

8x8 Intelligent IVR



Speech based caller response

8x8 Intelligent IVR is a speech enabled intelligent voice response system that leverages analytics and AI to provide self-service options for incoming callers. The solution enables organizations to increase first call resolution and assists in reducing expenses for live agents, the feature provides better visibility of the callers needs while reducing administrative effort. 8x8 offers intelligent speech recognition capabilities with simple to use predefined call flows allowing quick updating of call processing options. 8x8 Intelligent IVR extracts information gained from incoming interactions and leverages AI to improve automatic responses.

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Many talk about how AI can add value to customer-facing applications. 8x8 can show concrete business results when adding our 8x8 Intelligent IVR, from reduced costs to better customer experiences through empowered agents.

Improve the IQ of your system

Service leaders are under tremendous pressure to improve customer care while making internal processes more efficient. Integrating Intelligent IVR as part of self-service applications can address bottlenecks in your customer interactions. 8x8 Intelligent IVR can integrate speech recognition and natural language processing into the existing dynamic IVR solution. When your business is ready to advance to an enhanced interface for customers, 8x8 can provide exciting new solutions based on internally developed AI combined with enhanced IVR applications.

Natural language processing (NLP) makes it easier for your customers to get support using the 8x8 Intelligent IVR by dramatically simplifying the complexity of the interaction. It also increases the percentage of inquiries that can be automated, reducing costs. NLP lets you eliminate complex IVR menus and go beyond speech-enabled, directed dialog systems. 8x8 Intelligent IVR with NLP uses available industry standard processing engines.



Make IVR flow changes with ease

8x8's Intelligent IVR includes a graphical design tool to allow you to quickly and easily craft the customer journey within the IVR. Contact centers can build the appropriate call flow and system responses with an intuitive drag and drop editor within Studio. Templates can be developed to handle routine transactions, allowing live agents to more effectively spend their time on more complex questions.

Benefits of 8x8 Intelligent IVR

- **Reduce wait time** with more efficient call processing.
- **Change caller options** quickly in line with latest business decisions.
- **Increase first call resolution** by better subject matter and agent correlation.
- **Reduce lost calls** due to extended wait times to hear new options.
- **Speech recognition allows detailed data capture** to enable better system analysis and easier identification of potential customer journey issues.



8x8, Inc. (NYSE: EGHT) is transforming the future of business communications as a leading Software-as-a-Service provider of voice, video, chat, contact center and enterprise-class API solutions powered by one global cloud communications platform. 8x8 empowers workforces worldwide to connect individuals and teams so they can collaborate faster and work smarter. Real-time analytics and intelligence provide businesses unique insights across all interactions and channels so they can delight end-customers and accelerate their business. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, Twitter and Facebook.

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