8x8

8x8 Contact Center

Enhance the customer experience while improving your bottom line with 8x8 Contact Center. A single platform provides everything you need to deliver world-class customer service that sets your company apart from your competition. Our cloud-based solution significantly reduces your capital and operating expenses. Why just serve customers when you can delight them?

Omnichannel

One system of engagement and intelligence for voice, email, social media and chat.

CRM integrations

Use 8x8's native CRM or integrate with Salesforce, NetSuite, Zendesk or Dynamics.

Speech analytics

Capture insights that lead to better interactions and more efficient agents.

Worldwide reliability

Connect globally and manage everything locally, on the secure 8x8 backbone.

Security and compliance

Protect privacy and meet the requirements of FISMA, HIPAA and many more.

Agent productivity

Manage agents anywhere with centralized scheduling, coaching and call intervention.

8x8 Contact Center Features

The 8x8 cloud-based solution lets you focus on what's really important: your customers.

- **Skills-based routing and CTI.** Match callers with the right agents and deliver caller information to the agent's screen with the call so the agent can provide more efficient, personalized service.
- **Agent console.** Browser-based desktop application requires no software plug-ins or downloads. Agents and supervisors access screens and functions based on their permissions.
- **Interactive voice response (IVR).** Customers can route themselves to the right place using voice prompts. Create your own scripts or use enhanced IVR to offer advanced self-service options.
- **API support.** Our secure streaming API enables you to integrate your CRM with 8x8 Contact Center.
- **Call recording.** On-demand or random call recordings for compliance and agent coaching.
- **Quality management.** Optimize agent scheduling to ensure the right agents are available at the right time to meet rising customer expectations and maintain SLAs.
- **Workforce management.** Manage agent shifts and increase first-call resolution.
- **FAQ knowledgebase.** Turn every agent into an expert and ensure customers receive accurate information.
- **Personal agent connect.** Strengthen relationships by providing direct access to specific agents.
- **Outbound dialing.** Efficiently manage sales and marketing campaigns.

Omnichannel

One system of engagement for every channel, from voice and email to chat and social media.

- **Proactive chat**. Selectively extend chat to your most important web visitors while balancing the demands on your service organization.
- **Web callback.** Instead of waiting on hold, customers can request a callback or complete a web form.
- **Co-browse.** Give agents a powerful support tool that provides real-time web page assistance to customers.
- **Email.** Communicate with customers in their preferred channel—even as they switch tracks.

Analytics

One system of intelligence gives you a complete view of the end-to-end customer journey.

- **Analytics:** Gain insights you need to drive continuous improvement.
- **Customer experience analytics.** Provides unprecedented levels of visibility into customer interactions.
- **Speech analytics**. Extract valuable insights from the most relevant voice recordings and transcripts.
- **Post-call survey.** Capture the voice of the customer with an easily configured post-call survey.

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