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. Agents can also leverage AI summarization in external CRMs to drive more personalized experiences. With a powerful Microsoft Teams integration, agents can quickly import their Teams contact directory, see whether or not a Microsoft Teams contact is busy or available, and can initiate a chat directly into Teams 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

- **Provide a personalized customer experience** by leveraging AI summarization in external CRMs

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

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 seek real-time guidance or support from supervisors or subject matter experts without leaving the customer interaction using a presence integration and 2-way chat between apps like Microsoft Teams and Agent Workspace. Agents can also interact with each other through native messaging 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.