8x8

Verint Workforce Management for 8x8 Contact Center

Smarter workforce planning. Better customer experiences.

Verint Workforce Management (WFM) integrated into 8x8 Contact Center empowers operations leaders with intelligent forecasting, flexible scheduling, and performance-based coaching tools. Built for modern customer engagement, it simplifies planning while enhancing employee satisfaction and service levels.

Verint's seamless integration eliminates the burden of managing multiple vendors or systems, accelerating time-to-value and driving adoption. By giving contact center teams real-time tools to respond to changing conditions, it helps reduce overtime, improve adherence, and create more engaging, efficient customer interactions.

Unified approach, faster results

Unlike complex enterprise-grade systems or disconnected third-party tools, Verint WFM delivers right-sized functionality natively within 8x8. With AI-driven forecasting, automated scheduling, and real-time adherence tracking, businesses get faster ROI and a better agent experience, all in one platform.

Key benefits

- Forecast accurate headcount requirements to achieve service level objectives across all contact channels.

- Gain a clear and trusted forecast to ensure correct staffing without wasted labor.

- Minimize administrative effort to generate accurate forecasts and optimal schedules.

- Train new and additional users with ease thanks to an intuitive user interface.

Intelligent forecasting that adapts

Forecast demand, staff accurately, and schedule flexibly across voice, chat, email, and back-office workflows. Whether it's long-term hiring plans or daily adjustments, Verint WFM adapts to your workforce needs in real time.

Through 8x8, Verint WFM eliminates integration delays and data silos. Managers gain visibility across all channels, while agents enjoy mobile-enabled shift control, performance feedback, and coaching—all contributing to higher retention and engagement.

For more information, call 1 866 879 8647 or visit 8x8.com.

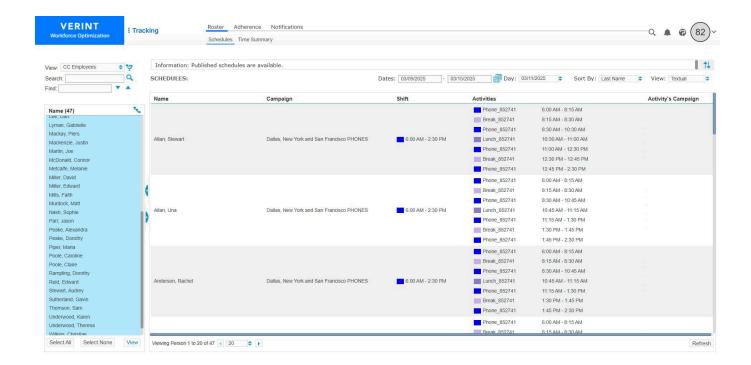## Built-in performance optimization.

Verint Workforce Management is a robust planning and optimization engine fully integrated into the 8x8 Contact Center. It enables data-driven staffing, agile intraday response, and a better employee experience across all digital and voice channels.

Fast deployment, continuous improvement.

Designed for ease of use and rapid deployment, the solution supports long-range forecasting, real-time adherence monitoring, and employee empowerment. Managers reduce manual tasks and gain actionable insights to drive continuous service improvement and cost efficiency.

Key Capabilities:

- Omni-Channel
- Reporting
- Forecasting & Scheduling
- Shift Bids
- Intraday & Real-time Adherence
- Exception Planning
- Resource Plan Optimization
- Agent Scorecard
- Time-Off Manager
- Multi-Site Scheduling
- Long-Term Forecasting
- Predefined Scheduling rules, events & activities

Ready to see what 8x8 and Verint can do for your organization? Learn more