

The 8x8 logo consists of the text "8x8" in white, bold, sans-serif font, centered within a solid red square. The background of the top half of the page is a photograph of a man with a beard and a headset, looking towards the right, with a computer monitor visible in the background.

# 8x8 Agent Workspace

Reimagining the agent experience for superior performance

## A design-led approach to CX

8x8 Agent Workspace is an intuitive, design-led interface that streamlines customer interactions and offers agents a simpler, more efficient, and engaging way to deliver positive, powerful customer experiences.

Developed using universally familiar and friendly design patterns, agents can start using 8x8 Agent Workspace immediately—just like they would use any other modern, digital interface. Automated workflows and streamlined navigation empower your agents to provide frictionless customer experiences with maximum efficiency.

## Make each interaction more customer-centric

Regardless of channel, customer expectations around service and support continue to rise. 8x8 Agent Workspace makes it easy to connect all interaction types and customer data for a more complete view of the customer journey. A single pane of glass presents context across all channels, empowering each agent to efficiently handle and personalize customer interactions. Agents are presented with only the information they need when they need it, and handle calls directly in Agent Workspace with no need for an external hard phone or softphone. And with quick and easy access to collaboration tools, agents can quickly connect and communicate with knowledge workers across the business for faster issue resolution.

## Key benefits

- **Minimize training requirements** with a simplified, intuitive user experience and adaptive interaction handling
- **Optimize agent performance** while reducing cognitive load
- **Increase customer loyalty** by quickly and seamlessly addressing issues regardless of channel, or journey across multiple channels
- **Improve customer interactions** by engaging with them whenever they want, on their channel of choice
- **Streamline data collection and consumption** by connecting key data sets directly to and from the agent interface
- **Break down communication barriers** that isolate the contact center from the rest of the business

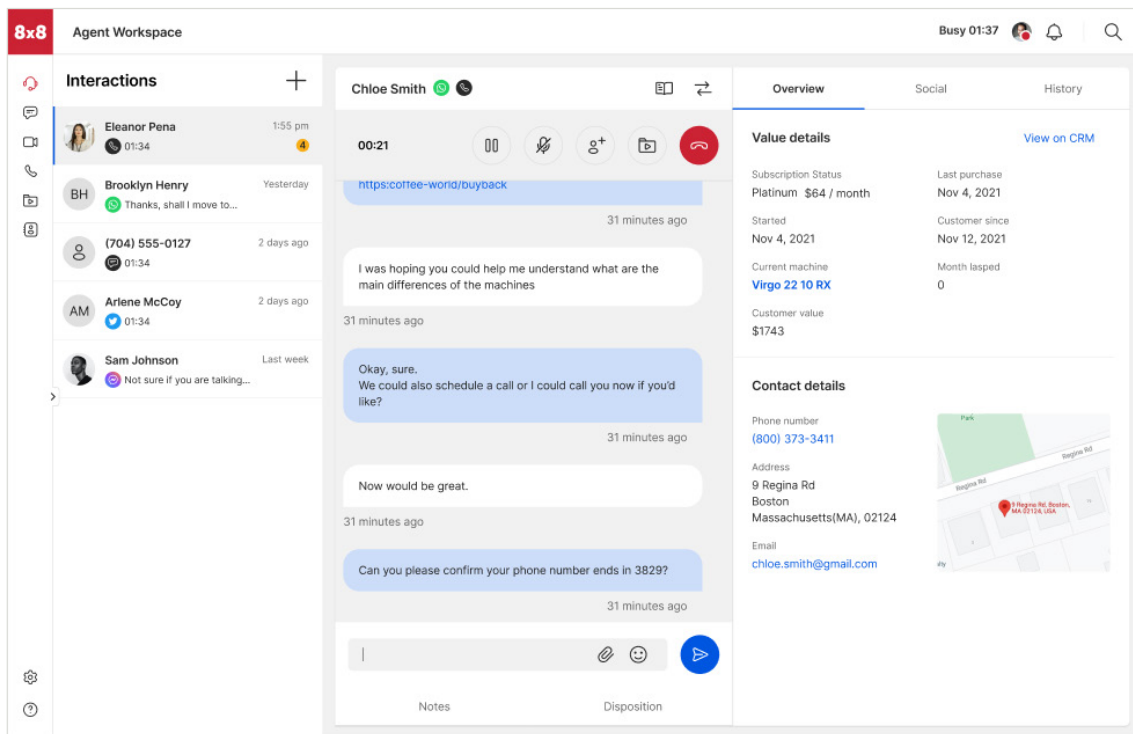
## Empower your managers with greater control

8x8 Agent Workspace offers endless integration possibilities. With a highly configurable backend, and a modular, micro-frontend, contact center managers and admins can create a customized agent environment that never goes out of style. Whether integrating a single CRM, multiple CRMs, or homegrown applications, the integration flexibility of 8x8 Agent Workspace presents new opportunities to reimagine the workspace of the agent and the ways in which they connect with customers throughout their journey.

## The ideal solution for hybrid and remote work

With its ease of use and built-in collaboration, 8x8 Agent Workspace is perfect for today's remote and hybrid contact center environments. Agents can connect with experts throughout the entire organization to foster knowledge sharing leading to faster resolution and greater customer satisfaction. Agents can also interact with each other through native messaging and video chat to increase engagement and coaching effectiveness. Additionally, multiple agents can view the same customer simultaneously, and use directory, search, and presence features to find the person with the right expertise to assist in live interactions.

And with tailored coaching and AI-powered Interaction Analytics, supervisors can further collaborate with agents to increase engagement and improve customer experience.



For more information, call **1.866.879.8647** or visit **8x8.com**.



8x8, Inc. (NYSE: EGHT) is transforming the future of business communications as a leading Software-as-a-Service provider of 8x8 XCaaS™ (eXperience Communications as a Service™), an integrated contact center, voice communications, video, chat, and API solution built on one global cloud communications platform. 8x8 uniquely eliminates the silos between Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS) to power the communications requirements of all employees globally as they work together to deliver differentiated customer experiences. For additional information, visit [www.8x8.com](http://www.8x8.com), or follow 8x8 on LinkedIn, Twitter, and Facebook.

© 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 XCaaS™, eXperience Communications as a Service™, and 8x8 Global Reach™ are trademarks of 8x8, Inc.

