

Contact Centre

Great Experiences Happen by Design



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

Built on a single cloud communication platform, 8x8 Contact Centre makes it easy for businesses to connect and collaborate with individuals working inside and outside of the organization.

Business continuity safeguards great experiences

When business is not “business as usual,” 8x8 Contact Centre keeps you running. Making changes is easy. Scaling up to meet increased demand is effortless. And with industry-leading uptime, global reach and platform flexibility, you can ensure that your contact center continues operating without interruption.

- **Facilitate work from home**
 - Set agents up to work from anywhere, on any device
 - Facilitate collaboration between agents and experts
 - Foster agent productivity with live monitoring
- **Deliver consistent, exceptional customer experience**
 - Equip supervisors with speech analytics to find what needs attention
 - Maximise coaching impact with targeted quality management
 - Ensure metrics are met using robust reporting and analytics
- **Meet rigorous security requirements**
 - Maintain security, compliances, and data privacy
 - Operate through a disruptive event with little to no impact on customers
 - Minimise risks and adhere to industry regulations

Key Benefits

- **Build lasting loyalty** with a complete, high performance solution that powers exceptional customer experiences
- **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
- **Act with confidence** with AI-powered recommendations for agents, supervisors and contact centre leaders to amplify the customer experience



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

Key Features

- **Automatic Contact Distributor (ACD)**
 - Drive higher first-contact resolution with skills-based routing
 - Route every contact to the best agent
 - Modify routing flows to meet changing business requirements
- **Intelligent IVR**
 - Use advanced speech recognition
 - Provide intelligent self-service options
 - Design menus with a visual drag-and drop flow designer
- **Dialer**
 - Enable faster handling of campaign lists
 - Improve use of agent time
 - Achieve higher connection
- **Workforce Management**
 - Align staffing needs to match demand
 - Minimise effort to manage teams
 - Improve operational efficiency, eliminate manual adjustments
- **CRM Integrations**
 - Integrate out-of-the-box with Salesforce, Zendesk, and +20 more
 - Build other integrations with 8x8 Dynamic Integration Framework
- **Video Conferencing**
 - Coach your team face-to-face
 - Meet as a team to build rapport
- **Agent Assist**
 - Present next best response in real-time
 - Provide agents with information without manual searches
- **Customer Survey**
 - Capture CSAT from customers
 - Deliver feedback to drive next best actions
 - Highlight opportunities
- **Virtual Agent**
 - Give dynamic, personalised assistance without a live agent
 - Eliminate repetitive tasks by using the IVR for self-service
- **Security & Reliability**
 - Enhance security and compliance through one system of engagement
 - Meet compliance objectives with secure payment processing
 - Partner with 8x8 to address +20 security certifications and regulations, including PCI DSS Level 1, GDPR and HIPAA
- **Digital Channels**
 - Enable flexibility in how customers connect
 - Support customer contacts via social media, chat, and email
- **Quality Management**
 - Evaluate interactions for any channel
 - Tag agents for coaching notification
 - Share coaching examples
- **Speech Analytics**
 - Analyse all interactions and highlight those needing attention
 - Empower contact centre managers with actionable insights
 - Flag opportunities for improvement
 - Identify role-model interactions and share for training purposes
- **Messaging**
 - Support agent interactions with peers, supervisors and teams
 - Enable immediate access to experts
 - Share information throughout the company with a virtual water cooler
- **Customer Experience Analytics**
 - View every step of the customer journey
 - Reveal patterns and trends
 - Boost customer loyalty by rectifying sources of dissatisfaction