



8x8

What's Cooking at 8x8

Mouthwatering employee recipes and case studies from food and beverage customers

Introduction

Welcome to our delectable world of flavors and stories! We are thrilled to present you with a culinary adventure that will tantalize your taste buds and ignite your imagination. Within these pages, you will find a collection of mouthwatering recipes that will transport you to the kitchens of passionate food lovers like yourself.

But this eBook is more than just a cookbook. It is a celebration of the remarkable companies that are shaping the food and beverage industry, redefining the very essence of customer service. Through the inspiring stories of 8x8 customers, you will discover the innovative ways that they have revolutionized their businesses, leaving a lasting impression on every customer they serve.

Interspersed among these tales of success, you will find a treasure trove of recipes contributed by the customer-facing heroes of 8x8. These dedicated individuals have generously shared their cherished family recipes, handed down through generations, to give you a personal touch to this culinary journey. From comforting classics to bold and exotic flavors, these recipes will inspire you to unleash your creativity in both the realm of communications and the art of cooking.

So, whether you're a seasoned chef or an aspiring home cook, we invite you to embark on this gastronomic exploration. Let the stories fuel your passion for exceptional customer experiences, and let the recipes guide you towards creating masterpieces in your very own kitchen. Prepare to be inspired, captivated, and most importantly, delighted as you savor the flavors and stories that await you in this one-of-a-kind eBook. Enjoy!

Table of Contents

 Click any of the case studies or recipes to go directly to that section.

Ferraro Foods Case Study

- Shakshuka
- Chicken Carciofi
- Rigatoni with Mushroom and Mascarpone Sauce

Empire Merchants Case Study

- Jag (Rice and Beans dish)
- Crab Louie Salad
- Chicken Breast Stuffed with Haggis

Kettle Cuisine Case Study

- Tomato Dressing with Richard's Secret Sauce
- Bacon Brussel Sprouts
- Salsa for Dummies

Lazy Dog Case Study

- Nana's Famous Salsa
- Ukrainian Borscht
- Far Mor's Baked Chicken and Rice

Leading UK Supermarket Chain Case Study

- Caprese Grilled Chicken
- Heart Attack Mac and Cheese
- Chicken Paprika with Drop Dumplings
- Aunt Eleanor's Pineapple Cake

Mangan.ph Case Study

- Shallot + Dill Salmon
- Cook Chili
- Marta's Paella
- Roasted Potato and Chicken Casserole

Casey's Case Study

- Causa Limeña
- Kelly's Sun-kissed Chili Beach Bowl
- Aunt Pat's Chocolate Chip Cookies
- Apple Kuchen

Bonus 1:

Serving up the Future of Work: 8 Delicious Insights for Business Leaders

Bonus 2:

Recipe for a Great Supervisor Experience



How Ferraro Foods savors the flavor of 8x8 cloud communications

Ferraro Foods is a family-owned and operated wholesale distributor of Italian and Mediterranean specialty foods based in Piscataway, New Jersey. With over 40 years of experience, Ferraro Foods has become a leading supplier of high-quality ingredients to restaurants, pizzerias, and supermarkets throughout the tri-state area. Not only does the company pride itself on sourcing only the best food products, but it also sources the best technologies to streamline its business processes and enhance its customer experience.

Since implementing 8x8, Ferraro has been able to standardize communications onto a single, unified platform that connects all employees across the organization. This has significantly improved communications between locations and made it easier for the company to provide efficient and effective customer service.

[Explore some of Ferraro Foods' top-notch recipes](#)





How Ferraro Foods savors the flavor of 8x8 cloud communications

Challenge

Limited communication between locations

Outdated phone systems unable to keep up with modern demands

Difficulty integrating with other applications and infrastructure

Result


Standardized communications on a single cloud platform

Improved communication between locations

Easier collaboration

Scalable solution that integrates well with other applications and infrastructure

[Read more about Ferraro Foods' success with 8x8](#)



"8x8 has become a part of our family, and I can't see us ever going back to the old systems."

Faris Faris,
CTO, Ferraro Foods

Shakshuka



This recipe is for an easy, healthy breakfast with North African/Middle Eastern roots. I discovered shakshuka a few years ago, and it has been a go-to breakfast since. It's a great template to customize with different veggies and flavors to fit your palate.

Shakshuka

Ingredients:

- 2 tbsp olive oil
- 1 yellow onion, diced
- 1 red bell pepper and 1 green bell pepper, seeded and diced
- 1 zucchini, diced
- 3 garlic cloves , minced
- 1 tsp cumin
- 1 tsp smoked paprika
- Salt and pepper, to taste
- ¼ - ½ tsp red pepper flakes, to taste
- 28 oz can of crushed tomatoes
- 2 tbsp harissa paste
- 6 large eggs
- 1/3 cup feta cheese, crumbled
- 1 small bunch fresh oregano, chopped
- 1 small bunch fresh parsley, chopped

Instructions:

1. Heat olive oil in a large skillet over medium heat.
2. Add the diced onion, bell peppers, and zucchini, and cook for 5-10 minutes, stirring frequently, until the onion is translucent.
3. Add minced garlic and cook for 30 seconds, until fragrant.
4. Add crushed tomatoes, harissa paste, cumin, paprika, and crushed red pepper, and half of the parsley and oregano. Stir, bring to a low simmer, and let cook for 5-10 minutes, stirring occasionally.
5. Make 6 small wells into the sauce, and crack an egg into each well. Cover and cook for 5-8 minutes until eggs reach desired doneness.
6. Garnish with feta and remaining oregano and parsley.



Recipe from

Matthew Brundage

Sr. Manager, UX Research | Minneapolis, Minnesota

Chicken Carciofi

I created this recipe based on dishes that my family has enjoyed at two of our favorite restaurants; one in Denver and one in London. I love to cook and spend time in the kitchen, but this is the kind of dish that doesn't take too long (about the time it takes to drink a glass or two of wine).



Chicken Carciofi

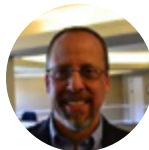
Ingredients:

- 1.5 lbs chicken breast
- ½ cup chicken broth (125ml)
- ½ cup white wine (125ml)
- 1 lemon
- 1-2 tbsp capers (to taste)
- 4 cups artichoke hearts quartered (1000ml), marinated is preferred but not required
- 1-2 tbsp of butter
- Oil (avocado preferred, but any will do)
- Salt
- Pepper

Note: This dish can also be made gluten free by just eliminating the flour and adding a bit more butter at the end to thicken.

Instructions:

1. Thinly slice or pound chicken. Pieces should be no more than 3-4 inches long and ½ inch thick. Season the flour with salt and pepper and dredge the chicken.
2. Over medium-high heat, sauté chicken in oil and butter until chicken is golden brown. Do this in batches, so you don't overcrowd the pan, and add more butter as needed.
3. Remove chicken, set aside, and salt while still warm.
4. Add chicken broth, wine, lemon juice from ½ lemon, and capers and deglaze the pan.
5. Bring to a low boil and add artichokes.
6. Cook until artichokes are warmed though and add chicken back to the pan, bring to a low boil.
7. Add 1-2 tbsp of butter and ½ sliced lemon (remove any seeds), lower heat.
8. When everything is warm, serve with fresh pasta or risotto.



Recipe from

Tom Garvey

Senior Director, Professional Services | Denver, Colorado



Rigatoni with Mushroom and Mascarpone Sauce

We grew up with my Italian grandparents living just a few blocks away. They migrated to the U.S. / California in the 1950's. This was a weekly favorite for Sunday night dinners at their house.

Rigatoni with Mushroom and Mascarpone Sauce

Ingredients:

- 2 tbsp extra virgin olive oil
- 2 shallots
- 1 clove garlic, chopped
- 1 lb mushroom variety pack: Shitake, Button, Cremini, Porcini
- 1/2 cup white wine
- 1/2 cup vegetable stock
- 1 cup mascarpone cheese
- Grated Parmesan and chives to top
- Serve with cooked rigatoni pasta

Instructions:

1. Mix all ingredients together and serve with cooked rigatoni pasta.



Recipe from

Cortny Christensen

Sr. Field Marketing Manager | Millbrae, California



Empire Merchants raises a toast to communications on 8x8

Empire Merchants is the premier wine and spirits distributor in the metropolitan New York area with roots going back to the end of Prohibition. With more than 1,500 dedicated employees and state-of-the-art facilities, Empire Merchants has become synonymous with both service and quality, and has earned the loyalty of more than 10,000 area restaurants, bars, hotels, nightclubs, and retail outlets.

