

8x8 Virtual Contact Centre FAQ Knowledgebase

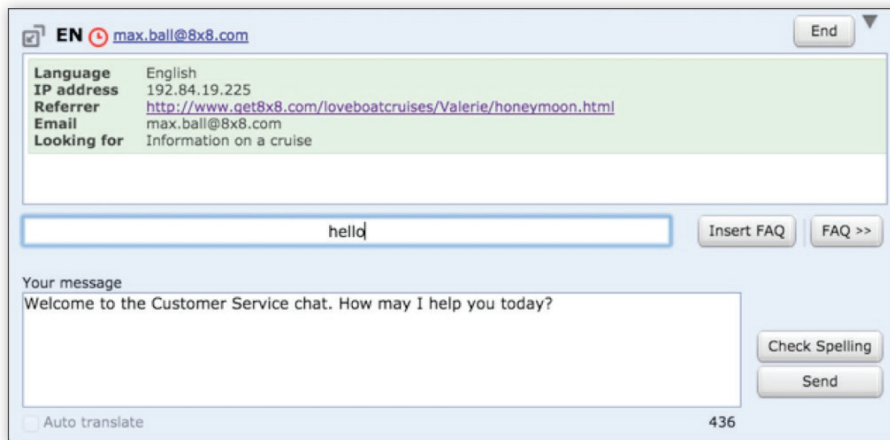


Contact centre agents are constantly answering the same questions. That’s why the Frequently Asked Question (FAQ) Knowledgebase is essential for maximising productivity.

Any time a customer asks a question, agents can refer to the 8x8 FAQ Knowledgebase and provide the right answer quickly, reliably and consistently.

8x8 FAQ Knowledgebase Helps You:

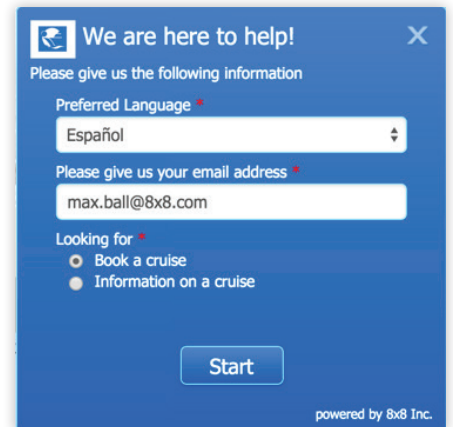
- **Easily create content**—Supervisors can quickly and easily create, edit, arrange, add, delete and manage content.
- **Train new agents**—Supervisors share the same user interface as agents, to help support new and ongoing agent training.
- **Provide comprehensive answers**—Researched, consistent responses with links to additional content means customers get the best answers every time.
- **Respond to changing conditions**—New questions can be added quickly and easily.



Agents can pull a full customer greeting from the FAQ Knowledgebase just by looking up a keyword such as “hello.”

