8x8 Global Cloud Communications

8x8 Contact Center

Release Notes

Contents

What's new in the 8x8 Contact Center 9.12 release?

We have introduced the following enhancements to improve the productivity of agents, supervisors, and administrators in our new release of 8x8 8x8 Contact Center. The highlight of this release is the introduction of progressive and predictive dialers.

- Introducing Progressive and Predictive Dialer
- Enhancing performance of broadcasting
- Improving status update of queues and agents
- Providing better customer-to-agent chat management during service disruptions
- Improving license provisioning for multi-region customers
- Supporting Expert Connect for multiple regions
- Bug fixes 9.12

About 8x8 Auto Dialer

8x8 Contact Center now introduces progressive and predictive dialing modes to better manage outbound telephone-based campaigns to meet your business needs. Automate your outbound dialing and maximize the productivity of your contact center agents. Empower your agents to connect with prospects and customers more effectively, and boost conversion rates as well as customer satisfaction. The progressive and predictive dialing modes call numbers automatically from campaign calling lists, screen for busy signals, voicemail, no-answers, and disconnected numbers, connecting agents to only live-answered calls.

Limited Availability

In this release, the progressive and predictive dialing modes are only compliant in the US and UK. Please reach out to your 8x8 Sales representative for more information on licensing requirements.

Dialing modes

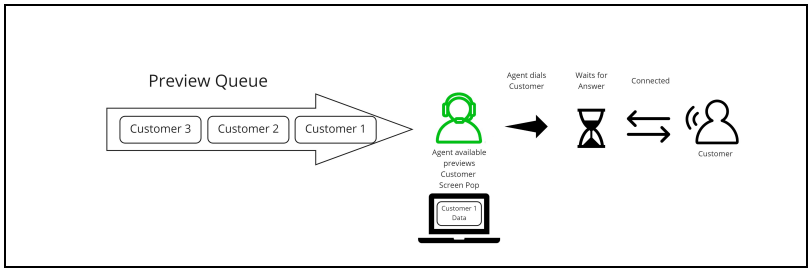
Prior to this release, the 8x8 Auto Dialer was available in preview dialing mode. In this release, we are introducing 8x8 Auto Dialer in progressive and predictive dialing modes.

What is preview dialing mode?

In preview dialing mode, agents are presented with customer records for preview before dialing out. The agent is given a choice to select the phone number and start the call, reject the call or skip the call if allowed, and view the next customer record. If no choice has been made within a certain predefined time limit, the system automatically dials out to the customer, provided the dial call action is configured within the campaign properties. If the agent chooses to skip the call, the next record is presented, and the procedure is repeated, until the records in the campaign have been exhausted.

The preview dialing mode is most suited to campaigns which require preparation before the conversation. For example, In a complex sales call where the agent needs to decide the best approach to the call preview dialing is more suited.

The diagram below shows the call flow in preview dialing mode. The agent previews the customer record and begins the call. The agent may preview and reject the call which forces the agent to go on break, The agent may skip (if allowed) the offered call and move to the next record.



Preview dialing allows agents to view the information they need to serve customers efficiently with a complete history of previous customer interactions and notes to review before calling them. This experience may vary if you are using Salesforce in the Outbound Setup. Preview dialing provides agents with enough context to complete the interaction, instead of expecting agents to gather context during the call.

Preview dialing allows the system to initiate the call if the agent does not, and enhances agent productivity via answer machine detection, persistent agent connection, automatic transaction codes for unanswered calls, and carrier call blocking on the Do Not Call lists prior to connection.

What is progressive dialing mode?

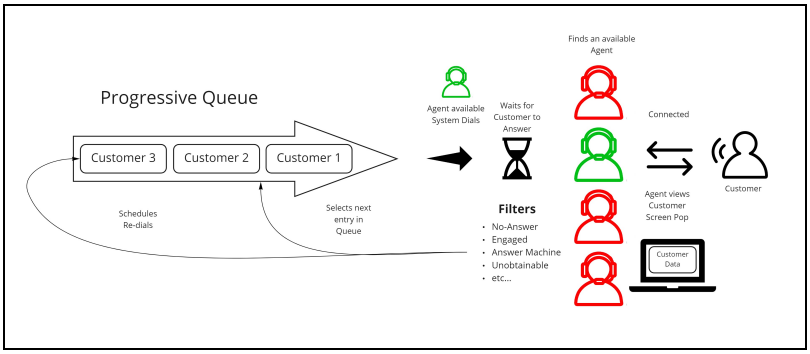
8x8 Progressive Dialer is an automated telephone dialing system that only connects agents to calls answered by a live person. The system automatically paces dialing and only dials when an agent becomes available. The dialer screens out busy lines, answering machines, and no answers automatically so that agents are connected to a live caller.