Moving from an aging, on-premises solution to 8x8 in the cloud has brought the company a number of benefits. "8x8 meets our needs now, but I think it will also allow our contact center in particular to grow and improve going forward," says Ed Lederer, CIO at Empire Merchants.





Empire Merchants raises a toast to communications on 8x8

Challenge

Aging, on-premises Cisco system

Complex and difficult to maintain

Became more and expensive over time

Result

Reduced costs for communications

Maintenance can now easily be done in-house

Simple, easy-to-use for employees

[Read more about Empire Merchants' success with 8x8](#)

"We met some big objectives with 8x8. We've reduced our costs. Our team can now maintain the system easily in-house. And our workforce has found 8x8 to be simple and easy to use."

Edward B. Lederer,
Chief Information Officer,
Empire Merchants

Jag



This recipe is from my grandmother and has been in the family for years. We have a very large family, and she would always make this dish for family gatherings, BBQs, and holidays. I'm grateful that I got to eat her delicious food throughout my childhood.

This recipe makes a lot of servings as my grandmother was always cooking for her children and grandchildren, so feel free to cut the recipe in half for smaller portions. My grandmother never measured anything, so season to taste and enjoy for any special occasion!

Jag (Rice and Beans dish)

Ingredients:

- ½ cup butter
- 1 pack of kielbasa sausage, cut into cubes or slices
- 1 large red or white onion, chopped
- 1 green bell pepper, chopped
- 1 red bell pepper, chopped
- 1 tsp ground black pepper
- 1 tsp salt
- 1 tsp garlic powder
- 1 tsp Goya Adobo (all purpose seasoning)
- 1 tsp sugar
- ½ tsp gravy master
- 1 (15.5 ounce) can of dark red kidney beans or any beans of your choice
- 3-4 packets of Sazon seasoning
- 1 ½ cups water (add more if you need it)
- 2 cups slightly cooked white rice

Instructions:

1. Melt butter in a large, heavy pot over medium-high heat.
2. Add kielbasa sausage, onion, bell peppers, seasonings, and 2 packets of the Sazon seasoning. Sauté until vegetables are very tender, 10 to 15 minutes.
3. Stir beans into kielbasa-vegetable mixture and add water; cook until beans are softened, about 5-10 minutes.
4. Pour in slightly cooked rice, add the remaining Sazon packets, and mix it all together.
5. Cover the pot, reduce heat to low, and simmer until rice is tender and liquid is completely absorbed, 10 to 15 minutes. Season to taste.



Recipe from

Brittney Johnson

Customer Marketing Manager | Boston, Massachusetts

Crab Louie Salad



Hailing from the city of swirling fog and majestic bridges, my dear Grandmother Bette was every inch the San Francisco lady of refinement. Bette graced the city's society circles like a pearl in a gilded oyster. She was a maestro of merriment, a dazzling social butterfly often seen flitting from one soirée to the next.

Ah, but let's talk about her *pièce de résistance*: The Crab Louie. This San Franciscan treat was her culinary calling card. This was no ordinary salad, oh no, it was a theatrical performance served on a plate. Bette, the culinary dramatist, would serve this salad tossed casually yet elegantly into outsized clam shells. And then, these sea-inspired bowls of delight were served on an elaborate stage: a grand silver platter, resplendent atop a frosty bed of shaved ice. It was a taste of San Francisco, a taste of elegance, and, above all, a taste of Bette's unmatched sophistication.

Crab Louie Salad

Ingredients:

- 1 cup mayonnaise
- 1/2 to 3/4 cup ketchup
- 1 tsp prepared horseradish
- 1 tbsp lemon juice
- 1 tsp sriracha
- 1 tsp apple cider vinegar
- 1 tsp Worcestershire sauce
- 2 large eggs
- 1 lb large shrimp (12-15 count), peeled and deveined
- 2 hearts romaine lettuce, washed and torn
- 2 ripe Roma tomatoes, cut into 6 wedges each
- 1/2 English cucumber, thinly sliced
- 1 ripe avocado, diced
- Steamed asparagus, optional

Instructions:

1. For the Louie dressing: In a bowl, whisk mayonnaise, ketchup, horseradish, lemon juice, sriracha, vinegar, and Worcestershire sauce. Season with salt and pepper. Refrigerate until needed.
2. Place eggs in a saucepan, cover with cold water, and bring to a boil. Remove from heat, cover, and let stand for 5 minutes. Cool in an ice bath, then peel and quarter.
3. In a large bowl, combine lettuce, tomatoes, cucumber, and avocado. Season to taste, add 1/3 cup dressing, and toss to coat.
4. Divide salad onto four plates. Top with shrimp and eggs. Serve remaining dressing on the side.



Recipe from

Devin Holub

Global Head of Sales Enablement | Denver, Colorado



Chicken Breast Stuffed with Haggis

I first tried haggis in a dish similar to this recipe 20 or so years ago in a restaurant in Edinburgh that overlooked the Grassmarket, and I have liked haggis ever since. It's not something I get in very often, but I'm usually reminded when Burn's Night comes around once a year and it starts appearing in the supermarket more prominently. Some make this dish with a whiskey sauce, but given I'm not a scotch fan, I never have whiskey in the house. This one is paired with a brandy sauce as I always have brandy around for cooking. Hope you enjoy it!

Chicken Breast Stuffed with Haggis

Ingredients:

Chicken

- 2 chicken breasts (200-250g each)
- Haggis (70-100g)
- Prosciutto (3-4 slices per chicken breast)

Instructions:

1. Preheat the oven to 200c / 400°F.

For chicken:

1. Take the chicken, cut a pocket in the side of each breast and stuff each with haggis.
2. Lay 3-4 slices of prosciutto out flat side by side and place one of the chicken breasts across them towards one end of the prosciutto. Wrap the prosciutto around the breast snugly with the overlap of prosciutto underneath the breast, secure with cocktail sticks if needed.
3. Place on a baking tray lined with baking paper.
4. Repeat for each chicken breast.
5. Place baking chicken in the oven. The chicken will take between 30-40 mins to cook.
6. When cooked, remove from heat and let rest.

Chicken Breast Stuffed with Haggis

Ingredients:

Brandy sauce

- 150ml double cream
- 150ml chicken stock
- 50ml brandy
- ½ tsp of dijon mustard (or more to taste)
- Salt & pepper to taste

Instructions

For brandy sauce:

1. Melt a knob of butter in a frying pan and add the brandy. Light the brandy (watch out for the flames!)
2. Once the flames have disappeared, add chicken stock and stir in Dijon mustard.
3. Reduce by a third and add double cream and stir. Reduce sauce down until thicker. If too thick, loosen with more chicken stock.
4. Season to taste with salt and pepper.



Recipe from

Matthew Dakeyne

Senior Director, Product Design and User Experience | Essex/London, UK



Kettle cuisine serves up excellent communications with 8x8

Kettle Cuisine handcrafts fresh, premium soups, broths, sauces, sides, entrees, meats, and more. The company, based out of Lynn, Massachusetts, is committed to making fresh, healthy, and delicious dishes while maintaining their high standards of quality and consistency. While Kettle Cuisine began as a small soup manufacturer serving restaurants in the Boston area, it has grown into a national food business, available at major retailers like Walmart, Trader Joe's, Whole Foods, and more.

Many Kettle Cuisine employees rely on 8x8 Work to communicate with vendors, clients, and teammates, from anywhere. And because 8x8 was set up and running without a hitch, when the pandemic first hit in 2020, Kettle Cuisine was able to transition to a hybrid work model with little to no difficulty, allowing its employees to work remotely as needed.





Kettle cuisine serves up excellent communications with 8x8

Challenge

Disjointed and outdated communications system

Lack of flexibility and agility

Insufficient privacy and security

Result

Migration with zero user impact

Streamlined, consolidated experience

Support for remote and hybrid team

[Read more about Kettle Cuisine's success with 8x8](#)

A top-down view of a bowl of soup, likely clam chowder, garnished with fresh green herbs and red peppercorns. The bowl is white with a blue rim. The background is a light-colored surface with scattered herbs and peppercorns.