Knowledge is Power

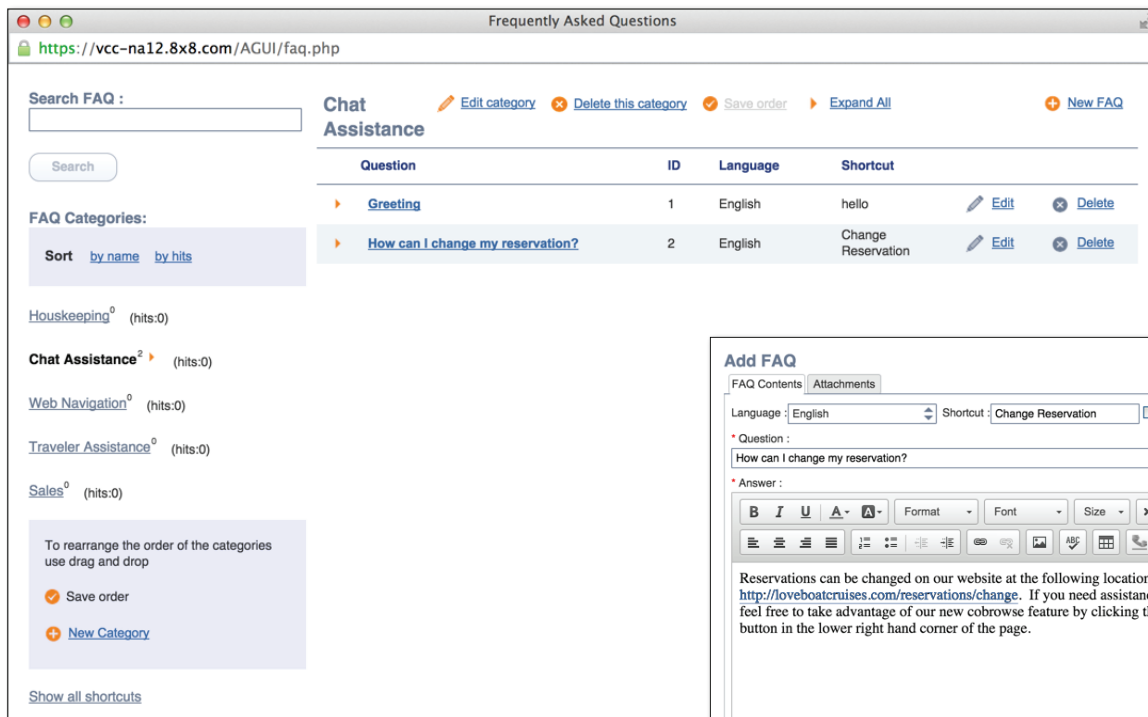
- **Shorten interaction times**—Fast access to the right answers makes it quick and efficient to answer repetitive questions.
- **Increase agent productivity**—Keyword lookup and preformatted responses deliver the fastest answers to customer questions.
- **Provide consistency across channels**—Agents use the same tool to find the answers regardless of which channel they are using for their customer interactions.
- **Translate FAQs**—When used with the 8x8 chat auto-translate option, your FAQ answers can be automatically translated as you respond to chat questions.



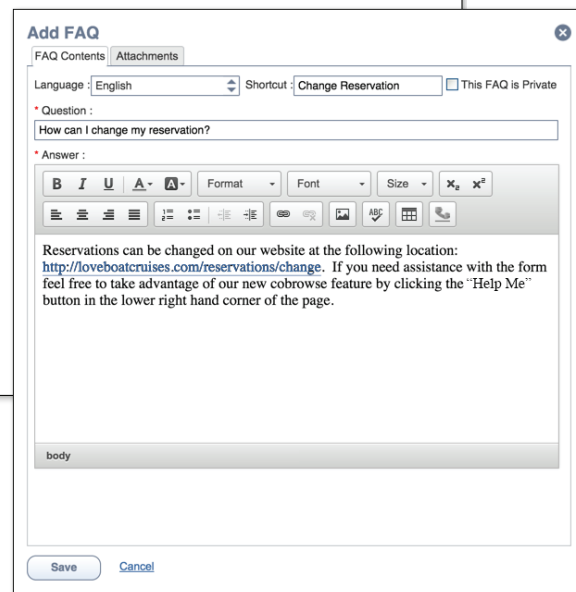
Chat in your language of choice.

Key Features

- **Search content**—Use simple keyword queries to find answers quickly.
- **Import answers**—Build your answers in the tool of your choice and easily import them from Word, Excel or PDF files.
- **Embed hyperlinks**—Provide customers with comprehensive answers to even the most complex questions by embedding hyperlinks in answers.
- **Deliver cross-channel support**—Directly insert answers from the FAQ Knowledgebase into an email, chat or other text-based interaction. Agents can also reference answers for phone-based support.
- **Manage multiple categories**—Efficiently categorise information by creating lists targeted to specific groups, companies and organisations.
- **Response templates**—Response templates can be created by supervisors to provide a consistent look and feel for responses.
- **Multi-language support**—When coupled with 8x8’s auto-translate language chat capabilities, agents can respond in the customer’s preferred language.



Manage FAQs and organise them by categories.



Adding new FAQs is simple.

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