The progressive dialing method is straightforward. In every moment we compute the number of agents who are available and can receive calls at this moment. The corresponding number of calls are made.

The 8x8 Progressive Dialer:

- Automates the time-consuming process of dialing numbers and removes the need for manual dialing.
- Reduces wait time, eliminates errors in manual dialing and dramatically increases productivity.
- Connects only live answered calls to agents.
- Ensures each connected outbound call is delivered to an available agent.
- Detects calls with busy signals, answering machines, and disconnected numbers and dispositions them automatically with wrap-up codes.
- Supports sequential dialing of up to 22 phone numbers for each contact on the call list.

The diagram below shows the progressive dialing mode call flow.



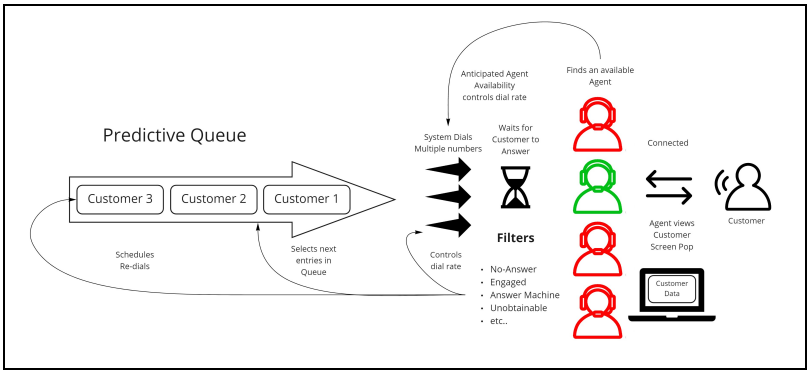
The progressive dialing mode is more efficient than the preview method, since it connects agents to live calls and automatically screens failed calls. On the other hand, agents do not have the opportunity to preview and prepare for the call.

What is predictive dialing mode?

8x8 Predictive Dialer initiates outbound calls based on a preset dialing ratio before the agent is free to handle the next call. Predictive dialing is the most productive and most aggressive dialing mode. In predictive dialling mode the system dials multiple records simultaneously and connects answered calls to agents. Unanswered calls are automatically dispositioned with appropriate wrap-up codes.

The predictive dialer uses a complex algorithm to keep agents as productive as possible. It predicts the rate at which it will find live calls and adjusts the number of calls being overdialed so that an agent is available to handle the calls. As soon as an agent finishes one call they can move on to the next call right away. If you want to maximise agent talk-time, the predictive dialing mode typically provides the best results. This will greatly improve agent efficiency and campaign productivity.

The diagram below shows the progressive dialing mode call flow.



Features

8x8 Predictive Dialer offers the following features:

- Dials more calls than the number of agents available, only ever presenting live answered calls to the agents.
- Estimates how many calls need to be placed, in order to get idle agents busy on live calls as quickly as possible.
- Automates the dialing of the campaign calls, in quick succession.
- Supports sequential dialing of up to 22 phone numbers for each contact on the call list.
- Allows campaign admins to customize (from default 3%) the Abandoned Rate which refers to the rate at which calls are being abandoned due to non-availability of agents.
- Allows campaign admins to customize (the default 15) seconds of ring-time; Usually when answer-rate is low, customers want to increase ring time.
- Detects unanswered calls, such as answer machines, bad numbers, number busy or unanswered and automatically dispositions them.
- Allows campaign admins to customize how many retry attempts the system will make for unanswered calls and abandoned calls.
- Improves agent efficiency and campaign productivity via automatic answer machine detection, persistent agent connection, and carrier call blocking.
- Monitors the calling statistics in real time using the pacing algorithm.
- Supports safe harbor audio messages for abandoned calls.