"I'm so happy with 8x8's service and the company. Across the board, I'd give them ten stars out of ten. Everything has all been perfectly smooth."

Neal Anderson,
Head of IT at Kettle Cuisine

Tomato Dressing with Richard's Secret Sauce

The San Joaquin Valley in California (running from Redding to Bakersfield) produces 95% of America's tomatoes and a third of all of the tomatoes grown in the world. I grew up in West Sacramento and even worked in the tomato fields one summer during college. I moved back to Sacramento about 10 years ago, and I can see my tomato garden from the window in my office.

Tomatoes are in almost every meal we eat, from ketchup on our hamburgers, to sliced tomatoes in our salads, to every red sauce. But my favorite way to have them is picked from the garden while they are still warm, sliced, dipped in a light sauce. My brother-in-law, Richard Driggs, made the most delicious tomato sauce I have ever had. He's a very nice man and successful dentist, but he guarded his "secret sauce" like it was the "golden goose." He would gladly give away a copy of the recipe, but it was always missing a key ingredient! In July 2008, my father convinced my sister Judy to share Richard's secret sauce. At the bottom of the email, she said: "Guard it with your life!" When my father forwarded it to my sister Jane and myself, he said "For your eyes only."

Tomato Dressing with Richard's Secret Sauce

Ingredients:

- ½ tsp garlic powder
- ½ tsp onion powder
- ½ tsp celery seed or celery salt
- ½ tsp Salad Supreme (McCormick makes it)
- 1 tsp dried basil
- ¼ tsp dry mustard
- 1½ cup seasoned rice vinegar
- ¼ cup (or less) olive oil

Instructions:

1. Find a glass container with a cap that is easy to store in your refrigerator. Pour in the seasoned rice vinegar and olive oil, followed by the spices.
2. Shake vigorously and let it sit in the refrigerator overnight.
3. Put your sliced tomatoes in a bowl, and warm the sauce for 15 seconds in the microwave to get the sauce temperature to match the sliced tomatoes.
4. Pour the sauce over the tomatoes and serve.

This is a special treat that should be shared with all of your friends and family to enjoy! It will make a ripened-on-the-vine tomato explode with flavor.



Recipe from

John W. Combs

8x8 Advisor | Sacramento, California



Bacon Brussel Sprouts

This recipe is from my mother-in-law. She made it for me the first Christmas I spent with them as a family after meeting Lisa. I fell in love with it, so she then made it especially ever since, and now Lisa does too. It started out as a side to get the kids to eat greens and has since become a staple in our house.

Bacon Brussel Sprouts

Ingredients:

- 1-1 ½ lbs Brussel sprouts
- 1 tsp olive oil
- 3 or 4 cloves of garlic, minced
- 100g bacon/lardons
- ½ cup chicken broth
- ½ cup heavy cream
- 2 tsp cornflour
- ½ cup Parmesan cheese
- Salt & pepper to taste

Instructions:

1. Using a skillet, sautee the bacon, sprouts, and garlic for 5 minutes, then set them to the side.
2. In the same pan add the broth, cream, and cornflour together and whisk until smooth.
3. Add the Parmesan and season, then simmer until the sauce starts to thicken.
4. Throw your sprouts and bacon back in and heat through.
5. Serve!



Recipe from

Maxine Eunson

Account Manager | Ipswich, UK

A close-up photograph of a wooden bowl filled with a vibrant red salsa. The salsa has a chunky texture with visible pieces of tomatoes and other vegetables. In the background, several golden-brown tortilla chips are scattered on a wooden surface. The lighting is warm, highlighting the textures of the food.

Salsa for Dummies

Knowing I'm a terrible cook, my very kind friend took pity on me and created an "even you can make this" salsa recipe. It is so yummy, and so easy to make!

Salsa for Dummies

Ingredients:

- 6 hot house or on-the-vine tomatoes (not too firm)
- 6 jalapeños (remove seeds)
- 1 small to medium bunch of cilantro (about 1/2 to 3/4 cup)
- 1/2 medium white onion
- 3 cloves of garlic
- 1 tbsp olive oil
- 1/4 cup (62.5ml) lemon juice (or lime)
- Salt to taste (start with 1/2 tsp, add more if desired)

Instructions:

1. Tomatoes: Remove the stem area, quarter.
2. Jalapeños: Remove stem (top), remove the seeds (seeds = heat) Tip: cut the top, then use a butter knife to scrape out the insides.
3. Cilantro: Remove stems below the leaf bundle (stems where the leaves exist are fine).
4. Onion: Cut in half, peel outer layer, quarter.
5. Garlic: Peel if using fresh garlic.
6. Add all produce to a food processor, pulse to the desired salsa chunky size (don't blend unless you want to drink your salsa).
7. Pour over a strainer to remove extra liquid (if desired).
8. Taste it, then add more salt (you know you didn't add enough).
9. Enjoy!



Recipe from

Missie Dunham

Director, CS Programs & Adoption | Austin, Texas



8x8 accelerates Lazy Dog's rapid expansion

Lazy Dog Restaurant & Bar is a casual dining restaurant chain headquartered in Southern California that serves hand-crafted American food and beverages using seasonally-inspired ingredients.

Lazy Dog is a rapidly growing restaurant chain that's poised to enter new markets. When the company's aging phone system became too difficult to expand and maintain, management decided to move communications to the cloud. A local telecom reseller recommended 8x8 and a competitor, but in the end it was no contest: 8x8 was clearly the better solution. Now Lazy Dog is saving 30-40% in monthly phone costs, and can easily support and expand its cloud-based phone system.





8x8 accelerates Lazy Dog's rapid expansion

Challenge

An aging system that couldn't keep up

Expensive and unpredictable monthly charges

Inability to make simple changes

Result

Access to advanced features

Savings as high as 30-40%, monthly

Staff can make changes easily and independently

[Read more about Lazy Dog's success with 8x8](#)

"Our 8x8 phone system has brought uniformity throughout our organization... It's also enabled us to give customers a consistently high-level experience. In the restaurant industry, that's essential to long-term success."

Anthony Mejia,

Vice President of Information Technology,
Lazy Dog Restaurant and Bar

Nana's Famous Salsa

Natalia became part of my family when my first son Boden, now 16, was only two months old and I was preparing to go back to work in tech marketing. It was love at first sight for all of us, and she was our nanny for 13 years. To our two boys, there are two moms, I am mama and she is Nana. Nana grew up in Mexico City and taught our boys Spanish, helped through their K-6 Spanish immersion school experience, and gave them a love of all things Mexican—most of all her salsa. I hope you all enjoy it as much as our family does.

Nana's Famous Salsa

Ingredients:

- 2-3 white onions, finely chopped
- 3 Roma tomatoes for each onion, finely chopped
- 2-3 limes for each onion, depending on how big and juicy
- 2 cilantro bunches (3 if they're small)
- Olive oil (to taste)
- Salt & pepper (to taste)

Instructions:

1. Mix tomatoes, onion, cilantro, lime juice, and salt.
2. Let it sit for 5 minutes, then add olive oil.
3. Add & adjust salt and pepper to taste.
4. Enjoy!



Recipe from

Lisa Walker

Vice President, Brand & Corporate Marketing | Manchester, Vermont



Natalia (Nana)

The Walker's nanny of 13 years with Lisa's boys



Ukrainian Borscht

In my role at 8x8, I get to engage with new customers and provide them with tailored technical support, all while working alongside a talented team. Outside of work, I cultivate a home garden to grow vegetables, which I then incorporate into my cooking, such as this cherished recipe for Ukrainian Borscht.

