



# Supervisor Workspace

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

8x8 Supervisor Workspace offers a unified interface for monitoring agent performance and contact center efficiency. It combines real-time analytics, trend analysis, queue status, and team management in a single desktop and intuitive mobile experience. By consolidating essential tools, it eliminates the need to switch between applications, streamlining supervision.

## Get started quickly, customize easily.

8x8 Supervisor Workspace features a user-friendly, ready-to-use design with a flexible, widget-based interface for easy customization—no coding required. Its unified toolbox integrates components seamlessly, while a micro frontend design enables direct data access, including third-party sources like WFM, CRM, and BI tools. This allows supervisors to consolidate contact center data with business applications, offering a comprehensive view of performance and customer experience.

## Key benefits

- Drive agent performance to improve contact center effectiveness and customer experience.
- Unify management tools with an integrated component library in a single application.
- Automate trend analysis, alerts, and intelligent coaching for proactive management.
- Simplify onboarding with an intuitive, no-code, customizable design.
- Provide adaptive visibility, ensuring users have the right tools for their tasks.
- Enable quick access to interaction summaries with plug-and-play external AI.
- Empower leaders at all levels with enhanced insights and control.

## Drive performance and increase efficiency with proactive management.

8x8 Supervisor Workspace enhances supervisor efficiency by automating trend analysis, alerts, and intelligent coaching. It provides instant access to post-call survey results, including scores and individual question data, for deeper insights. By consolidating key metrics, analytics, and tools in one customizable interface, it eliminates the need to switch between applications, streamlining daily operations for contact center leaders.

## The ideal solution for hybrid and remote work.

8x8 Supervisor Workspace drives superior contact center performance, no matter where agents or supervisors are located.

By centralizing visibility, actions, and insights, it enables leaders to monitor and manage agent and queue activity from any browser or mobile device. Supervisors can quickly update agent status and access all interactions—calls, messages, AI summaries, and voicemails—via the Interaction Retrieval widget. Key details like date, time, source, agent, and duration are easily viewable, with playback and download options. If an SLA risks exceeding defined thresholds, supervisors can easily reassign agents across queues or teams - on desktop or through the mobile experience. Filters help refine searches by agent, group, or queue, ensuring seamless oversight anytime, anywhere, on any device.

