

## 8x8 Contact Center for ServiceNow

### Enhancing the quality of service and experience

IT Service Management is all about empowering your team by combining the right technology with the IT best practices to deliver support and services to your customers on their journey. 8x8 for ServiceNow tightly integrates the service management and communications further enhancing effectiveness of your team and experience for your customers while reducing the amount of time they spend on admin tasks.

The results? More productive interactions between your employees and customers and faster resolution.



We needed something that would work across the entirety of the business, was seamless to deploy and, most importantly, would boost the user experience for our customers. 8x8 gave us all three.

Jamie Monk,  
Contact Center Operations Manager,  
Swale Heating



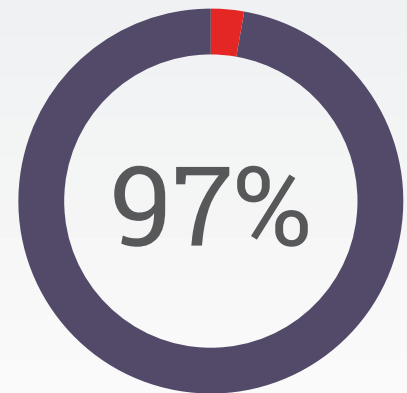
### Key Benefits

#### Enhanced User Experience

Auto call logging and screen pops with relevant information for every call provides context for every conversation and hence better experience.

#### Increased Productivity

Integration gives the user all relevant information in one place and increasing first-call resolutions.

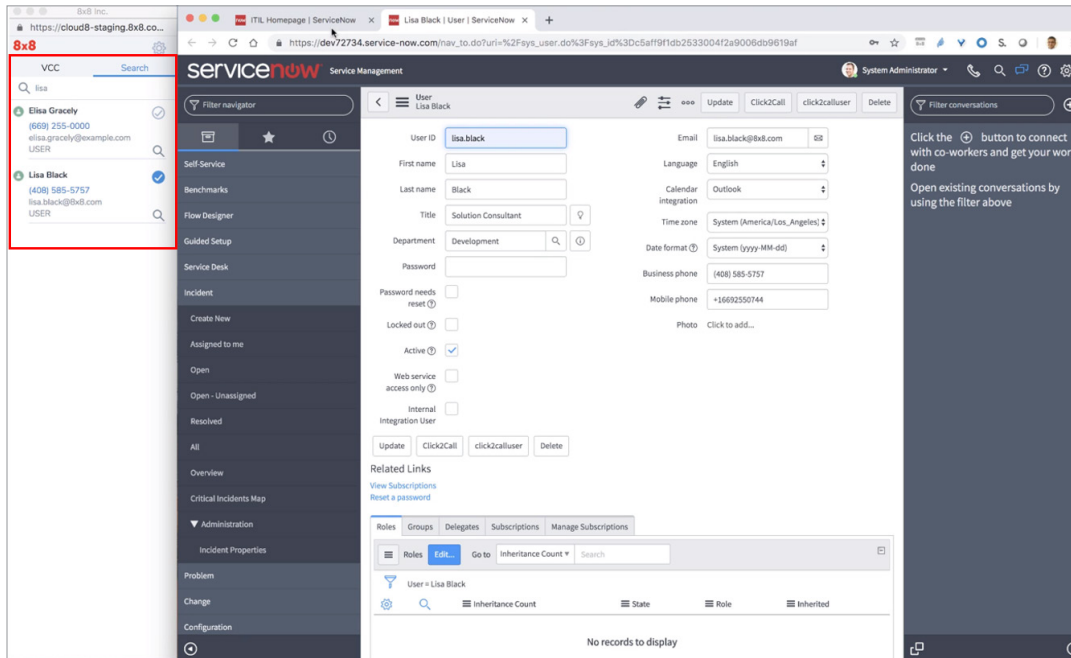
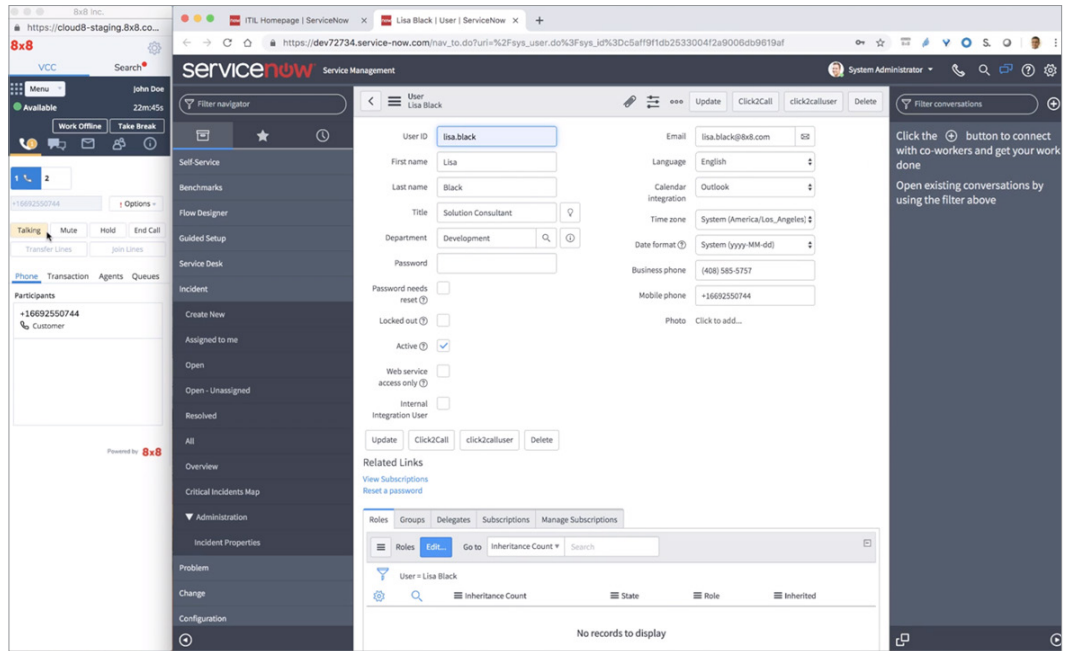