Ukrainian Borscht

Ingredients:

- 1 (16 ounce) package pork sausage
- 3 medium beets, peeled and shredded
- 3 carrots, peeled and shredded
- 3 medium baking potatoes, peeled and cubed
- ½ medium head cabbage, cored and shredded
- 1 cup diced tomatoes (240g), drained
- 1 tbsp vegetable oil
- 1 medium onion, chopped
- 1 (6 ounce) can tomato paste
- 8¾ cups water, divided, or as needed
- 3 cloves garlic, minced
- 1 tsp white sugar, or to taste
- Salt and pepper to taste
- ½ cup sour cream, for topping
- 1 tbsp chopped fresh parsley for garnish
- 1/2 - 1 tsp ground chiles for added spice (Note: adding spice is my own variant of Borscht)

Instructions:

1. Crumble sausage into a skillet set over medium-high heat. Cook and stir until no longer pink. Remove from the heat and set aside.
2. Fill a large pot halfway with water (about 8 cups) and bring to a boil.
3. Add sausage to pot, cover pot, and return to a boil. Add beets and cook until they have lost their color. Add carrots and potatoes, and simmer until tender, about 15 minutes.
4. Add cabbage and diced tomatoes to the pot.
5. Heat oil in a skillet over medium heat. Add onion and cook until tender. Stir in tomato paste, ground chiles, and remaining 3/4 cup water until well blended. Transfer to the pot.
6. Add garlic to the soup, cover, and turn off the heat. Let stand for 5 minutes. Stir in sugar and season with salt and pepper.
7. Ladle into serving bowls. Garnish with sour cream and parsley.
8. Suggestion: serve with garlic bread.



Recipe from

Leo Hopkins

Senior Lead Solution Delivery Consultant | Kent, England



Far Mor's Baked Chicken and Rice

Here's my favorite family recipe, passed down from my grandma and grandpa to my mom. It's my favorite dish, and I ask my mom to make it everytime I go home to visit. Note that Far Mor means "mother's father" in Swedish.

Far Mor's Baked Chicken and Rice

Ingredients:

- 4-5 chicken breasts (skin on)
- 1 stick of butter
- Pepperidge Farms seasoned bread crumbs / stuffing
- Fresh lemon
- Poultry seasoning
- Salt and pepper
- 4-5 cups of rice

Instructions:

1. Liberally butter a 9x13 glass baking pan.
2. Wash and pat dry the chicken; add to the pan.
3. Top chicken with butter and sprinkle with salt, pepper, and poultry seasoning.
4. Top with a good layer of crushed stuffing.
5. Cover with tinfoil and bake for 45 minutes.
6. Remove foil, pour lemon juice over all, and add butter as needed. The dish should have a good amount of butter/moisture at the bottom of the pan. If it is looking dry, add more butter and/or chicken broth. This is very important to make sure the dish is tasty!
7. Bake for another 30 minutes or so, and start your rice cooker at this time.
8. Remove chicken from the pan and place on a separate plate.
9. Take the rice from the rice cooker or pot and place rice into the dish that the chicken was in, mix well with the butter, breadcrumb leftovers, etc. You can add more breadcrumbs to the rice to make it extra crunchy.



Recipe from

Victoria Kleinke

Inside Sales Account Executive | Stillwater, Minnesota

Leading UK supermarket chain unifies communications across business operations

For a leading supermarket chain in the UK, communications technology drives the complex inner workings of grocery business operations. From the head office to regional distribution centers and warehouses across the country, the company relies on 8x8 Work to unify and streamline the daily flow of communications between various departments and locations, as well as with suppliers and customers. 8x8 provided a solution that was quick to implement, easy to learn, and offered significant cost savings.

The supermarket chain realized a number of material benefits soon after implementation. 8x8's ease of use meant that the company didn't have to spend extra time and costs on ramping up its workforce. The new system delivered on cost reduction as well. With 8x8, the supermarket chain is saving a significant amount of money just for the customer service operations alone. Over time, the cost savings will make a huge difference to the enterprise. The company projects substantial savings over five years—funds that could go into any number of operations improvements in future.



Leading UK supermarket chain unifies communications across business operations

Challenge

Fragmented communications from disparate legacy systems

Legacy systems were expensive to operate and maintain

Some systems were difficult to understand, use, and customize

Result

8x8 unified communications across departments and locations

Easy onboarding and use, even for non-tech-savvy users

Significant cost savings on monthly fees and maintenance

[Read more about the supermarket's success with 8x8](#)



"Not only did 8x8 meet all of the requirements of our various locations," says the IT Analyst, "but the actual offering was far and beyond better than the other solutions we evaluated."

Network IT Analyst



Caprese Grilled Chicken

One of my favorite things to do after a long day at work is to fire up the grill and watch my pups play in the backyard while the smell of grilled chicken over charcoal fills the air. Summers in Atlanta are HOT, and this recipe is light and refreshing, making it one of my easy go-tos.

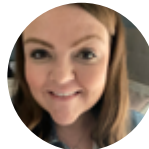
Caprese Grilled Chicken

Ingredients:

- 1 (8 oz) chicken breast, sliced in half
- 2 tbsp tomato-basil vinegar
- 6 slices of fresh mozzarella
- Fresh basil
- 1 tomato, sliced into 4 pieces
- Balsamic glaze
- Salt and pepper to taste
- Oregano to taste

Instructions:

1. In a large shallow bowl, mix together tomato-basil vinegar, salt, pepper, and oregano. Add in the chicken and allow to marinate for at least 1 hour (4 hours for best flavor).
2. Preheat and prep the grill. Add chicken breasts to the grill and heat until cooked to an internal temperature of 165 degrees all the way through.
3. Remove from the grill, add 2 slices of tomatoes and 3 slices of mozzarella, alternating each slice, to each chicken breast. Add chicken back to the grill for about 2 minutes until the cheese is melted.
4. Remove from grill and top with fresh basil and drizzle with balsamic glaze
5. Serve with your favorite sides and enjoy!



Recipe from

Ali Smith

Senior ABM Manager | Atlanta, Georgia



Heart Attack Mac and Cheese

This dish has become a family favorite after it was shared by a colleague years ago. Everyone is always so surprised that there is no butter in this recipe, but rather an entire quart of heavy cream! It is easy to make ahead and keep in the fridge until you are ready to bake and serve, or even freeze for a rainy day. My family loves this dish with big pieces of lobster added and a green salad served to the side.

Heart Attack Mac and Cheese

Ingredients:

- 1 lb rigatoni noodles
- 1 quart heavy whipping cream
- 8 oz shredded Cheddar cheese
- 8 oz shredded Monterey Jack cheese
- 4 oz grated Parmesan cheese
- Salt

Instructions:

1. Fill a large pot of water and bring to a boil. Add salt until it tastes like sea water. Yes, lots of salt!
2. Once the water is boiling, add pasta and cook until just done and drain. Do not rinse pasta with cool water!
3. Return pasta to pot and add 1/3 of cheddar and monterey jack cheeses and heavy cream.
4. Add half of the Parmesan cheese and mix well. At this point, the texture should be soup-like.
5. Pour the mix into a 9x13 baking dish and top with remaining Cheddar and Monterey Jack on top. Sprinkle with the rest of the Parmesan cheese.
6. Bake at 350 degrees, uncovered on top rack for 30 minutes (or until top is browned nicely and cream mixture has thickened.)



Recipe from

Katie McPherson

Director, NA Channel Marketing | Greenville, South Carolina



Chicken Paprika with Drop Dumplings

My great grandparents were born in Hungary, immigrated to the U.S., and had my Grandpa in Chicago, IL. Every holiday, we visited from California and they always made sure to serve this dish. It's nice comfort food for the holidays, or anytime you want to try something a bit different!

Chicken Paprika with Drop Dumplings

Ingredients:

For chicken:

- 1 lb chicken breast
- 3 tbsp shortening or oil
- 2 medium onion, chopped fine
- 2 tsp paprika
- Salt and pepper to taste
- 1 (16 oz) container of sour cream
- Cornstarch or flour to thicken gravy
- 2 cups chicken broth

For drop dumplings:

- 2 cups sifted flour
- 1 tsp salt
- 2 eggs
- About 3/4 cup water

Instructions:

1. Melt shortening, add chopped onion, and fry until golden brown. Add paprika and 2 cups of chicken broth, and simmer for about half an hour on low flame.
2. Add chicken pieces and enough broth to cover, and cook chicken until done (half hour to 45 minutes depending on thickness of chicken). Do not overcook the chicken or it will fall apart when you serve!
3. When the chicken is done, remove the pieces and stir in the sour cream. It may look curdled, but don't worry, it will smooth out while it's simmering. Thicken to desired gravy consistency with cornstarch, return the chicken, and simmer for about 15 minutes and serve with little dumplings. (If there is too much fat on top, skim off, and throw away.)
4. Add salt and pepper to taste.
5. To cook the dumplings, boil water in a large pot, add 1-2 teaspoons of salt when it's boiling. Meanwhile mix drop dumpling ingredients until well blended.
6. To cook, put part of the dough (it's sticky) on a breadboard or plate, put the tip of a knife in the boiling water, then cut off a little piece of the dough and push it into the boiling water. (Make the size you like) They will cook quickly, and are done when they rise to the top. Then skim off the first batch, and finish the rest of the dough. Either serve at once, or keep them warm.



