8x8 Contact Center

8x8 Contact Center provides a comprehensive, reliable, and secure solution that enhances engagement, collaboration, and operational effectiveness for driving customer success, while enabling seamless connectivity and collaboration between teams both within and outside the organization.

Plus, 8x8 Contact Center ensures continuous customer engagement from any location, at any time, with streamlined change management and an industry-leading, financially backed 99.999% SLA, guaranteeing uninterrupted contact center operations.

Deliver consistent, exceptional customer experiences

Provide agents with an easy-to-use, streamlined interface for handling customer interactions, while empowering supervisors with analytics to spot opportunities for improvement. Boost your coaching impact with targeted quality management, and stay on top of your goals with strong reporting and analytics that keep everything on track.

AI powered customer experiences

8x8's AI capabilities enhance customer and agent experiences through automation, efficiency, and insights. Key features include AI-driven self-service tools like virtual assistants and chatbots for faster issue resolution, predictive analytics for optimizing customer interactions, and intelligent routing that connects customers with the right agents. Additionally, 8x8's AI enables personalized customer experiences, improves decision-making with data-driven recommendations, and supports continuous learning to refine interactions and performance over time.

Meet rigorous security requirements and trust system reliability

Maintain security, compliance, and data privacy with a high-availability platform that includes built-in geo-redundancy to keep operations running smoothly, even during disruptive events. Minimize risks and ensure adherence to industry regulations, giving your business the confidence to operate securely and efficiently.

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.

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

Journey Orchestration

Omnichannel Automatic Contact Distributor (ACD)
Ensure every contact reaches the best possible agent with skills-based routing, driving higher first-contact resolution. Plus, easily modify routing flows on the fly without needing IT support.

Digital Channels
Support digital-first customers across email, chat, video, social media, SMS, and messaging apps with an intuitive, unified platform that simplifies agent interactions from a single interface. Ensure seamless continuity across all channels through automated, adaptive workflows, while comprehensive reporting provides a single source of truth for holistic performance insights.

Auto Dialer
Optimize campaign management with preview, progressive, and predictive dialing for faster list handling, improving agent time utilization and achieving higher connection rates

Native CRM & CRM Integrations
Consolidate applications and customer data using 8x8 Native CRM, with seamless out-of-the-box integrations for Salesforce, Zendesk, and over 20 other platforms. Easily build additional integrations through the 8x8 Dynamic Integration Framework.

Reporting and Analytics

Contact Center Analytics
Gain comprehensive data insights to enhance contact center performance by proactively identifying root cause issues. Customize reports, dashboards, and metrics for tailored performance tracking.

Customer Survey
Collect unbiased customer feedback immediately after interactions and seamlessly link insights to the corresponding agent for better context. Share valuable feedback with agents to enhance communication and efficiently grow their skills through feedback dashboards.
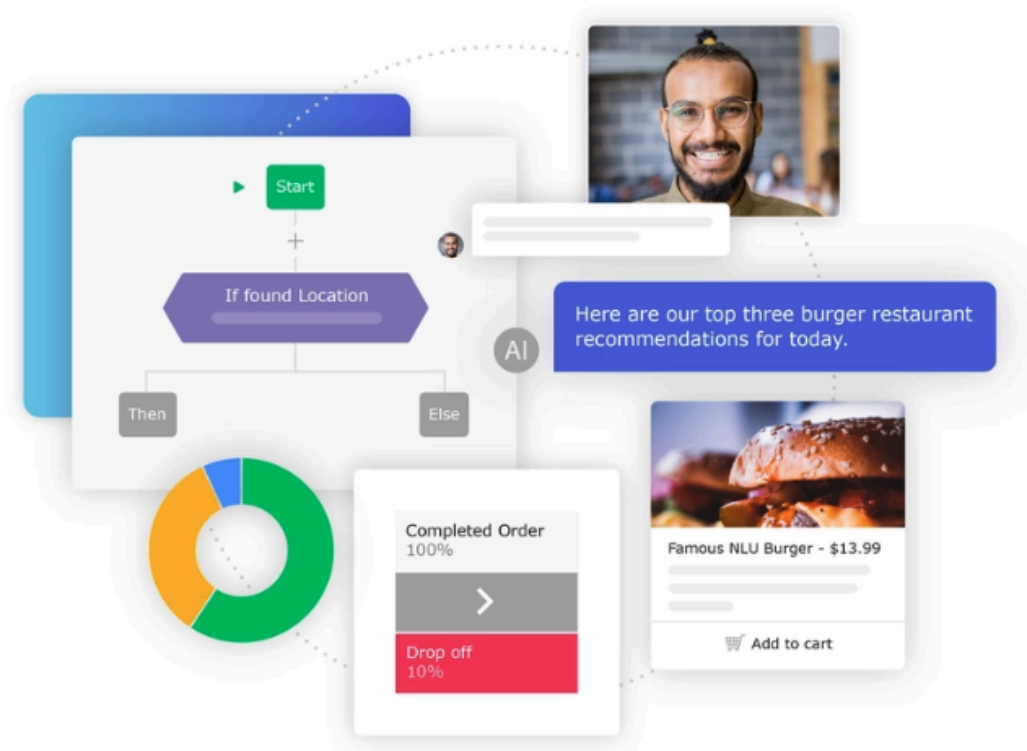
Management (WEM)

Quality management
Evaluate interactions across any channel, tag agents for coaching notifications, and share best practices to enhance performance and development.

Interaction Analytics
Analyze all interactions to highlight those needing attention, providing contact center managers with actionable insights. Flag opportunities for improvement, and identify role-model interactions to share for training and development purposes.

Workforce Management
Align staffing with demand to improve operational efficiency, minimize the effort required to manage teams, and eliminate time-consuming manual adjustments.

Platform

Security & Reliability

Leverage the industry's first financially-backed 99.999% platform-wide SLA for enhanced reliability. Strengthen security and compliance with a single system of engagement, meeting compliance objectives with secure payment processing and addressing over 20 certifications and regulations, including PCI DSS Level 1, GDPR, and HIPAA.

8x8 is a Certified Contact Center for Microsoft Teams and a Google Chrome Enterprise Recommended Solution.

Ready to elevate your customer experience? Email cc-apac@8x8.com or visit 8x8.com