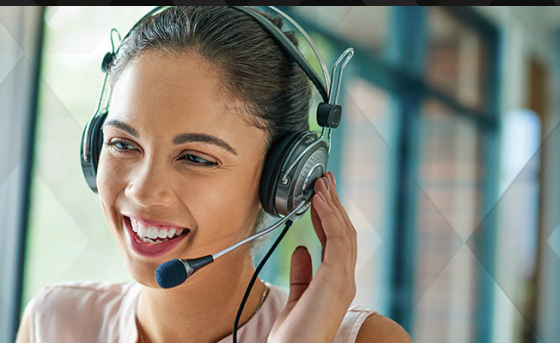


Analytics for Contact Center



Improve visibility into performance

Gain insight into real-time performance and trends

8x8 Analytics for Contact Center empowers contact center managers with customizable reports that highlight the status of critical performance metrics, driving insights needed to optimize customer experiences. Reduce the effort of fine-tuning contact center effectiveness by flagging metrics that are outside targeted boundaries and identifying areas for agent performance improvements.

Improve the Customer Experience

Gain a comprehensive understanding of your customer journeys to easily identify opportunities for improvement.

Optimize operational efficiency

Empower managers with the metrics and knowledge needed to maximize the effectiveness of your contact center.

Fine-tune agent performance

Understand agent strengths and weaknesses to provide prescriptive coaching.

Key Benefits:

- Minimize effort in managing and monitoring the contact center
- Quickly identify trends and opportunities with simple navigation from big-picture to detailed insights
- Easily customize reports to highlight specific focal areas
- Proactively take action to identify and address the root cause of problem areas
- Automatically flag areas of opportunity, then drill into quality, performance, and agent-related metrics

“ With that visibility, we made changes that reduced call answer times by 15% and lowered call abandonment by approximately 60-70%. ”

— Jeremy Hall, Systems Analyst for Bailey International

Gain insight into critical metrics

Easily customize dashboards and wallboards using drag-and-drop widgets

Set thresholds to highlight metrics which are outside targeted boundaries

Expedite visibility into trends and areas of opportunity

Maximize contact center effectiveness

Tailor reports to show the big picture as well as supporting details

Highlight status of performance metrics to ensure optimal operation

Empower supervisors and managers by simplifying discovery of root cause of problems

Turn agents into personal performance managers

Provide prescriptive coaching by sharing relevant data and metrics

Expand agent visibility into their own performance with real-time and historical details

Automatically flag areas of opportunity through quality, performance and agent-related metrics

Empower your team with specific examples

Integrate with 8x8 Quality Management and Speech Analytics for targeted coaching

Coach using specific instances of interactions, annotating with relevant suggestions

Share role model examples of interactions with other agents to provide actionable insights into ideal responses

