

8x8 Service Management For Contact Center

Moving your contact center to the cloud removes much of the service and software tasks for your employees. 8x8's modern cloud is a fully integrated platform for voice, video, chat and contact center. The infrastructure work is done for you, included in your monthly service contract.

8x8 Contact Center offers:

- Global Reach™ & localization
- Omnichannel agent access
- Chat/Team Messaging with 3rd party interoperability
- HD video
- Network, call quality, device and site-level analytics
- Skills-based routing
- Speech Analytics and Quality Management
- Single administration portal with global view
- Integration with leading business applications

Even a cloud-based contact center may require some additional configuration or support, call queue set-up, routing based on digital channel or agent skills and/or assignment of agents to best take advantage of their expertise and schedules.

For businesses with dedicated IT personnel, this is usually not a problem. But what if everyone at your company already has two jobs? How do you make sure communicating with your customers is as efficient as possible?

8x8 Service Management for Contact Center allows your team to offload system tasks to the 8x8 Services team. 8x8 Service Management assures your business has access to a single point of contact for support, assistance with moves/adds/changes and updating user configurations. The service offers easy access to support for system configuration or update requirements. If 24/7 8x8 contact center support is required, it is still available, but 8x8 Service Management offers the user supplemental support for non-critical requirements.

If your company is growing rapidly, needs to move people, is adding locations or maybe is adding more agents you might need a little extra assistance to keep the system configured and connected the way you need it. Or, if you just want to speak with an 8x8 expert, Service Management offers a contact ready to help.

The 8x8 Service Management value for your business:

- Reduce need for in-house administration and management of the contact center
- Get the most out of contact center features
- Get best practices and configuration improvement recommendations
- Timely resolution of support issues from a single point of contact, when needed



8x8 Service Management for Contact Center offers two, five or ten hours of services per month for a set monthly fee.

8x8 Service Management includes:

- ✓ Dedicated technical point of contact at 8x8
- ✓ Design and implementation of queues, channels, call flows and custom reports
- ✓ Design, implementation and updates of IVR flows
- ✓ Assistance with moves, adds and changes
- ✓ Assistance with skill group assignments
- ✓ Quality Management templates set-up
- ✓ Configuration of custom speech topics

With 8x8 Service Management, 8x8 makes sure your system is configured as you want it, quickly updated and optimized for your communication needs all without taking time from your employees' main job—growing your business.