Risks

While delivering a significant performance boost to contact centres, predictive dialing may result in connected calls with live individuals which do not have available agents. In this scenario, the dialer allows you to mitigate the risk by playing a pre-recorded safe harbor message. The message typically should identify the company running the campaign or the company they are calling on behalf of, provide a free or standard cost call back number, and contain no marketing or sales information.

- Abandoned call: If the live call fails to connect to an available agent within two seconds, but plays a pre-recorded safe harbour message, it is considered as an abandoned call.
- Silent call: If the live call fails to connect to an available agent within two seconds and doesn't play a pre-recorded safe harbour message, it drops. It is considered as a silent call.

Predictive dialers are routinely used in telemarketing, market research, debt collection, and customer service follow-up.

Next steps

After reviewing the capabilities of each dialing mode, you are now ready to begin configuring the 8x8 Auto Dialer. Learn how to set up the dialer.

Configure the 8x8 Auto Dialer

As an 8x8 Contact Center administrator, configuring an 8x8 Auto Dialer requires you to define outbound queues, set an appropriate dialing mode for each outbound queue, define global properties for outbound campaigns, and then create campaigns by assigning them to the outbound queues.

Configuring the 8x8 Auto Dialer involves:

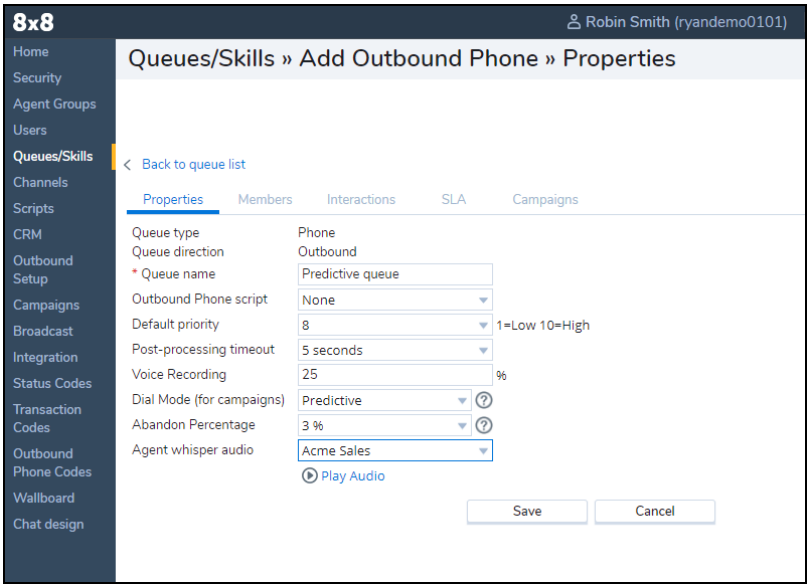
- Step 1: Set up an outbound phone queue
- Step 2: Add custom phone fields in the Local CRM (Optional)
- Step 3: Define global properties for outbound campaigns
- Step 4: Create and control campaigns

Step 1: Set up an outbound queue for dialer

Every outbound campaign is directed via an outbound queue. The queue must define the dialing mode which determines how calls are handled when this queue is assigned to a campaign. It can be set to preview, progressive, or predictive mode.

To add an outbound queue and set up the dial mode:

1. Log into 8x8 Configuration Manager.
2. From the menu, go to **Queues**.
3. Select to add an outbound queue.
4. Define the following queue properties.



5. Enter a name, set a default priority, indicate the percentage of calls on this queue to be recorded.
6. **Dial Mode (for campaigns)**: Select the dialing mode for campaigns from the drop-down list of choices. Dial mode defines how calls will be handled when this queue is assigned to a campaign.

> **Note**: This progressive or predictive dial mode when applied to a queue impacts the dialing mode in call back scenarios via the API or the IVR.

- Preview dialer: Offers agents the preview of the customer record before dialing out, either automatically or via agent action.
- Progressive dialer: Reacts to agent state and uses available data to make calls on behalf of agents in the background. Dials at a 1:1 ratio (one call for every agent in available status), making calls until a live customer answers. There is a reduced risk of abandonment but higher agent wait times.
- Predictive dialer: Monitors all agents status for high-performance outbound dialing, predicting the availability of agents before they end their current call in order to reduce wait times as much as possible. This mode offers built-in compliance checks for abandonment rate.

