8x8

8x8 for Local Government

Optimise contact centre efficiency with 8x8's unified communications solution that brings together voice and digital communication channels. The platform offers customisable user interfaces and reports to meet the needs of every department, and collaboration tools that allow teams to share information securely across the organisation for faster, first-time resolutions.

Citizen accessibility and inclusion

Busy contact centres in local government need to make changes to reduce costs and meet citizens' digital expectations.

Making services accessible and inclusive is a challenge for local governments. While AI-driven self-service environments and digital channels provide 24/7 access, citizens are at different stages of their digital journey and many still prefer to use voice communications.

To be successful, it is essential to have a platform that supports omnichannel communications to effectively manage voice, video, and chat interactions.

Boost agent productivity

Regardless of the channels of communication offered, expectations around service and support continue to rise. 8x8 Contact Center provides customisable workspaces to meet the needs of every department, and intuitive collaboration tools to connect agents with back office and service teams for a faster, first-time resolution to enquiries.

Agents using 8x8 Agent Workspace work more efficiently. A single-pane view of all interactions can save up to four hours a week switching between applications, and agent-activated video elevation provides visual access for faster, more accurate assessment of remote situations.

The tools in the 8x8 Supervisor Workspace provide team leaders with customisable dashboards, metrics, real-time data, alerts, and one-click access to the best next action to take remedial steps and deliver the best possible outcomes.

For more information, call 0333 043 8888 or visit 8x8.com.

Key benefits

- **Omnichannel:** Increase accessibility to citizen services and boost contact centre efficiency with omnichannel communications.

- **Empower agents and supervisors**: Customisable workspaces and intuitive collaboration tools empower teams to deliver the very best service—every time.

- **AI and automation:** AI-powered self-service environments provide 24/7 access to FAQs and deflect calls from the busy contact centre.

- **Video elevation:** Agent-activated, secure video sessions provide faster and more accurate assessment of remote situations, such as potholes.

- **Analytics and insights:** Real-time and historical data provide valuable information to monitor quality, KPIs, and customer sentiment, as well as data-driven insights for forward planning and automation.

- **Reliability and security**: 99.999% uptime SLA, 24x7 digitally supported options for out-of-hours contact, UK ring-fenced data, and GDPR, NPSA, SOX compliance.

Contact centre optimisation

8x8 Contact Centre delivers better employee and citizen experiences. Intuitive, design-led user interfaces make it easy for agents to collaborate with back office and administration teams across voice, video, and chat.

Teams are empowered with customisable agent and supervisor workspaces. Supervisor dashboards provide essential, real-time reports and historical information to monitor key metrics, manage performance, and identify training needs.

Customer satisfaction metrics are easily collected with automated surveys and sentiment analysis for continuous improvement.

Faster, better remote situation assessments

Inaccurate assessment of remote situations costs time and money. Reliance on a description provided over the telephone often leads to misunderstandings and inaccurate information being recorded about the size of the issue or the exact location.

Increasingly, local councils are using video technology to assess remote situations faster and more accurately. An agent-activated, secure, video link sent to a citizen's mobile device gives context to the size of the issue: fly-tipping, overflowing recycling points, potholes etc. Video sessions provide GPS location information and can be annotated for clarity before being sent to service teams, allowing for faster, first-time fixes.

Automation and AI

While AI-powered automation is by far the fastest way to improve operational efficiency, some interactions still require human intervention, so creating a seamless hand-off is essential.

8x8 Intelligent Customer Assistant supports local governments on their digital journey with out-of-the-box templates to simplify the automation of common use cases, including FAQs, incident reporting, waste and recycling, and calendar bookings.

AI-powered automation and self-service environments deflect repetitive tasks, allowing agents to focus on issues that need human interaction. As a result, call wait times and costs per interaction are dramatically reduced.

It's never been easier to automate routine tasks and join other 8x8 customers in maintaining an 80% containment rate with an AI implementation.

Analytics and insights

Best performance and continuous improvement rely on a clear understanding of key metrics, trends, and granular detail. 8x8 Analytics provides managers, supervisors, and board directors with customisable reports and data-driven insights to help them analyse performance and compliance, manage operational efficiency, and deliver on digitalisation and inclusion goals.

"We really look at the Intelligent Customer Assistant as something that doesn't replace our contact center, but instead enhances the customer experience. It's a great step forward in how we assist our customers, not just during our core operating hours, because we are here to support them in their everyday life."

Rebecca Gordon, Digital Lead, Westminster City Council

Read the full story   **Watch the video**

Find us on G-Cloud and NS3 (RM6116)
Find out more about **8x8 for Local Government**