

# 8x8 Virtual Contact Centre



## Get Immediate ROI

- Fast to deploy
- Intuitive user interface shortens learning curves for agents, supervisors and administrators

## Boost CRM Impact

- 8x8 is the only contact centre provider that includes native CRM capabilities built in
- Includes CRM integrations with Salesforce, NetSuite, Zendesk and Microsoft Dynamics

## Engage Internal Experts

- When integrated with 8x8 Virtual Office, allows agents to seamlessly engage experts outside of the contact centre

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

Whether you're a new business or already running a 24x7x365 operation, you can waste valuable time and money maintaining, upgrading, and troubleshooting a contact centre system. And when customers need support, if outdated technology gets in the way, you can lose much more than sales. You miss opportunities to build long-term customer relationships, eroding the value of your company's most important asset: customer loyalty and the repeat business it brings.

## Enhance Customer Experience While Reducing Costs

8x8 Virtual Contact Centre provides the advanced communication tools you need to enhance the customer experience and deliver world-class customer support and sales. Our solution is completely cloud-based, significantly reducing both your capital and operating expenses.

**Any Media.** Communicate with customers and manage contacts on voice, email, and chat channels. Capture all interactions for increased customer satisfaction, greater efficiency and better targeting.

**Security and Compliance.** When properly configured, 8x8 Virtual Contact Centre in combination with 8x8 Quality Management assists companies with satisfying requirements of PCI, FISMA, Privacy Shield or HIPAA (tailored BAAs available).

**Analytics Increase Agent Productivity.** Our intuitive, web-based user interface lets agents work anywhere, while centralised management and reporting features empower supervisors to manage everything from agent scheduling to coaching, recording and call intervention.

**Connect Locally. Manage Globally.** 8x8's secure and redundant data centres help unite and manage all your contact centres into one seamless global support organisation. Agents can work from anywhere, and smart call routing quickly connects customers with the right agents—anywhere in the world.

## 8x8 Virtual Contact Centre Editions

8x8 offers four contact centre editions to meet the needs of any size organisation.

1. **Digital Edition:** Provides email and chat channels with pre-built CRM integration, reports and dashboard analytics.
2. **Standard Edition:** Provides voice channel with standard IVR, queued call back, reports and dashboard analytics.
3. **Pro Edition:** For more sophisticated contact centres, this edition provides full multi-channel capabilities with enhanced IVR (custom apps), co-browse and proactive chat.
4. **Ultimate Edition:** Our most advanced edition, provides the same features as 8x8 Virtual Contact Centre Pro but adds quality management and preview dialer.

## Features

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**Any Media:** Reach your customers—and track their calls, emails and chats interactions with your company—for maximum customer satisfaction and efficiency.

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**Skills-based Routing and CTI:** Skills-based routing matches callers with agents who can meet their needs. CTI (computer telephony integration) delivers caller information to the agent's screen along with the call so the agent can provide more efficient, personalised service.

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**Agent Console:** 8x8's browser-based desktop requires no software plug-ins or downloads. Agents and supervisors use the same desktop, but access different screens and functions based on their permissions.

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**Interactive Voice Response (IVR):** Enable customers to route themselves to the right agent or department using voice prompts. Managers can create their own basic IVR scripts or use 8x8's optional eIVR (enhanced IVR) to offer more advanced self-service options.

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**CRM Integrations:** Use 8x8's built-in CRM/ticket management system, or integrate your contact centre with a third-party CRM solution such as Zendesk, NetSuite, Salesforce or Microsoft Dynamics.

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**API Support:** Gain access to call information, customer data, and real-time reports. Our streaming API enables you to integrate CRM capabilities into your 8x8 Virtual Contact Centre.

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**Dashboards and Reports:** Real-time monitoring and reporting gives you the info you need to quickly manage SLAs and contact centre operations. And when you're away from the contact centre, access reports and wallboards from your desktop or iOS/Android smartphone or tablet.

