

8x8.

Keep Customers Moving When Call Volumes Surge With AI Voice Bots

Keeping Contact Centers Running
During Call Spikes





Every contact center knows the pattern. When a product launch, billing cycle, or service outage hits, call volumes surge without warning. Traditional responses, temporary hires, and adjusted IVR menus rarely keep pace with real-time demand.

Call spikes are inevitable. The question is whether your contact center absorbs them or gets overwhelmed by them.

Why Agents and IVRs Cannot Scale Fast Enough

When volumes rise, contact centers turn to two levers: more agents or better routing. Both have limits.

Hiring and training take time, and even fully ramped agents handle only one call at a time. According to [Sharpen](#), 66% of customers hang up after just two minutes on hold. That patience disappears faster than headcount can scale.

IVR systems help route calls, but do not reduce volume. A customer checking order status waits in the same queue as someone reporting a critical issue.

The result is predictable: abandoned calls, repeat attempts, and customers who arrive frustrated before the conversation even starts.

How 8x8's AI Voice Bots Handle the Surge

8x8's AI-powered voice bots, part of the [8x8 Voice Suite](#), respond the moment a call arrives, not after a queue clears. A single bot handles simultaneous conversations, cutting congestion and repeat attempts without adding headcount.

Natural language processing

- The bot listens, understands, and responds to natural speech instead of forcing callers through scripted button prompts.

Automated resolution

- Order status, balance inquiries, account verification, and common FAQs are resolved without agent involvement.

Context-rich escalation

- When a call requires a human, the bot collects relevant details first so agents start informed rather than asking the same questions again.

Consistent performance under load

- Response times stay stable whether the system is handling 100 calls or 10,000, day or night.

Lower operational costs

- Organizations using [AI-enabled customer service agents](#) saw a 14% increase in issue resolution per hour and a 9% reduction in handling time.



Prepared for the Next Surge

Call spikes will keep coming, driven by seasonal trends, campaigns, and outages. AI voice bots give contact centers a scalable, always-on layer that absorbs surges without sacrificing customer experience, agents stay focused, customers keep moving, and peak periods become manageable.

To see how it works in practice, continue reading the full article here:

[Managing Call Spikes with AI Voice Bots During Peak Periods](#)

