

Virtual Contact Center – Platform URL Guide



If you wish to use Bria soft phone or upload audio recordings, you will need to know the VCC cluster URLs that your tenant is operating on. You can extract the cluster information once you log into Agent Console and Configuration Manager by looking at the URL in your browser.

For example, vcc-**na12x**.8x8.com

Platform	Login URLs	FTP	SIP Proxy
NA1 – P5/P6 (US-West)	https://login.8x8.com (For Unified Login) https://vcc-na1.8x8.com/AGUI/login.php https://vcc-na1.8x8.com/CM/login.php	vcc-ftp-us1.8x8.com	vcc-sip-us1.8x8.com
NA2 – P7/P8 (US-West)	https://login.8x8.com (For Unified Login) https://vcc-na2.8x8.com/AGUI/login.php https://vcc-na2.8x8.com/CM/login.php	vcc-ftp-us1.8x8.com	vcc-sip-us1.8x8.com
NA3 – P9/P10 (US-West)	https://login.8x8.com (For Unified Login) https://vcc-na3.8x8.com/AGUI/login.php https://vcc-na3.8x8.com/CM/login.php	vcc-ftp-us1.8x8.com	vcc-sip-us1.8x8.com
NA4 – P11/P12 (US-West)	https://login.8x8.com (For Unified Login) https://vcc-na4.8x8.com/AGUI/login.php https://vcc-na4.8x8.com/CM/login.php	vcc-ftp-us1.8x8.com	vcc-sip-us1.8x8.com
NA5 – P13/P14 (US-West)	https://login.8x8.com (For Unified Login) https://vcc-na5.8x8.com/AGUI/login.php https://vcc-na5.8x8.com/CM/login.php	vcc-ftp-us1.8x8.com	vcc-sip-us1.8x8.com
NA6 – P15/P16 (US-West)	https://login.8x8.com (For Unified Login) https://vcc-na6.8x8.com/AGUI/login.php https://vcc-na6.8x8.com/CM/login.php	vcc-ftp-us1.8x8.com	vcc-sip-us1.8x8.com
NA7 – P17/P18 (US-East)	https://login.8x8.com (For Unified Login) https://vcc-na7.8x8.com/AGUI/login.php https://vcc-na7.8x8.com/CM/login.php	vcc-ftp-us2.8x8.com	vcc-sip-us2.8x8.com
NA8 – P19/P20 (US-East)	https://login.8x8.com (For Unified Login) https://vcc-na8.8x8.com/AGUI/login.php https://vcc-na8.8x8.com/CM/login.php	vcc-ftp-us2.8x8.com	vcc-sip-us2.8x8.com
NA9 – P21/P22 (US-East, Global Reach Beta)	https://login.8x8.com (For Unified Login) https://vcc-na9.8x8.com/AGUI/login.php https://vcc-na9.8x8.com/CM/login.php	vcc-ftp-us2.8x8.com	vcc-sip-us2.8x8.com
NA10 – P23/P24 (US-East)	https://login.8x8.com (For Unified Login) https://vcc-na10.8x8.com/AGUI/login.php https://vcc-na10.8x8.com/CM/login.php	vcc-ftp-us2.8x8.com	vcc-sip-us2.8x8.com
NA11 – P25/P26 (US-West)	https://login.8x8.com (For Unified Login) https://vcc-na11.8x8.com/AGUI/login.php https://vcc-na11.8x8.com/CM/login.php	vcc-ftp-us1.8x8.com	vcc-sip-us1.8x8.com