Recipe from

Nicole D'alessandro

Manager, Customer Success Programs & Adoption | Diamond Bar, California

A round, golden-brown pineapple cake sits on a wooden cutting board. The cake has a slightly textured top with some pineapple chunks visible. A knife is partially visible in the bottom right corner. The background is softly blurred, showing a green container and a wooden handle.

Aunt Eleanor's Pineapple Cake

My great aunt Eleanor baked this cake every year to celebrate my grandfather's (her brother's) birthday. More than one handwritten copy of this recipe was found in my grandmother's recipe box for fear of losing it because he looked forward to it every year.

Aunt Eleanor's Pineapple Cake

Ingredients:

- 2 eggs
- 20 ounce can of crushed pineapple
- 2 cups all purpose flour
- 1 cup granulated sugar
- 1 cup brown sugar
- 2 tsp baking soda

Instructions:

1. In a large mixing bowl, beat 2 eggs until light and fluffy.
2. Stir in pineapple and dry ingredients. Mix by hand.
3. Stir in 1 cup chopped walnuts.
4. Spread evenly into an ungreased 9x13x2 baking pan.
5. Bake at 350 for 45 to 50 minutes or until the toothpick comes out clean.
6. Once cool, top with cream cheese frosting.



Recipe from

Sarah Murphy

Senior Product Marketing Manager | Nashua, New Hampshire



8x8 saves Mangan.ph thousands of work hours

Mangan.ph is an online food delivery service based in Angeles City, the culinary capital of the Philippines. It aims to boost the sales of their restaurant partners through their interactive website and mobile app.

The company needed a reliable SMS API that could allow their team to confirm new members into their system and programmatically communicate with current members. Prior to engaging with 8x8, Mangan.ph would manually send messages to individual customers who registered on their site, thus taking up tons of time and effort.

With the SMS API integrated onto their platform, Mangan.ph's customers are now able to receive messages to confirm and track their food orders - a key factor to achieving a better customer experience.

The Mangan.ph team was thrilled when they saw a 35% increase in customer satisfaction as they enjoyed instant updates on their order status via SMS messages. Now Mangan.ph requires less customer support on their part as processes have been made automated and simple.





8x8 saves Mangan.ph thousands of work hours

Challenge

Current system required Mangan.ph to manually send messages to individual customers who registered on their site, taking up tons of time and effort.

Mangan.ph sought a reliable SMS API to streamline and simplify communications with customers

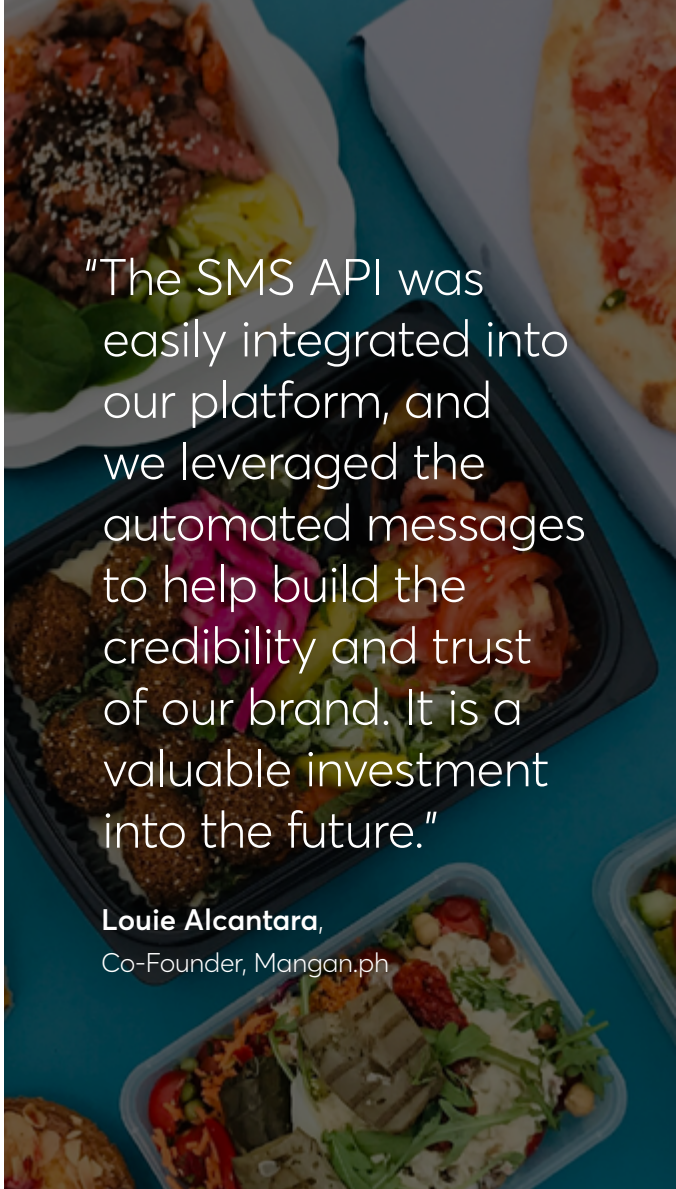
Result

35% increase in customer satisfaction as customers enjoyed instant updates on order status

25% increase in productivity with automated and simplified processes

Hundreds of hours saved not having to message each customer individually

[Read more about Mangan.ph's success with 8x8](#)



"The SMS API was easily integrated into our platform, and we leveraged the automated messages to help build the credibility and trust of our brand. It is a valuable investment into the future."

Louie Alcantara,
Co-Founder, Mangan.ph



Shallot and Dill Salmon

This is my shallot and dill salmon recipe. It's kind of become a family recipe, my wife asks for it at least twice a week. It's super quick, minimal, and easy. It goes great with a light green salad, mushrooms, rice, or potatoes. This recipe is a spin on how we cook seafood back home in Kuwait. All of our seafood dishes are rich in onions and greens and spices. I love using local ingredients, and because I live in California, this is my spin on those flavors using ingredients local to me.

Shallot and Dill Salmon

Ingredients:

- 1-2 shallots
- ½-1 cup of dill
- ½ cup mayo
- 1 lb salmon
- ½ tbsp lemon pepper

Instructions:

1. Thinly slice a whole shallot or 2, depending on size. Ideally, you want enough to match the size of a baseball.
2. Remove the stem from ½-1 cup of dill.
3. In a bowl, combine ½ cup mayo (I use Kewpie), sliced shallots, dill, and lemon pepper. Add a dash of salt if you like, but I prefer to serve it with some big Maldon sea salt flakes on top.
4. Cover the whole filet with the mixture and put it in the oven, on a flat pan. Tip: parchment paper makes for easy cleanup.
5. Bake at 425°F for 20-25 minutes, depending on the size of the filet. If you use a thermometer, I pull it at 120°F degrees and broil it on high for 5 minutes to get the crispy bits on top, or until cooking temp reaches 145°F.



Recipe from

Mohammed Alkhadher

Sr. Digital Content Director | Redwood City, California

Cook Chili

The Cook Chili recipe has been evolving over the last 20 years. Through birthdays, Super Bowl parties (Go Bills!), or just getting together with family, Cook Chili has always been enjoyed and has just the right amount of kick! Feel free to add additional brown sugar (the secret ingredient). You're welcome to serve it with sour cream, sharp cheddar cheese, and chips. When you have leftovers, get a block of cream cheese, spread it on the bottom of a glass Pyrex pan, add a generous layer of chili, top with sharp cheddar cheese, throw it in the oven at 350 degrees until the cheese is melted (around 10 minutes) and enjoy the best chili cheese dip!

