window pop-up, auto logging of call, chat, voicemail, call recording		●	●	●	●	●
ServiceNow integration	8x8 Integration for ServiceNow combines IT service management and communications. Integration offers window pop up with caller information, auto logging for calls, chats, notes, call recording, and integrated search.		●	●	●	●	●
Slack Integration	Use '/8x8' commands to add voice and video conferencing to Slack	●	●	●	●	●	●
Zendesk integration	Integration offers window pop up with caller information, auto logging for calls, chats, notes, call recording, and integrated search		●	●	●	●	●
Netsuite integration	Combining communications and ERP to provide one experience. Integration offers window pop up with caller information, auto logging for calls and integrated search		●	●	●	●	●
Bullhorn integration	Improve productivity and boost placements with 8x8 and Bullhorn		●	●	●	●	●
Additional integrations	8x8's framework allows quick integration with different user applications to provide a seamless experience	£	£	£	£	£	£

Security, Compliance, and Certifications							
Enterprise grade security	Trusted by some of the largest enterprises globally	●	●	●	●	●	●
High industry SLA	End-to-end high SLA	●	●	●	●	●	●
GDPR requirements for data processors	Meets all of the GDPR requirements for data processors	●	●	●	●	●	●
HIPAA	8x8 has received third-party validation of its HIPAA compliance and offers business associate agreements protecting our customers from any legal risk of HIPAA data exposure from their 8x8 implementation	●	●	●	●	●	●
ISO 27001	ISO/IEC 27001 is an internationally recognised best practice framework for an information security management system, and 8x8 is certified. It helps companies identify the threats to important data and put in place the appropriate controls to reduce the risk.	●	●	●	●	●	●
UK Government G Cloud	Authroised UK Government G-Cloud marketplace supplier with one of the UK's highest levels of security and compliance certifications	●	●	●	●	●	●
FISMA (NIST 800-53)	Certified as fully FISMA/NIST 800-53 compliant, which includes 2,500 areas 8x8 must maintain compliance. Enables doing business with sensitive entities in the US government.	●	●	●	●	●	●
Privacy Shield	Use 8x8 to do business internationally, with the confidence that your communications meet the rigorous Privacy Shield data protection requirements	●	●	●	●	●	●
Cyber Essentials	A primary objective of the UK Government's National Cyber Security Strategy is to make the UK a safer place to conduct business online. 8x8 is compliant with the Cyber Essentials standards.	●	●	●	●	●	●
FIPS 140-2 Encryption	FIPS 140-2 encryption is available as an option for 8x8 customers	Optional	Optional	Optional	Optional	Optional	Optional
CSA Cloud Security Alliance - Star Alliance Compliance	Achieved by 8x8, the CSA Cloud Controls Matrix (CCM) is generally understood to be one of the most complete and detailed Cloud Software as a Service (SaaS) security and regulatory compliance questionnaire evidence required by major audits frameworks	●	●	●	●	●	●
CPNI	8x8 is compliant with FCC requirements for protecting Consumer Proprietary Network Information	●	●	●	●	●	●

Support and Training

24/7 Support	24/7 global follow-the-sun Support	●	●	●	●	●	●
7 global support centers	7 support centers around the globe, co-location with Network Operations Center	●	●	●	●	●	●
Self-service support portal	Access the global support team via our portal, chat or phone	●	●	●	●	●	●
Extensive knowledgebase	Access to the 8x8 Knowledge Base for 24/7/365 access to the latest product capabilities and best practices.	●	●	●	●	●	●
Network diagnostic tools	Tools that give specific measurements indicating network performance that affect VoIP call quality, including DNS service, network path characteristics, NAT/firewall/router characteristics, packet loss rates, jitter levels (changes in network traffic delivery times), round trip network delay (latency) between your network and the 8x8 servers, and more	●	●	●	●	●	●
Basic online training	Free online training for end users and IT administrators	●	●	●	●	●	●
Advanced online or on-site training	customised training and advanced topics for end users and IT administrators	£	£	£	£	£	£
Elite touch implementation services	Variety of implementation services based on deep best practices and flexible deployment methodology	£	£	£	£	£	£
Professional services	Build custom solutions and capabilities through the professional services team	£	£	£	£	£	£

Notes:
[1] Requires Polycom IP phone
[2] Unlimited internet fax may require the purchase of an additional DID
[3] Available for PC only
**Omnichannel is available in all countries (X7 & X8 licenses) with the caveat of SMS potentially having charges and legislation based on certain countries, as well as some countries we technically can't support due to price of application.
**Agent Workspace is available for all UC-supported countries.