7. If you select progressive or predictive dial mode, you will be presented with a Dialer compliance warning. At the prompt for dialer compliance, click **accept**. To learn more about the rules and regulations for dialer compliance click here.

> **Note**: The compliance warning is presented only the first time you use that mode prompting for your acceptance.

8. **Abandon percentage**: When you set the dial mode to predictive, you need to specify an acceptable percentage for abandoned calls. In Predictive mode the dialer will automatically lower the dialing pace when this threshold is exceeded to decrease the number of dialed calls in order to decrease the percentage of abandoned calls. If the rate drops far enough below the target then the opposite is true and the dialer will continue to increase the pace until the maximum percentage is reached or all agents are busy.

> **Note**: This field is applicable to predictive dialing mode only.

9. Select the audio file for agent whisper. This audio is played to the agent on accepting a call from the queue, typically used to quickly remind the agent about the intent or context of the call. Learn how to add an audio file for agent whisper.
10. Click **Save** to save the queue properties.

11. Proceed to the remaining steps to identify members serving the queue, to add rules for interaction priority, and to set an SLA for the queue.
    A message displays that the queue is created successfully. Learn more about creating an outbound phone queue.

Step 2: Add custom phone fields (Optional)

By default, the Customer object in Local CRM offers two predefined voice phone fields - Voice, and Alternative. You can add additional phone fields to the Customer object to increase the chances of contact with the customer during a campaign. Let's say a debt collection company has to track an individual, they may have phone numbers of relatives listed as well.

To add a custom field to the Local CRM:

1. Go to **CRM** from the menu.
2. In the Customer Fields list, click + **Customer Field**. The **Add a Custom Field** (Customer) page appears.
3. Select **Text** for data type of phone fields.
4. Enter the field properties, and click **Save**. You have now created a custom field. Repeat this task to add more custom phone fields if needed.

Learn more about how to configure custom CRM fields.

Step 3: Configure the outbound setup for campaigns

For campaigns to function successfully, they need to connect to the 8x8 Contact Center Local CRM, extract data from the Customer object, and generate a target calling list.

Note: The progressive and predictive dialing campaigns support call lists from the Local CRM out of the box. For external CRMs, the call lists must be imported into the Local CRM. Learn about the prerequisites and how to import the customer list in CSV format and how to add customers using the CRM API.

Outbound setup enables you to define global properties for all campaigns by:

1. Specifying the target CRM properties
2. Defining CRM fields relevant to campaigns
3. Uploading pre-recorded messages to be accessed by campaigns
4. Mapping transaction codes to disposition actions

Learn more about the 8x8 Outbound Setup.

The following steps are essential to ensure the custom phone fields are included in campaigns and dialed in a specified order.

Tag the custom field as a phone field in the Outbound Setup

After adding a custom phone field in the Local CRM (See step 2), you must add it and identify it as a phone field in the Outbound Setup. This marks the phone number for dialing during a campaign. If the Customer object has five phone fields three of which are custom fields, and you want to dial all these numbers during a campaign, the custom fields must be identified as phone fields.

Go to **Outbound Setup > CRM Objects**. In this tab, you can define the fields to be used in campaigns.

Note: Customer object is chosen by default for the Local CRM.

To mark a custom field as a phone number field:

1. Click ⊕ at the end of any row to add a Customer field.
2. Select the custom field you added in the Local CRM previously.
3. Add a label and click the checkbox to mark it as a phone field. This is required to confirm the field as a phone field. Enable this field for use in campaigns.
4. Optionally, enable **Transaction field** to select the fields to be shown to agents in the Control Panel > Transaction information.
5. Click **Test** to validate the fields added and click **Apply** to confirm the changes.

Customize the dialing order of phone fields (Optional)

Let's say you have multiple phone numbers associated with each customer record and you want the dialer to try calling all the listed numbers during a campaign to increase the chances of contact. With sequential dialing, the dialer can now dial upto 22 phone fields. You will also need to determine the order in which they should be dialed. You want to reach a customer on their business number first, if unsuccessful, dial their home phone; if unsuccessful, dial their mobile number and so on; you need to list the phone fields in the order of business phone, home phone, and mobile phone by simply dragging and dropping the rows as desired in the Outbound Setup > CRM fields.