Cook Chili

Ingredients:

- 2 lbs 90/10 ground beef
- 1 sweet onion, chopped
- 2 red bell peppers, seeded and diced
- 4 cloves garlic, pressed
- 2 tbsp chili powder
- 1 tbsp ground cumin
- 1 tsp salt
- 1 tsp ground black pepper
- 1 (6 oz) can tomato paste
- 2 (15 oz) cans red kidney beans with liquid
- 1 (14.05 oz) can Italian style stewed tomatoes
- 1 (7 oz) can chipotle peppers in adobo sauce
- 2 cups water
- 1 cup water with ¼ cup flour
- 1 tbsp rice vinegar
- 3 tbsp brown sugar

Instructions:

1. Brown beef, drain, and put in a crock pot.
2. Cook onions, peppers, and jalapenos until tender. Add in garlic and cook for 1 minute more. Put in a crock pot.
3. Add chili powder, cumin, salt, and pepper.
4. Add tomatoes and chipotle peppers. Add to the crock pot with 2 cups of water. Mix water and flour and add.
5. Add brown sugar and rice vinegar. Stir all together.
6. Cook on low for 2 hours and serve hot.



Recipe from

Stephen Cook

Sr. Director, Global Customer Success | Rochester, New York

Marta's Paella

While visiting Barcelona a few years back, we joined an “Eat With” cooking class and dinner hosted by Marta Amb Tu Cuinem and learned to make Paella. We were in a rooftop apartment in the heart of Barcelona on a small outdoor patio with a propane burner specifically designed for Paella. Everyone in the class was assigned some cutting/cleaning activity, then we watched as our host pulled everything together into the dish. Then we all ate together—it was wonderful! We have reproduced it often using the paella pan on the outdoor grill with friends. I like to make my own fish stock with shrimp shells, or lobster shells, some veggies and parsley stems (no leaves) in advance for the best flavors.

Marta's Paella

Ingredients:

- 1 green pepper
- 1 onion
- 2 small tomatoes
- 3 cloves of garlic
- 2 artichokes (or you can use green beans, peas, etc.)
- 7 oz pork chop cut into small pieces
- 7 oz chicken or sausages also cut into small pieces
- 12 mussels
- 12 clams
- 6 large shrimp
- 6 large prawns
- 1 cuttlefish
- Fish stock (2 cups of stock for one cup of rice; est to make your own fish stock)
- 2½ oz rice per person
- 1 roasted red bell pepper
- Virgin olive oil
- Salt and pepper

Instructions:

1. Chop the sofrito vegetables very small (green pepper, onion, garlic, and tomatoes).
2. Remove the hard outer leaves from the artichokes, cut the tops off. Cut them in quarters and then in slices. Add lemon to avoid oxidation.
3. Remove the skin and the seeds from the roasted bell pepper and cut it into strips.
4. Steam the mussels and the clams. Reserve for later.
5. Pour olive oil in the paella pan and sauté the shrimp and prawns for about 2 minutes on each side. Remove them from the pan.
6. Do the same with the cuttlefish.
7. Sauté the pork and the chicken.
8. Sauté the artichokes.
9. To make the sofrito, first cook the onions. Sauté them for a while, the longer, the better. Then add the green pepper, and when it is almost done, the garlic. The last ingredient in the sofrito is the tomatoes.
10. Add the rice and mix well to make sure it absorbs all the flavors.
11. It is time to incorporate the meat, the cuttlefish, and the artichokes into the Paella.
12. Add the fish stock. Let it cook until the rice is almost done.
13. If the socarrat (burned bottom) is important to you, when most of the liquid has evaporated and the rice is almost fully cooked, turn down the heat to low. Low heat prevents the grains from charring, as they have no liquid layer of protection.
14. Turn off the heat and arrange the mussels, clams, shrimp, and prawns on top of the paella.
15. Place the roasted red pepper strips on top of the paella.
16. Cover the Paella and let it rest for 5 minutes.
17. Paella is ready to eat.



Recipe from
Jenny Hood

Senior Director, GCC, Operations & Programs
Los Altos, California



Roasted Potato and Chicken Casserole

This is a dish my mother would make. Over the years I have modified it as we tend to enjoy spicier dishes.

This roasted new potato and chicken casserole makes for a satisfying and flavorful meal. Serve it alongside a green salad or steamed vegetables for a complete dinner. Enjoy!

Roasted Potato and Chicken Casserole

Ingredients:

- 1.5 lbs boneless, skinless chicken breasts, cut into bite-sized pieces
- 6 slices of bacon
- 1.5 lbs new potatoes, quartered
- 1 onion, diced
- 1 bunch of green onion
- 3 cloves of garlic, minced
- 2 tbsp olive oil
- 1 tsp paprika
- 1/2 tsp salt
- 1/4 tsp black pepper
- 1/4 cup of Franks Hot Sauce (modify for heat level)
- 1/2 cup heavy cream
- 1 lb shredded Colby Jack cheese
- Fresh parsley, chopped (for garnish, optional)

Instructions:

1. Preheat your oven to 400°F (200°C). Grease a 9x13-inch baking dish with cooking spray or olive oil.
2. In a large bowl, combine the quartered new potatoes with olive oil, salt, and pepper, and roast in the oven until done.
3. Cook diced chicken pieces in a skillet with olive oil, season with salt and pepper.
4. While potatoes are roasting, in a large bowl, combine the chicken pieces, diced onion, minced garlic, paprika, hot sauce, and 1/2 lb of cheese. Toss everything together until the chicken is evenly coated with the seasoning mixture.
5. Cook 6 slices of bacon, and chop for bacon bits.
6. Combine the chicken and roasted potato to the prepared baking dish, spreading it out in an even layer.
7. Drizzle the heavy cream evenly over the top.
8. Cover the mixture with 1/2 lb of cheese, chopped green onion, parsley, and bacon.
9. Cover the baking dish with foil and bake in the preheated oven for 30 minutes.
10. Uncover the casserole and continue baking for an additional 15-20 minutes, or until the cheese is melted and bubbly (golden brown).
11. Once the casserole is done, remove it from the oven and let it cool for a few minutes. Garnish with your favorite sour cream and a drizzle of Franks.



Recipe from

Recipe from Byron Evans

Senior Manager, Professional Services | San Leon, Texas



Casey's serves up excellent service at 80% lower phone costs with 8x8

Casey's is a Fortune 500 company operating over 2,500 convenience stores. Founded more than 50 years ago, the company has grown to become the third-largest convenience store retailer and the fifth-largest pizza chain in the United States.

For Casey's, moving to 8x8's integrated, cloud-based system has massively increased the company's agility and flexibility. Moving from an expensive and disjointed PBX/POTS solution has been huge for both the company and its customers.

The previous solution spelled trouble, especially on game days or busy weekend nights, where lots of customers were calling in for pizzas. Now, they have a sophisticated queuing system for callers, with a recording that reminds them of alternate wait-free ordering options like their mobile app, moving an average of 5% to 10% of phone orders to the web.

Casey's has also been able to realize sizable savings since migrating to 8x8. For store phone costs that means up to an 80 percent reduction in costs once fully implemented, not to mention the added revenue from fewer dropped calls and lost orders.





Casey's serves up excellent service at 80% lower phone costs with 8x8

Challenge

Expensive and disjointed PBX/POTS solution

Long call wait times and frustrated customers

Lack of visibility

Result

Decreased wait times with auto-attendants, seamless call routing

Increased flexibility and agility

Happier customers, fewer dropped calls, 80% reduction in phone costs

[Read more about Casey's success with 8x8](#)



"Everything we're doing with 8x8 is taking us to a better place."

