



vs.

8x8

COMPETITIVE COMPARISON

CUSTOMER SUPPORT

- ✓ Dedicated Support Team
- ✓ Personal Relationships & Real Technicians
- ↑ 4.9 Google Review Rating
- ✓ US-Based Live Support
- ↓ <30 Second Wait Time

- \$ Overseas Support Team
- ✗ Large Call Center & Online Resources
- ↓ 3.3 Trust Pilot Rating
- ✗ Automated Support Systems
- ↑ 90+ Second Wait Time

EASE OF USE

- ✓ Simple Set-Up with Live Support
- ✓ User-Friendly, Intuitive Interface
- ✓ Personalized, Human Onboarding
- ✓ White-Glove Call Flow Configuration
- ✓ Tailored Solutions for Many Verticals

- ✗ Web-Based & Chat-Based Support
- ✗ Steep Learning Curve
- ✗ "8x8 University" Training Videos
- ✗ Basic Call Flow Customization
- ✗ Standardized Mass-Market Solutions

FEATURES & VALUE

- ✓ Fully-Featured AI VoIP Platform, Mobile App, & Sales Performance Tools at a Cost-Effective Price Point
- ✓ NOVA AI Call Summary & Sentiment Auto-Inserts Into Integrated AMS/CRM
- ✓ Base Pricing Includes:
 - ↑ 400 SMS/User

- \$ Key Features (Advanced Call Routing, Automatic Recording, CRM Integrations) Locked Behind Higher Pricing Tiers
- \$ Add-On Required For AI Summary CRM Insertion & Transcription
- ✗ Base Pricing Includes:
 - ↓ 50 SMS/User

CONTACT US!

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