Platform	Login URLs	FTP	SIP Proxy
NA12 - P27/28 (US-West)	https://login.8x8.com (For Unified Login) https://vcc-na12.8x8.com/AGUI/login.php https://vcc-na12.8x8.com/CM/login.php	vcc-https-us1.8x8.com	vcc-sip-us1.8x8.com
NA17 - P37/38 (US-East)	https://login.8x8.com (For Unified Login) https://vcc-na17.8x8.com/AGUI/login.php https://vcc-na17.8x8.com/CM/login.php	vcc-https-us2.8x8.com	vcc-sip-us2.8x8.com
NA18 - P39/P40 (US-East)	https://login.8x8.com (For Unified Login) https://vcc-na18.8x8.com/AGUI/login.php https://vcc-na18.8x8.com/CM/login.php	vcc-https-us2.8x8.com	vcc-sip-us2.8x8.com
NA19 - P41/P42 (US-East)	https://login.8x8.com (For Unified Login) https://vcc-na19.8x8.com/AGUI/login.php https://vcc-na19.8x8.com/CM/login.php	vcc-https-us2.8x8.com	vcc-sip-us2.8x8.com
NA20 - P43/P44 (US-East)	https://login.8x8.com (For Unified Login) https://vcc-na20.8x8.com/AGUI/login.php https://vcc-na20.8x8.com/CM/login.php	vcc-https-us2.8x8.com	vcc-sip-us2.8x8.com
SB1 - P1/P2 (US-West, Sandbox)	https://login.8x8.com (For Unified Login) https://vcc-sb1.8x8.com/AGUI/login.php https://vcc-sb1.8x8.com/CM/login.php	vcc-https-us1.8x8.com	vcc-sip-us1.8x8.com
CA1 - P1/P2 (Canada)	https://login.8x8.com (For Unified Login) https://vcc-ca1.8x8.com/AGUI/login.php https://vcc-ca1.8x8.com/CM/login.php	vcc-https-ca1.8x8.com	vcc-sip-sk1.8x8.com
CA2 - P3/P4 (Canada)	https://login.8x8.com (For Unified Login) https://vcc-ca2.8x8.com/AGUI/login.php https://vcc-ca2.8x8.com/CM/login.php	vcc-https-ca1.8x8.com	vcc-sip-sk1.8x8.com
EU2 - P3/P4 (Europe)	https://login.8x8.com (For Unified Login) https://vcc-eu2.8x8.com/AGUI/login.php https://vcc-eu2.8x8.com/CM/login.php	vcc-https-uk2.8x8.com	vcc-sip-uk2.8x8.com
EU3 - P5/P6 (Europe)	https://login.8x8.com (For Unified Login) https://vcc-eu3.8x8.com/AGUI/login.php https://vcc-eu3.8x8.com/CM/login.php	vcc-https-uk2.8x8.com	vcc-sip-uk2.8x8.com
EU4 - P5/P6 (Europe)	https://login.8x8.com (For Unified Login) https://vcc-eu4.8x8.com/AGUI/login.php https://vcc-eu4.8x8.com/CM/login.php	vcc-https-uk3.8x8.com	vcc-sip-uk3.8x8.com
EU5 - P5/P6 (Europe)	https://login.8x8.com (For Unified Login) https://vcc-eu5.8x8.com/AGUI/login.php https://vcc-eu5.8x8.com/CM/login.php	vcc-https-uk3.8x8.com	vcc-sip-uk3.8x8.com
EU6 - P5/P6 (Europe)	https://login.8x8.com (For Unified Login) https://vcc-eu6.8x8.com/AGUI/login.php https://vcc-eu6.8x8.com/CM/login.php	vcc-https-uk3.8x8.com	vcc-sip-uk3.8x8.com

Platform	Login URLs	FTP	SIP Proxy
EU7 - P5/P6 (Europe)	https://login.8x8.com (For Unified Login) https://vcc-eu7.8x8.com/AGUI/login.php https://vcc-eu7.8x8.com/CM/login.php	vcc-https-uk3.8x8.com	vcc-sip-uk3.8x8.com
AP1 - P1/P2 (Asia Pacific)	https://login.8x8.com (For Unified Login) https://vcc-ap1.8x8.com/AGUI/login.php https://vcc-ap1.8x8.com/CM/login.php	vcc-https-hk1.8x8.com	vcc-sip-hk1.8x8.com
AU1 - P1/P2 (Australia)	https://login.8x8.com (For Unified Login) https://vcc-au1.8x8.com/AGUI/login.php https://vcc-au1.8x8.com/CM/login.php	vcc-https-sy1.8x8.com	vcc-sip-sy1.8x8.com
BC1 - P1/P2 (Bell Canada Ontario)	https://login.8x8.com (For Unified Login) https://odcc1.bell.ca/AGUI/login.php https://odcc1.bell.ca/CM/login.php	https.on.odcc.bell.ca	odcc-sip-on1.bell.ca
BC2 - P3/P4 (Bell Canada Ontario)	https://login.8x8.com (For Unified Login) https://odcc2.bell.ca/AGUI/login.php https://odcc2.bell.ca/CM/login.php	https.on.odcc.bell.ca	odcc-sip-on1.bell.ca