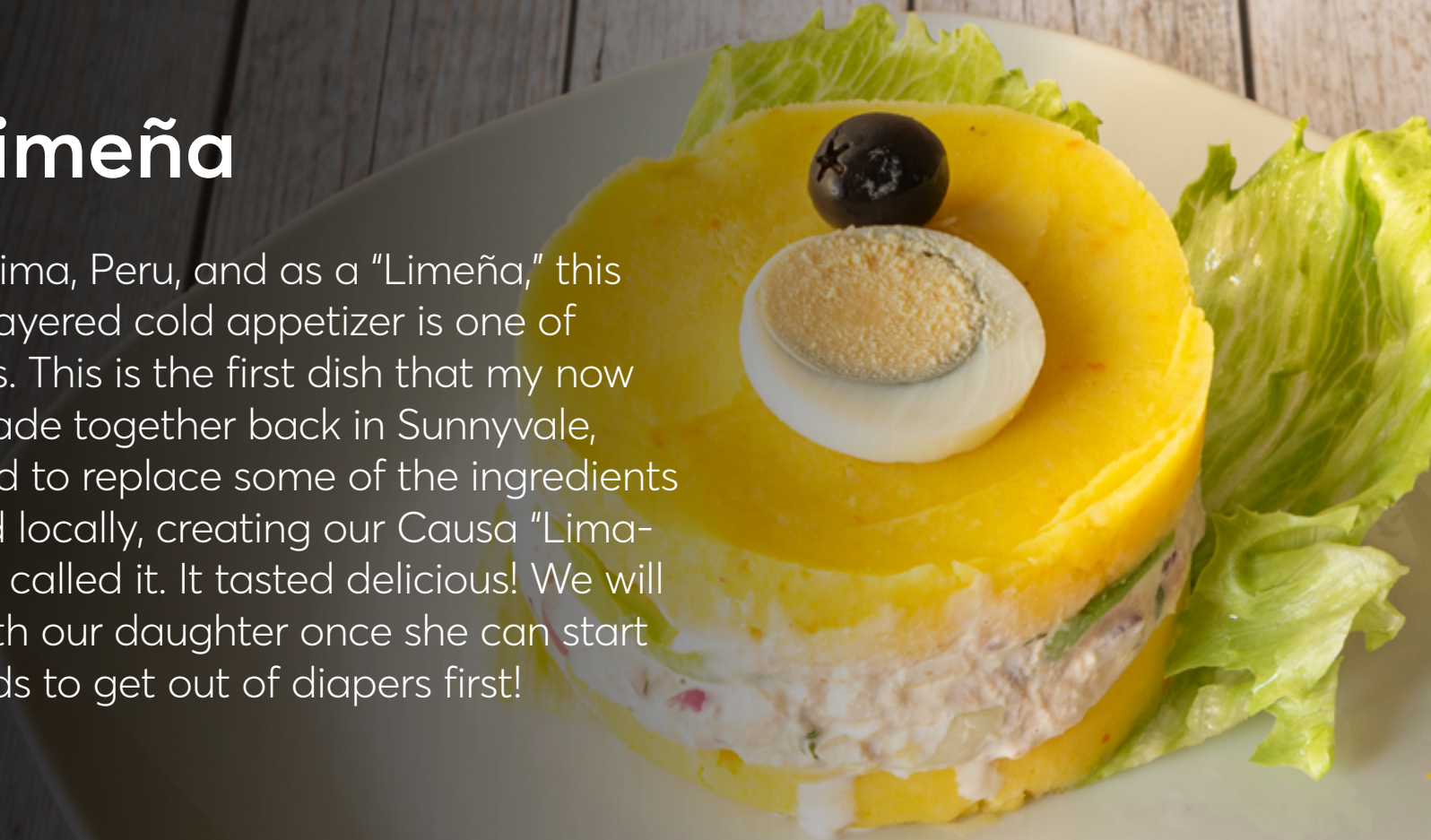
John Jolliffe,

Casey's IT Infrastructure

Engineering Manager

Causa Limeña

I am a native of Lima, Peru, and as a "Limeña," this Peruvian potato layered cold appetizer is one of my favorite dishes. This is the first dish that my now husband and I made together back in Sunnyvale, California. We had to replace some of the ingredients with what we had locally, creating our Causa "Lima-Sunnyvale", as we called it. It tasted delicious! We will make this dish with our daughter once she can start cooking. She needs to get out of diapers first!



Causa Limeña

Ingredients:

- 4 cups yellow potatoes (or Yukon potatoes)
- 2 cups chicken breast, cooked and minced
- 1 cup mayonnaise
- ½ cup peas
- ½ cup red onion
- 1 1/2 tsp Peruvian Aji Amarillo paste
- 2 limes (preferably Mexican limes)
- ¼ vegetable oil (can use olive oil if preferred)
- ½ avocado
- 1 boiled egg (for garnish)
- A few parsley leaves (for garnish)
- 1 tsp salt
- Pepper

Instructions:


1. In a bowl, mix the chicken, peas, and onion with mayonnaise (reserve 2 tbsp for garnish). Salt and pepper to taste. Refrigerate until ready to use.
2. In a pot with cold water, place the potatoes and cook until ready. In a bowl, peel and mash the potatoes until smooth. Let it cool.
3. To the potatoes, add Peruvian Aji amarillo paste, oil, and lime juice and continue mashing.
4. Now, it is time to layer the potato with the other ingredients. You can use a metal ring to create individual Causa portions or a rectangular pyrex for one large Causa (it can be portioned as desired).
5. Start with a potato layer, continue with avocado slices, again a potato layer, then chicken mix, and finally a potato layer. The potato layers are about ¼ to ½ inch thick.
6. Once layered, spread the reserved mayonnaise and top with quartered (or chopped if preferred) eggs and parsley leaves. Refrigerate until ready to serve.



Recipe from

Lorena Cuadra Casady

8x8 Program Manager | Sunnyvale, California



Kelly's Sun-Kissed Chili Beach Bowl

We love some hot chili any time of year! I've made many iterations of this recipe over the years, but this is my favorite. I actually entered a chili contest for the first time this year and came in third place. Note that this recipe is for four servings. Enjoy!

Kelly's Sun-Kissed Chili Beach Bowl

Ingredients:

- 1 lb ground beef
- 1-2 beef kielbasa links
- 1 28 oz can diced tomatoes
- 1 6 oz can tomato paste
- 1 15 oz can dark kidney beans
- 1 15 oz can white cannellini beans
- 1/2 of a 15 oz can of corn
- 2 tsp salt
- 1 tsp pepper
- 1 tsp onion powder
- 1 heaping tbsp cumin
- 1 heaping tbsp chili powder
- 1/8 - 1/4 tsp ground cayenne pepper (to taste)
- 2 tbsp brown sugar

Fixings:

- Shredded cheese
- Sour cream
- Sliced jalapeños
- Corn bread

Instructions:

1. Dice up beef kielbasa. Set aside.
2. In a colander, drain kidney beans, cannellini beans, and corn. Set aside.
3. In a medium stock pot, add 2 tbsp of olive oil and cook ground beef thoroughly. Drain excess fat.
4. Add in diced beef kielbasa, kidney beans, cannellini beans, corn, diced tomatoes (undrained). Thoroughly, but gently, mix ingredients.
5. Turn stove top to low heat and cover with lid. Allow to heat for 30 minutes, stirring every 10 minutes.
6. Add in tomato paste and gently stir. Allow to heat for another 30 mins. If ingredients start to bubble, turn down to a simmer.
7. Add in all spices and taste test.
8. Let simmer longer, or eat if you're hungry!



Recipe from

Kelly Lawrence

Customer Success Manager | New Port Richey, Florida



Aunt Pat's Chocolate Chip Cookies

Baking is something I've always enjoyed doing with my kids. One of our favorite recipes is my Aunt Pat's chocolate chip cookies. What makes this recipe unique is that it contains no brown sugar. Now that my kids are in college they can't help me make them, but they sure do love it when their care packages arrive at their dorms!

Aunt Pat's Chocolate Chip Cookies

Ingredients:

- 2 cups flour
- 1 tsp baking soda
- 1 tsp salt
- 2 sticks (1 cup) butter
- 1½ cup sugar
- 1 egg
- 1 tsp vanilla
- 1 pkg semisweet chips

Instructions:

1. Mix flour, baking soda, and salt. Set aside.
2. In a large bowl, cream butter until fluffy and light. Gradually beat in sugar until light. Beat in egg and vanilla until blended and fluffy. Stir in flour mixture, chocolate until well mixed.
3. Shape into small balls and refrigerate for at least an hour.
4. Bake on an ungreased cookie sheet at 350°F (180°C) for 10-12 minutes.