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**Call Recording:** On-demand or random call recordings for compliance and agent coaching. Easy search and replay.

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**Internal Chat for Agents and Supervisors:** Web chat and broadcast notifications facilitate internal communications. Agents and supervisors can chat without putting callers on hold. Broadcast notifications allow supervisors to contact groups of agents simultaneously.

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**Expert Connect:** Allows agents to see the availability of experts within your company and to reach out to them via chat or the phone for assistance helping customers; can connect customers via call transfer or conference. Requires 8x8 Virtual Office.

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**Web-based Configuration Tool:** Manage and change contact centre operations without IT intervention. Authorised users can define hours of operation, create basic IVR scripts, quickly make changes and manage queues.

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## Features (continued)

**Quality Management:** Optimise agent scheduling to ensure the right agents are available at the right time to maintain SLAs.

**Workforce Management:** Manage and juggle agents' shifts, reduce interaction time, and increase first-call resolution.

**Proactive Chat:** Selectively extend chat to your most important web visitors while balancing the existing demands on your service organisation.

**FAQ Knowledgebase:** Frequently Asked Questions (FAQ) database turns every agent into an expert and ensures customers receive accurate, consistent information. Agents can email or text answers to customer questions.

**Web Callback:** Instead of waiting on hold, customers can request a callback or complete a web form.

**Personal Agent Connect:** Build strong relationships with high-value customers by providing direct, ongoing access to specific salespeople. Customer service organisations can reduce the time it takes to solve customers' problems through direct interaction with the agent most familiar with their situation.

**Co-Browse:** Give agents another powerful support tool that provides real-time web page assistance to customers. Agents see what the customers see and can guide customers to where they want to go.

**Preview Campaign Dialer:** Efficiently manage sales and marketing campaigns. Track which customers have been contacted and the outcome of the interaction.

**Customer Experience Analytics:** Provides unprecedented levels of visibility into customer interactions and IVR usage.

**Post-Call Survey:** Capture the voice of the customer with an easily configured, built-in post-call survey application.

“ *Success in the travel and hospitality industry is dependent on building strong customer relationships and differentiating through high levels of personalisation and customer service.*

*With 8x8's Virtual Contact Centre solution we are well positioned to do just that.*

*Virtual Contact Centre has helped us track calls and sales success rates,*

*significantly increasing our revenue.* ”

—Greg Meyer, Director of Systems Integration, iCruise

## Editions Comparison Chart

The table below lists the key features included in each Edition.

Features	8x8 Virtual Contact Centre Editions			
	Digital	Standard	Pro	Ultimate
Supported Channel:				
Voice		✓	✓	✓
Email	✓		✓	✓
Chat	✓		✓	✓
Skills-based Routing	✓	✓	✓	✓
Frequently Asked Questions Knowledgebase	✓	✓	✓	✓
CRM Integration (native and third party)	✓	✓	✓	✓
Historical and Real-time Reports	✓	✓	✓	✓
Dashboards	✓	✓	✓	✓
Internal Chat for Agents and Supervisors	✓	✓	✓	✓
Personal Agent Connect		✓	✓	✓
Live Monitor, Whisper, Barge		✓	✓	✓
Standard IVR (includes text-to-speech)		✓	✓	✓
Queued Callback		✓	✓	✓
Web Callback		✓	✓	✓
Customer Experience Analytics		✓	✓	✓
Post-Call Survey		✓	✓	✓
Co-Browse	✓		✓	✓
Proactive Chat	✓		✓	✓
Enhanced IVR			✓	✓
Outbound Preview Dialer				✓
Wallboards *	2	2	5	15
Quality Management **	Optional	Optional	Optional	✓
Workforce Management	Optional	Optional	Optional	Optional

\* Additional wallboards can be purchased separately

\*\* Screen recording storage must be purchased separately

VCC licensing is per concurrent seat. Up to 5 named agents configurable per concurrent seat

For more information, call **1800 854 171** or visit [www.8x8.com/au](http://www.8x8.com/au)

