

8x8

8x8 Supervisor Workspace

A purpose-built experience for optimizing performance management and the customer experience

Unifying the supervisor experience

8x8 Supervisor Workspace provides a single pane of glass for monitoring and managing the performance of agents and the overall efficiency of the contact center.

With a powerful and intuitive interface, the workspace blends real-time analytics and trend analysis, agent performance and queue status data, and team administration and management capabilities, all in a single unified workspace. Plus, 8x8 Supervisor Workspace consolidates the most commonly used tools and actions needed to manage the contact center, eliminating the need for supervisors to move from application to application.



Key benefits

- **Performance-centric focus** drives higher performing agents, increasing the effectiveness of the contact center and enhancing the customer experience
- **Single pane of glass** provides a fully integrated component library putting the information necessary to manage in one unified application
- **Proactive management** through automation of trend analysis, actionable alerts, and intelligent coaching and performance recommendations
- **Streamlined onboarding** with an easy to use, intuitive design, and simple no code customization
- **Adaptive and dynamic visibility** presents users with the right tools to match the work needing to be done
- **Enhanced insights and control** for every business leader regardless of role, from executives to team leaders, quality assurance managers, supervisors, and directors

Get started quickly, customize easily

With an uncomplicated and user-friendly design, 8x8 Supervisor Workspace is ready to go right out of the box. The widget-based user interface is flexible and customizable, allowing users to personalize their environment to suit their individual needs and priorities.

A unified toolbox provides a fully-integrated component library, so customization can happen with clicks, not code. With a micro frontend design, widgets directly access the source of the data, which can include 3rd party sources such as WFM, CRM, and BI tools. This provides supervisors with the ability to consolidate and correlate contact center data with line of business applications, providing a holistic view of company performance and the customer experience.

Drive performance and increase efficiency with proactive management

8x8 Supervisor Workspace is designed to help supervisors become more efficient by assisting them throughout their daily workflow, through automation of trend analysis, actionable alerts, and intelligent coaching and performance recommendations.

By consolidating the key metrics, analytics, and tools into one customizable location, supervisors no longer need to switch between applications to manage their teams. 8x8 Supervisor Workspace helps contact center leaders become more efficient and effective as they move through the day.

The ideal solution for hybrid and remote work

8x8 Supervisor Workspace is the ultimate tool for driving superior performance in the contact center, regardless of where agents or supervisors are located.

By centralizing visibility and actions, as well as providing insights, assistance, and guidance, contact center leaders can view, monitor, and manage agent and queue activity from any web browser or the 8x8 Work app. Filters allow users to fine-tune their experience by focusing on specific agents, agent groups, queues, and more. Supervisor Workspace enables leaders throughout the organization—anywhere, anytime, on any device.

