



# Empower agents and enhance experiences with 8x8 Contact Center.

Maximize operational efficiency and provide faster issue resolution.

8x8 Contact Center maximizes operational efficiency with AI-powered automation, intelligent call routing, and self-service capabilities, reducing agent workload and improving response times. Integrated workflows and real-time analytics optimize resource allocation, while workforce management tools enhance scheduling and productivity. Businesses streamline operations, reduce costs, and resolve issues faster, leading to improved customer satisfaction and higher agent efficiency.

Take action on insights to elevate CX.

Empower businesses to take action on real-time insights with AI-driven analytics, sentiment analysis, and performance tracking. Supervisors can identify trends, optimize agent workflows, and proactively address customer needs. Intelligent automation personalizes interactions, reduces wait times, and enhances engagement across channels.

By using 8x8 Contact Center solutions, businesses can make data-driven decisions, and continuously refine CX strategies, improve satisfaction, and drive long-term customer loyalty.

## Key benefits

- Elevate Customer Experience (CX) with AI-powered omnichannel engagement that ensures seamless, personalized interactions and real-time analytics and automation to improve response times and resolution rates
- Maximize Operational Efficiency with AI-driven automation and self-service to reduce agent workload and operational costs and integrated workflows that streamline processes, boosting productivity and service quality
- Modernize Technology with cloud-based scalability that eliminates outdated, siloed systems and reduces IT complexity and real-time reporting and AI insights drive smarter decision-making.
- Mitigate Risk & Build Trust with PCI-certified payment security and data encryption that protect customer transactions and AI-driven fraud detection to enhance security and prevent breaches

Leverage robust integration capabilities to modernize with ease.

8x8 Contact Center seamlessly integrates with leading CRMs, workforce management tools, and business applications, enabling a unified customer experience. Its open APIs and pre-built connectors simplify implementation, reducing IT complexity. Real-time data synchronization enhances productivity, streamlines workflows, and ensures a seamless agent experience. By leveraging these robust integrations, businesses modernize operations effortlessly, optimize efficiency, and enhance customer engagement without disrupting existing systems.

Adapt to changing customer demands and elevate CX.

Adapt to evolving customer demands with AI-powered automation, omnichannel engagement, and real-time analytics. Flexible cloud scalability supports rapid adjustments, while intelligent routing ensures seamless, personalized interactions. Continuous insights drive proactive service improvements, reducing friction and enhancing satisfaction. By staying agile, businesses can deliver exceptional CX, meet customer expectations, and maintain a competitive edge in a dynamic market.

Strengthen customer relationships and build trust.

Strengthen customer relationships by delivering seamless, personalized interactions across voice, chat, email, and social channels. AI-driven insights enable proactive engagement, while secure, PCI-compliant transactions ensure data protection. Real-time analytics optimize service quality, reducing wait times and enhancing resolution rates. By providing consistent, efficient, and secure communication, businesses build trust, foster loyalty, and create long-lasting customer relationships.

Collaborate and partner with 8x8 to solve real business problems.

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