Recipe from

Nancy Zimmermann

Senior Customer Marketing Manager | Dallas, Texas

Apple Kuchen



These bars are a desert that my mom would always make for gatherings and events. Since she does not bake anymore, I made them recently for a family reunion. My wife and children did not know that I had made them, and at the reunion, they said that I had to try these apple bars because they were really good! When I told them that I made them, they did not believe me, however, now I am asked to make them quite regularly.

Apple Kuchen

Ingredients:

- ½ cup margarine
- 1 pkg yellow cake mix
- ½ cup coconut
- 2 ½ cups apple slices (thin)
- ½ cup sugar
- 1 tbsp cinnamon
- 1 cup sour cream
- 1 egg

Instructions:

1. Preheat the oven to 325°F.
2. Mix sugar and cinnamon, set aside.
3. Cut margarine into cake mix until crumbly.
4. Add coconut to the cake mix.
5. Press into an ungreased 13x9 pan (glass seems to work best).
6. Bake for 10 minutes at 325°F and take out.
7. Arrange apple slices on warm crust.
8. Sprinkle sugar cinnamon mixture on apples.
9. Blend sour cream and egg, and drizzle over apples.
10. Bake for 25-30 minutes at 325°F.
11. Let cool. Cut into small squares and enjoy!



Recipe from

Marc Harer

Field Sales Account Executive | River Falls, Wisconsin

Serving up the Future of Work: 8 Delicious Insights for Business Leaders

Today's business leaders have simmered through an array of challenges, much like skilled chefs in a bustling kitchen. They've faced the sudden demand for digital and cloud-first experiences, a shortage of talent, unprecedented IT security concerns, and unexpected competition. But change remains on the menu, particularly when it comes to the future of work. It's a recipe that defines how work, workers, and the workplace will evolve in the years ahead.

In a recent global survey commissioned by 8x8, Hanover Research gathered insights from approximately 500 IT and CX leaders. They delved into the current challenges, competitive stance, and the impact of the future of work on employee and customer experiences. Here are eight intriguing takeaways to savor.



1. Sixty percent (60%) of IT and CX leaders believe the workforce will be predominantly hybrid by 2030. Just 7% believe that work will return to predominantly in-office.
2. More than half (54%) say work-from-anywhere options should be available to every employee whose role allows it, and with the same rate of pay as an in-office peer.
3. Three-quarters anticipate their organization will work four days or fewer by 2030, and that work will transition from a traditional 9-to-5 schedule to an asynchronous or task-oriented approach.
4. More than a quarter (27%) of CX and IT leaders, and 42% of CX leaders specifically, say their organizations are still operating with on-premises communications and collaboration solutions.
5. More than half (57%) of business professionals are currently prioritizing cloud
6. Close to two-thirds (64%) believe cloud communications is the technology that will have the greatest impact on

customer service and engagement moving forward. Forty-two percent (42%) say that customer service will be the department that is most changed/impacted by the future of work.

7. Less than one-third (29%) of professionals consider their organization a leader when it comes to adopting emerging technology solutions related to the future of work; 71% consider themselves either fast followers or laggards.
8. Almost half of IT and CX leaders (49%) do not currently have a future of work or 2030 strategy. When it comes to CX leaders specifically, 67% do not have a future of work or 2030 strategy, and 12% said they don't ever plan on developing one, compared to just 1% of their IT counterparts.

The way we work has reached an inflection point. View the complete survey results in [8x8's Future of Work: 2030 Vision Report](#).

Recipe for a Great Supervisor Experience

Contact center supervisors play a crucial role in ensuring the smooth operation of a contact center and the overall success of the customer service team. To achieve excellence, supervisors require a well-rounded set of ingredients that empower them to lead, support, and optimize their teams. This recipe for success outlines the key ingredients essential for contact center supervisors to excel in their roles: a dedicated supervisor workspace, powerful analytics and reporting tools, quality management and evaluation tools, automated analysis of recorded interactions, integrated team collaboration, and the integration of workforce management.

Ingredient 1: Supervisor Workspace

The foundation of a great supervisor experience starts with a dedicated user interface that unifies visibility and insights from across the contact center. It empowers supervisors to make informed decisions quickly, resulting in improved agent performance and customer satisfaction. With real-time access to data on call



volumes, wait times, and customer interactions, supervisors can proactively address issues, optimize resource allocation, and enhance overall efficiency. Additionally, a unified interface streamlines workflows, reducing training time and increasing productivity. Ultimately, this comprehensive solution enhances the contact center's effectiveness, leading to better customer experiences and higher operational success.

Ingredient 2: Analytics for Contact Center

Contact center supervisors need access to powerful analytics and reporting tools to monitor performance and identify areas for improvement. Real-time data and performance metrics help supervisors gauge the team's efficiency and overall performance. These tools should offer customizable reporting, to data on call volumes, wait times, and customer interactions, supervisors can proactively address issues, optimize resource allocation, and enhance overall efficiency. Additionally, a unified interface streamlines workflows, reducing training time and increasing productivity. Ultimately, this comprehensive solution enhances the contact center's effectiveness, leading to better customer experiences and higher operational success.

Ingredient 3: Quality Management and Evaluation Tools

Quality management and evaluation are vital components of contact center success. Effective quality management tools enable supervisors to monitor interactions between agents and customers in real-time or through call recording reviews. They can assess communication skills, adherence to scripts, and adherence to company policies. Regular evaluations empower supervisors to provide constructive feedback, identify coaching opportunities, and help agents enhance their skills and customer interactions.

Ingredient 4: Interaction Analytics

Recorded interactions are a goldmine of information for contact center supervisors. By analyzing these recordings, supervisors can gain deeper insights into agent-customer interactions, identify patterns, and recognize areas for improvement. Speech and text analytics tools can aid in this process, automatically transcribing voice and text interactions and analyzing keywords, tone, and sentiment. Such analysis allows supervisors to identify common customer pain points and areas where additional training may be beneficial.

Ingredient 5: Integrated Team Collaboration

Effective collaboration is key to maintaining a cohesive and efficient contact center team. Integrated collaboration tools, such as instant messaging, video conferencing, and shared document storage, facilitate seamless communication among team members. Supervisors can quickly address urgent matters, conduct team meetings, and share best practices. A collaborative environment fosters a sense of unity, knowledge sharing, and collective problem-solving, leading to improved overall team performance.

Ingredient 6: Integration of Workforce Management

Contact centers operate in dynamic environments with fluctuating call volumes. To optimize scheduling and workforce efficiency, contact center supervisors must have access to workforce management (WFM) tools. WFM tools analyze historical data, call patterns, and agent availability to create accurate forecasts and generate optimized schedules. By ensuring the right number of agents are available at peak times, supervisors can reduce wait times, enhance customer service levels, and maintain agent satisfaction.

Conclusion

Contact center supervisors play a pivotal role in the success of a contact center. By providing them with a dedicated workspace, powerful analytics and reporting capabilities, quality management and evaluation tools, automated interaction analytics, integrated team collaboration, and the integration of workforce management, they become equipped to lead their teams to excellence. These ingredients create a recipe for success, fostering an environment where agents thrive, customers receive exceptional service, and the contact center achieves its performance goals. Empowered with these tools, contact center supervisors can navigate challenges with confidence and continuously improve their team's performance, delivering outstanding customer experiences.

Get Cooking with [8x8 Contact Center](#)

Communications for the Customer Obsessed

The companies that get ahead today are truly customer-obsessed. Business leaders know they can't settle for good-enough customer experience or just-okay employee engagement scores. To go above and beyond, they know they need a communications platform built for them. One that unites contact center, voice, video, chat, and SMS and delivers it with the reliability, integration, and expert services only a customer-obsessed company can provide.

At 8x8, we know that it takes great experiences to make new connections, to bring teams together, and to turn prospects into loyal customers. Communications for the customer-obsessed means that we believe in our obligation to provide incredible communications experiences, every time.

[Read more here](#)

Contact 8x8 sales or your 8x8 partner for additional information, or visit 8x8.com.



8x8

© 8x8, Inc. All Rights Reserved. Unless otherwise specified, all trademarks identified by the ©, TM, or SM are registered trademarks, trademarks, or services marks respectively of 8x8, Inc. 8x8®, 8x8 XCadS™, eXperience Communications as a Service™, eXperience Communications Platform™ are trademarks of 8x8, Inc.

