8x8 Contact Center

Great experiences happen by design

8x8 Contact Center is a complete, reliable and secure solution that helps businesses boost engagement, collaboration, and operational effectiveness for customer success.

Built on the 8x8 eXperience Communications as a Service (XCaaS) platform, 8x8 Contact Center makes it easy for businesses to connect and collaborate with individuals working inside and outside of the organization.

Hybrid-era tools to maximize performance

8x8 Contact Center keeps you connected to your customers from anywhere, at any time. Making changes is easy. And with an industry-first, financially backed 99.999% SLA across contact center and business communications, your contact center will continue to operate without interruption.

Deliver consistent, exceptional customer experiences

- Provide agents with an intuitive, design-led interface that streamlines all customer interactions

- Equip supervisors with interaction analytics to identify areas of opportunity and improvement

- Maximize coaching impact with targeted quality management and workflows

- Ensure metrics are met using robust reporting and analytics

Foster a culture of connectedness

- Allow agents to work from anywhere

- Facilitate collaboration between agents and experts

- Use fully integrated QM & interaction analytics, allowing supervisors to monitor teams in real time

- Provide targeted coaching and escalate to video interactions to increase employee engagement

For more information, call 1 866 879 8647 or visit 8x8.com.

Meet rigorous security requirements and trust system reliability

- Maintain security, compliances, and data privacy

- Minimize risks and adhere to industry regulations

- High availability platform and built in geo-redundancy to ensure operations through a disruptive event

- Minimize risks and adhere to industry regulations

Key benefits

- **Build lasting loyalty** with a complete, high performance solution that powers exceptional customer experiences

- **Act with confidence** with AI-powered recommendations for agents, supervisors, and contact center leaders to amplify the customer experience

- **Design better experiences** with support for all channels and proactive self-service options for today's digitally connected customers

- **Reduce IT dependency** with an all-in one, fully browser-based product that requires no downloads, no coding, and no hassle.

- **Activate agent potential** with timely feedback, intelligent coaching, and collaboration tools for continuous improvement

- **Support new ways of working** with unified collaboration tools and easy access from any device, anywhere

Journey orchestration

Omnichannel Automatic Contact Distributor (ACD)

- Route every contact to the best possible agent

- Drive higher first-contact resolution with skills-based routing

- Easily and quickly modify routing flows without IT support

Intelligent IVR & VA

- Provide intelligent self-service options using NLU/NLP, machine learning, and voice biometrics

- Design frictionless experiences with visual drag-and-drop flow designer

- Take control of the customer journey with highly customizable conversational AI for voice and chat interactions

Digital Channels

- Support digital-first customers via email, chat, social, SMS, and messaging apps

- Simplify the agent experience within the intuitive, seamless handling of all interactions from a single pane of glass

- Ensure continuity across all digital channels with automated, adaptive workflows

- Holistic reporting across all channels delivers a simplified, single source of truth.

Auto Dialer

- Preview, progressive, and predictive for faster handling of campaign lists

- Improve utilization of agent time

- Achieve higher connection rates

Native CRM & CRM Integrations

- Consolidate applications and customer data with 8x8 Native CRM

- Integrate out-of-the-box with Salesforce, Zendesk, and +20 more

- Build other integrations with 8x8 Dynamic Integration Framework

Reporting & Analytics

Contact Center Analytics

- Comprehensive data for better contact center performance

- Proactively identify root cause concerns

- Customize reports, dashboards, and metrics

Customer Experience Analytics

- View every step of the customer journey

- Reveal patterns and trends

- Boost customer loyalty by rectifying sources of dissatisfaction

Customer Survey

- Gather unbiased feedback from customers immediately following an interaction.

- Easily associate customer insights with their corresponding agent for better context.

- Share valuable customer feedback with agents for improved communication.

- Grow your agents' skills more efficiently with customer feedback dashboards.

Workforce Engagement Management (WEM)

Quality Management

- Evaluate interactions for any channel
- Tag agents for coaching notification
- Share best practices

Interaction Analytics

- Analyze all interactions and highlight those needing attention
- Empower contact center managers with actionable insights
- Flag opportunities for improvement
- Identify role-model interactions and share for training purposes

Workforce Management

- Align staffing needs to match demand
- Minimize effort needed to manage teams
- Improve operational efficiency and eliminate time consuming, manual adjustments

"We needed something that would work across the entirety of the business, was seamless to deploy and, most importantly, would boost the user experience for our customers. 8x8 gave us all three. "

Jamie Monk, Contact Center Operations Manager, Swale Heating

Collaboration

Video Meetings

- Coach your remote/hybrid agents and/or entire team with a built-in, seamless video meeting solution
- Meet as a team to build unity
- Use with innovative QM and Interaction Analytics for maximum coaching impact

1:1 and Team Messaging

- Support agent interactions with peers, supervisors, and teams
- Enable immediate access to experts
- Share information throughout the company with a virtual water cooler

Platform

XCaaS Security & Reliability

- Benefit from industry's first financially-backed 99.999% platform-wide SLA
- Enhance security and compliance through one system of engagement
- Meet compliance objectives with secure payment processing
- Address +20 security certifications and regulations, including PCI DSS Level 1, GDPR, and HIPAA

Contact Center Partnerships & Certifications

- Certified Contact Center for Microsoft Teams
- Google Chrome Enterprise Recommended Solution

For more information, call 1.866.879.8647 or visit 8x8.com.