To customize the dialing order of the phone fields:

1. From the Configuration Menu, go to **Outbound Setup > CRM Fields**.
2. Select the predefined or custom phone field and drag it to the desired row, then drop. Drag and drop all the fields necessary in the desired order.
3. Click **Apply**.

Adding audio messages to campaigns

During a campaign call, an agent can access and play pre-recorded messages defined for that campaign to ensure a uniform delivery of the campaign message to all customers. In the Outbound Setup, you can upload a set of pre-recorded messages which can be accessed by campaigns. When you create a campaign, you can assign messages specific to the campaign.

Abandoned calls in predictive campaigns need to play a message, typically stating the company the call is from and a standard call back number. This abandoned message must be played within two seconds of a live answer for compliance.

Note: Supports audio files in WAV format only.

To upload a pre-recorded message in Outbound Setup:

1. Go to **Outbound Setup > Audio Files**.
2. Select **Outbound Setup Files** in the Directories section.
3. Click **Menu**. The menu provides options to add, delete, or rename a folder. You can add files to folders only.
4. Select **Add Folder.**
5. At the prompt, enter a folder name, and select **Create**. The folder appears under the Outbound Setup Files.

> **Note**: Do not include special characters in the folder names.

6. Select the folder, click **Menu**, and select **Add File**.
7. Enter a name and description of the audio file.
8. Click **Choose File** and select an audio file of the message to upload.
9. Click **Play Audio** to play and check the content of the message.
10. Click **Save**. The audio file appears in the Audio File Items pane.

To upload an abandoned message:

1. Select the **Abandoned message files** folder, click **Menu**, and select **Add File**.
2. Click **Choose File** and select an audio file of the message to upload. Note: You can upload audio files in WAV format only.
3. Click **Play Audio** to play and check the content of the message.
4. Click **Save**. The audio file appears in the Audio File Items pane.

Step 4: Create campaigns

An 8x8 campaign enables you to search, generate, and feed a call list to an outbound queue, facilitating automated outbound dialing. You can create a campaign based on the Customer object in your 8x8 Contact Center Local CRM or any object defined in your Salesforce CRM, provided the object has a phone field. You can then define a search strategy to further filter the target call list. On initiating a campaign, the campaign manager fetches the target call list from the CRM and feeds records to an outbound phone queue. The agents assigned to the queue are offered the campaign calls.

Note: For campaigns on progressive and predictive dialing modes, you can generate the call list from the Local CRM only. For call lists from external CRMs, you must first import the call list.

The Campaigns tab in the configuration menu lets you quickly create and manage campaigns. Additionally, you can sort and filter campaigns based on custom searches.

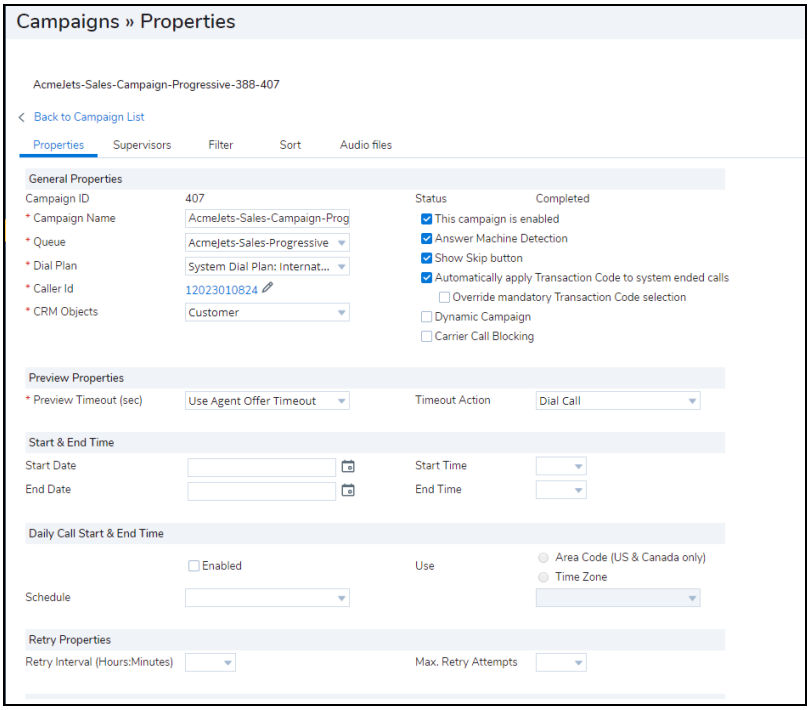
Creating a campaign involves the following tasks:

