

8x8 Virtual Contact Centre with Teleopti Integration



8x8 and Teleopti have combined their best-of-breed contact centre and workforce management solutions to help you better serve your customers and control contact centre costs.

Enhance customer relationships and control costs

- Use the intelligence of 8x8 to reduce interaction time, increase first-call resolution and enhance the customer experience
- Increase contact centre staffing efficiency up to 30% with Teleopti's powerful forecasting and scheduling capabilities
- Interact with customers on the channel of their choice: voice, email, chat, voicemail or web
- Improve agent satisfaction through improved scheduling, preference management and request handling

Differentiate your business, improve the customer experience, and increase profitability with this tightly integrated contact centre and workforce management solution from 8x8 and Teleopti.

Day View										
Agent			Activity				Alarm			
Agent Name	Team	State	Scheduled	Next	Next start	Name	Time	Observe	M	
Amal Vohra	TAM/Sales Support	Busy	In Queue	Lunch	3/10/2014 1:00:00 PM	In Adherence	00:19:41			
Abir Rahman	ETAM/Partner Support	Available	In Queue	Scheduled Break	3/10/2014 1:45:00 PM	In Adherence	00:24:06			
Brian Coulson	ETAM/Partner Support	Logged Out	In Queue	Lunch	3/10/2014 12:30:00 PM	Out Adherence	01:09:54			
Brian Kiefer	TAM/Sales Support	Available	Case Management		3/10/2014 5:00:00 PM	Positive	00:18:13			
Cherie Collins	Tier 2	Logged Out	In Queue	Lunch	3/10/2014 12:00:00 PM	Out Adherence	00:54:42			
David Connolly	ETAM/Partner Support	Work Offline	In Queue	Scheduled Break	3/10/2014 12:15:00 PM	Out Adherence	00:42:44			
David Collins	VCC Support	On Break	In Queue	Lunch	3/10/2014 12:00:00 PM	Out Adherence	00:15:52			
David Lyle	TAM/Sales Support	Available	Case Management		3/10/2014 5:00:00 PM	Positive	00:31:00			
Don Williams	VCC Support	Busy	In Queue	Scheduled Break	3/10/2014 12:15:00 PM	In Adherence	00:14:07			
Eve Lambert	TAM/Sales Support	Logged Out	Special Projects		3/10/2014 5:00:00 PM	In Adherence	02:09:37			
Eugene Chandra	Tier 2	Work Offline	Case Management	Lunch	3/10/2014 2:00:00 PM	In Adherence	00:39:52			
Francis Nash	Tier 2	Work Offline	Case Management	Scheduled Break	3/10/2014 1:00:00 PM	In Adherence	00:46:10			
Heath Lee	TAM/Sales Support	Busy	In Queue	Lunch	3/10/2014 12:30:00 PM	In Adherence	01:52:50			
James Yee	ETAM/Partner Support	Work Offline	Lunch	In Queue	3/10/2014 12:30:00 PM	Wrong Status	00:17:52			
James Gallo	Tier 2	On Break	Case Management	Scheduled Break	3/10/2014 1:00:00 PM	Wrong Status	00:24:51			
James Murphy	Implementation	Work Offline	Outbound	Lunch	3/10/2014 1:00:00 PM	In Adherence	00:24:11			
Jennifer Coyle	LNP	On Break	In Queue	Lunch	3/10/2014 12:00:00 PM	Out Adherence	00:51:46			
John Chan	LNP	Busy	Lunch	In Queue	3/10/2014 12:30:00 PM	Positive	00:24:52			
John Tarrant	VCC Support	Logged Out				In Adherence				
Joseline Harris	Implementation	Busy	Lunch	In Queue	3/10/2014 12:30:00 PM	Positive	00:24:49			
Joshua Salgado	Implementation	Available	Outbound	Scheduled Break	3/10/2014 12:15:00 PM	Wrong Status	00:12:16			

For more information, call **1800 854 171** or visit 8x8.com/au