

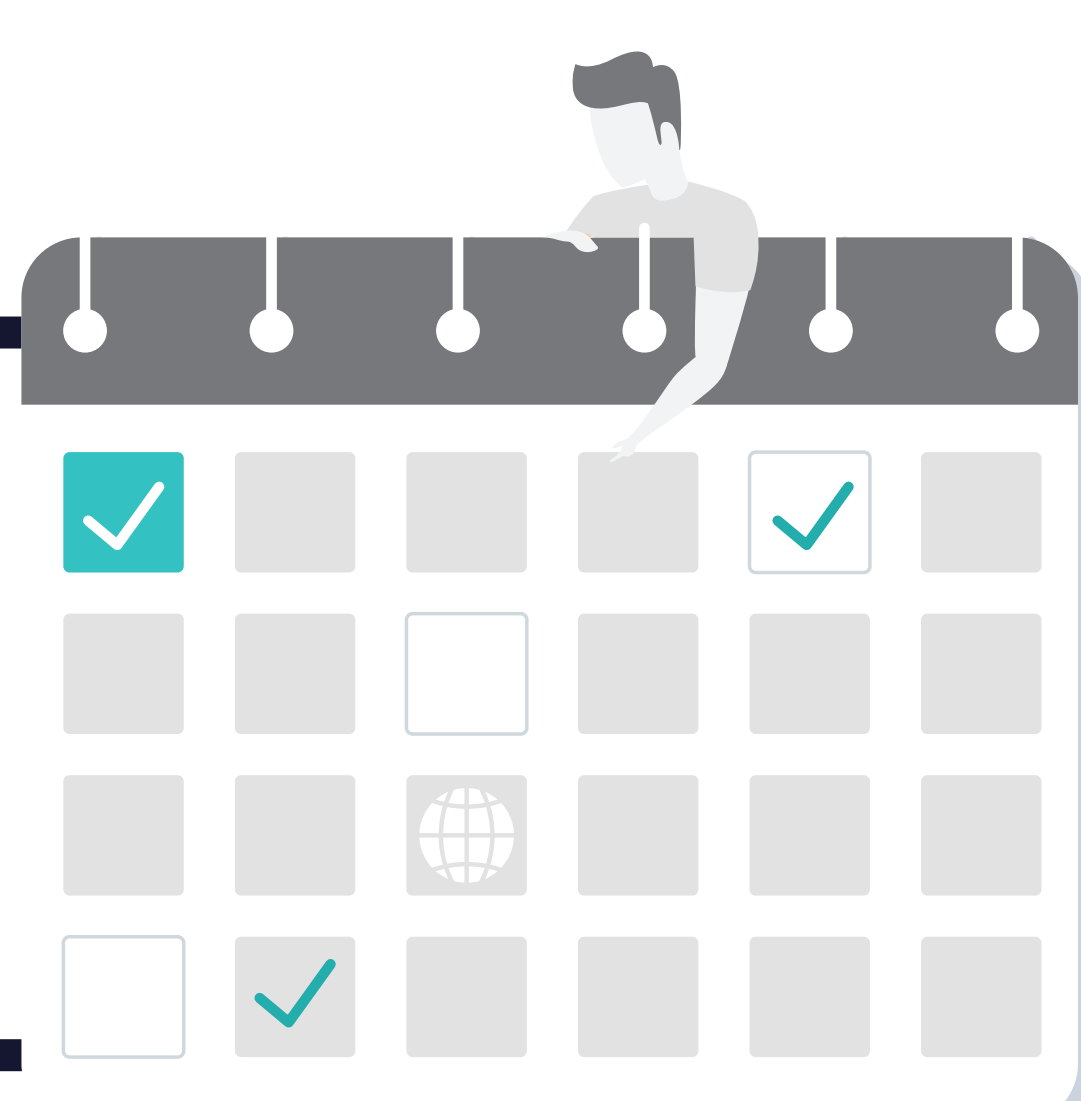
8x8

The Future of AI and the Contact Center

Estimating the 'Agent AI' product segment to be

\$1.2 trillion

in business value by 2030 (Gartner)



By 2020

virtual agents will participate in a majority of commercial interactions between people and businesses. (Gartner)

89%

of consumers say that a quick response was a competitive differentiator when making a buying decision. (Zendesk)

Less than half will wait an hour for a response, and 10% will wait less than five minutes before moving on. (Zendesk)

86%

of respondents still see voice as a primary interface for customer service (Hanover Research)

81%

of respondents think AI will handle mundane tasks, freeing human agents for more complex problem solving in the next five years (Hanover Research)

By 2024

over 50% of user interface interactions will use AI-enabled computer vision, speech, natural language processing and Augmented Reality/Virtual Reality (IDC Market Research).



Conclusion

8x8 Intelligent IVR allows your customers to use standard words to express their questions, issues, needs and hopefully, their desired end results. Your customers get answers to standard inquiries quickly, and you save valuable agent resources for more complex requests. The end result is better customer experiences for all.

8x8

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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