97% of customers feel valued by a company when their query is dealt with properly on the first call.<sup>1</sup>

## 8x8 Contact Center for ServiceNow

### Instant context for every interaction

Window pop with records related to the customer for both inbound and outbound communications along with notifications for no and multi match scenarios

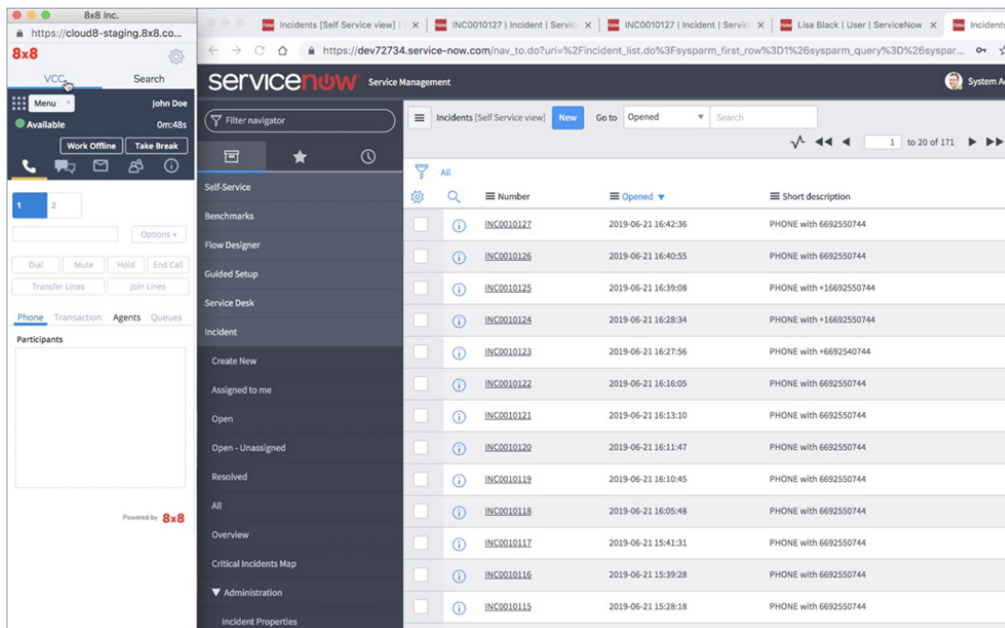
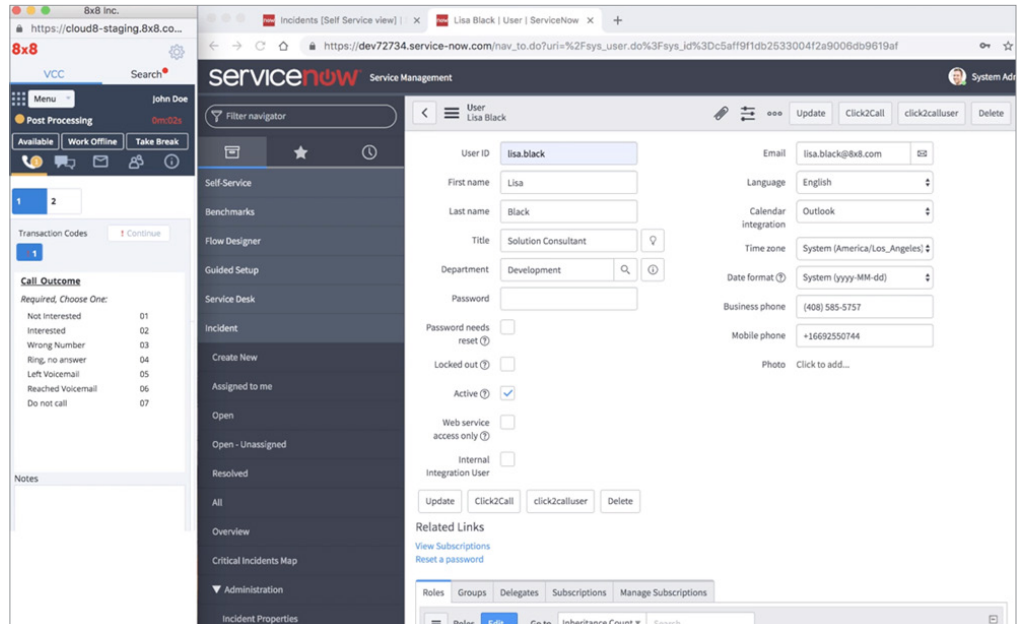


### Integrated search

One tab search across 8x8 directory and ServiceNow's system of records by name, phone number and opportunity

### Auto call logging for easier follow-ups

Accurately store call logs, agent notes and post-call processing for workforce management and future communications.



### Service management and communications on a single platform

Record, merge, transfer, hold and resume calls right from the ServiceNow interface along with managing emails and chats.

### 8x8 Contact Center

X Series delivers the best set of cloud communications features for your business. X Series means integrated phone, meetings, collaboration and contact center to address your most important asset—your customers. All delivered with 8x8’s class-leading voice quality, uptime and security compliances.

Whether you are running a startup or large enterprise, you can waste valuable time and money maintaining and managing an inefficient contact center solution. Outdated premise-based technology only gets in the way of keeping your customers happy. 8x8 can help. Our cloud contact center solution enables you to deliver a customer experience that differentiates your business from the competition. [Learn more](#) about our Contact Center.