

8x8 Virtual Contact Center



8x8 Virtual Contact Center is a cloud-based call center solution that delivers greater agent productivity and flexible call center management, at a fraction of the cost of traditional premises-based call center solutions.

Forget the big hardware and software fees

The 8x8 Virtual Contact Center is a full-featured, enterprise-class contact center for businesses of all sizes. With 8x8 Virtual Contact Center, all you need is a phone and an Internet browser. We take care of the rest. Virtual Contact Center gives you a world-class contact center for a low monthly subscription fee.

Reap the Benefits

The 8x8 Virtual Contact Center is preferred by call center experts for these reasons:

- **Virtual contact center** design supports multisite and home operations without additional effort or cost. Agents can be located anywhere using an Internet browser and a phone.
- **Reliability and redundancy** are built in. Systems are maintained and monitored 24/7/365.
- **Scalability** allows you to add agents as needed, quickly and efficiently.
- **Management and monitoring** capabilities provide you with real-time control and status from a web browser.
- **Easy-to-use web interface** gives managers and supervisors complete control of all aspects of the contact center environment. Generate reports, monitor agent activity, setup new agents and configure your features instantly.
- **Integration with leading CRM solutions** including Salesforce.com and NetSuite.
- **Quick knowledge transfer** with our proven Jumpstart program. Our professional team assists you during each step of the implementation.
- **Web services APIs** enable customers and technology partners to create tightly-integrated contact center applications and products, including screen pops.

Turn your call center into a productivity center with 8x8

Agents Everywhere

- Multiple locations
- Home-based agents
- Call center agents
- All under one virtual contact center

Ease of Use

- Simple to deploy
- Simple to use
- Simple to configure
- Simple to add more agents

Advanced Features

- Routes calls, emails and chat interactions
- Skills-based routing
- Real-time and historical reporting
- Call recording and monitoring



Key Features

ACD with Skills-Based Routing

- Automated call distribution with skills-based routing
- Delivers incoming calls, emails and chat interactions to appropriately skilled agents
- Reduces the number of times customers are transferred

Multimedia Management

- Handles phone, email, and chat channels—all in one application
- Allows customers to contact you via their preferred method

CRM Integration

- Includes a built-in CRM for tracking data and managing cases
- Out-of-the-box integration with NetSuite, Salesforce.com, Zoho, Zendesk and hosted Microsoft Dynamics; other third-party CRM systems supported through an API
- “Pops” the caller’s account information to the Agent Desktop as soon as the call comes in

Call Recording

- On-demand call recording per agent
- Set a percentage of calls to be recorded automatically per agent or per queue
- Bulk download of call recordings via FTP server

Real-Time and Historical Reporting

- Access vital statistics on demand
- Analyze historical reports and trends to improve agent and queue efficiency
- Export reports and data to Microsoft Excel

FAQ Knowledgebase

- Provide quick answers to customer questions
- FAQs are integrated with chat and email
- Create shortcuts to answer commonly asked questions

IVR (Interactive Voice Response)

- Build IVRs as needed using web interface
- Supports creation of menus and submenus, time-out prompts, DTMF digit collection
- Route calls based on open, closed and holiday schedules

CTI (Computer Telephony Integration)

- Agents control calls from their desktop (transfer, mute, conference, etc.)
- Agents can immediately identify the caller and see the call details

Web Callback API

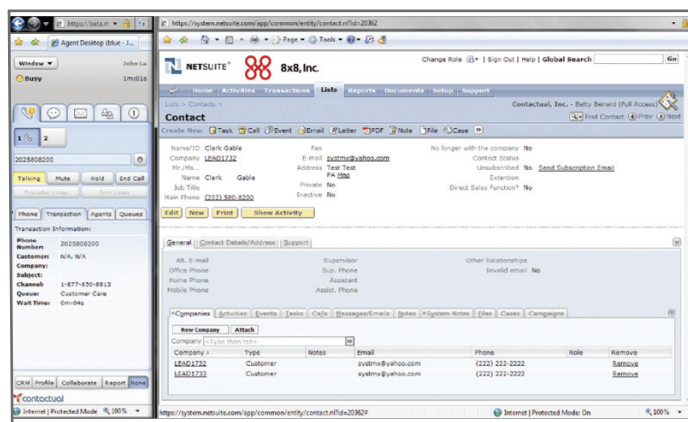
- Reach out to web visitors with this auto call back feature

Desktop Sharing

- Take control of a remote computer to solve issues more quickly and provide better customer service

Real-Time Monitoring

- Supervisors may listen in and barge in on calls as needed
- Agents may view longest wait time, number of contacts in queue, and number of agents on calls
- Your service level agreements (SLAs) can be defined for each queue



NASDAQ: EGHT
www.8x8.com