



Agent Workspace

Reimagining the agent experience for superior performance.

8x8 Agent Workspace is a user-friendly interface that simplifies customer interactions, enabling agents to deliver efficient and hyper-personalized experiences.

With intuitive design and familiar workflows, agents can start using it instantly, just like any modern digital platform. Automated processes and streamlined navigation enhance efficiency, ensuring smooth customer interactions.

Make every interaction hyper-personalized.

Customer expectations for service and support continue to rise across all channels. 8x8 Agent Workspace connects interactions and customer data into a single view, enabling agents to hyper-personalize and efficiently manage customer experiences.

With a unified interface, agents access only the relevant information when needed and handle calls without the need for an external hardphone. AI-powered CRM summaries enhance personalization, while the Microsoft Teams integration allows seamless contact directory import, the ability to view presence (busy, available, etc.), and the option to initiate 2-way chats with knowledge workers outside the contact center for faster issue resolution.

Key benefits

- Minimize training with an intuitive interface and adaptive interaction handling.
- Optimize agent performance while reducing cognitive load.
- Increase customer loyalty by resolving issues seamlessly across channels.
- Engage customers on their preferred channel at any time.
- Streamline data access by integrating key data sets into the agent interface.
- Eliminate communication silos between the contact center and the business.
- Personalize experiences using AI summarization in external CRMs.

Empower your managers with greater control.

8x8 Agent Workspace offers limitless integration possibilities with a configurable backend and modular micro-frontend. Contact center managers can tailor the agent environment to stay modern and efficient. Whether integrating one or multiple CRMs or custom applications, its flexibility enables a reimagined workspace for seamless, hyper-personalized customer connections.

The ideal solution for hybrid and remote work.

8x8 Agent Workspace simplifies remote and hybrid contact center operations with seamless collaboration. Agents can connect with experts across the organization for faster resolutions by using directory, search, and presence features to find the person with the right expertise to assist in live interactions. Easy-to-use tools like co-browse, one-way video, and pre-populated FAQ responses make it easier for agents to resolve issues fast. Agents can view all of their recorded, past interactions to deliver more contextualized, personalized experiences. In one click, agents have access to essential data like:

- CRM data
- Recordings
- Summarization
- Topics
- Sentiment analysis
- Transcripts

Supervisors can leverage AI-powered interaction analytics for tailored, proactive coaching, boosting agent performance and customer experience.