- Defining campaign properties
- Assigning audio files to a campaign
- Defining custom dialer properties
- Assigning supervisors to a campaign
- Defining campaign search criteria
- Specifying a sort order for a campaign

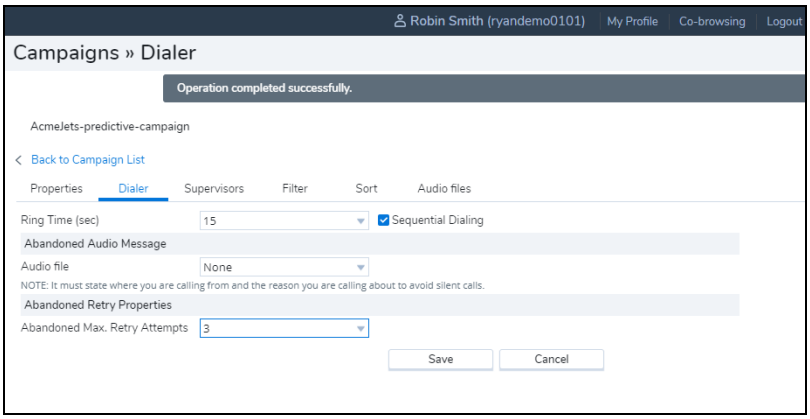
To create a campaign:

1. Go to **Campaigns** from the menu.
2. Click **Campaign** to add a new campaign.
3. Define campaign properties. Click here to learn more.
4. Under **General Properties**, select the outbound queue created earlier. The campaign calls will be directed to agents via this specific queue.

Note: The campaign properties cannot be modified once the campaigns starts. If they are adjusted during a live campaign, they do not impact the remaining calls.



5. Enable the campaign and save the campaign properties. You are automatically navigated to the Dialer tab.
6. Go to the **Audio files** tab. Assign an audio file to be played to campaign callers. An abandoned message is played for abandoned calls.
7. Go to the **Dialer** tab to define the following properties:



a. **Ring Time**: Ring time is the duration that passes from the time an outgoing call is initiated until the called party answers the call. Ring time for campaigns must be set to a minimum of 15 seconds.

> **Note:** The ring time can only be set at the start of a campaign, if it is adjusted during a live campaign it does not impact the remaining calls.

b. **Sequential Dialing**: Set your campaign calls to sequentially dial all phone numbers associated with the customer record improving chances of contact with the customer. You can define up to 22 phone fields and customize the order to fit your dialing needs. Let's say customer Tom's record has three phone numbers listed - business number, home number, and mobile number. Sequential dialing places a call to the business number first; If unsuccessful, dials the home number; If unsuccessful, dials the mobile number. The order of dialing can be customized in the Outbound Setup. Learn more.

c. **Abandoned Audio Message**: Select an audio file to play a safe harbor message for abandoned calls. When progressive or predictive dialing is adopted, an abandoned message must be played to the called party (where compliance requires) within two seconds of them starting to speak to avoid creating silent calls. A silent call is when a call is answered by the called party, but no agent is available to take the call and no message is played to the customer.

   The content of the Abandoned Message typically should identify the company running the campaign or the company they are calling on behalf of, provide a free or standard cost call back number, and contain no marketing or sales information. Learn how to upload audio files.

> **Note**: You must assign an audio file to the campaigns as described in step 6.

d. **Abandoned Retry Properties**: Set the maximum number of attempts to retry calling an abandoned campaign call. A configurable limit on the number of retry attempts can now be specified, with a maximum of 10 retry attempts. Let's say you set the retry limit on abandoned calls to three times; for every campaign call that is abandoned, the dialer waits 72 hours before retrying that customer. After three retry attempts, the dialer stops to dial that customer. This excludes the original attempt where the call is abandoned triggering the retry attempts.

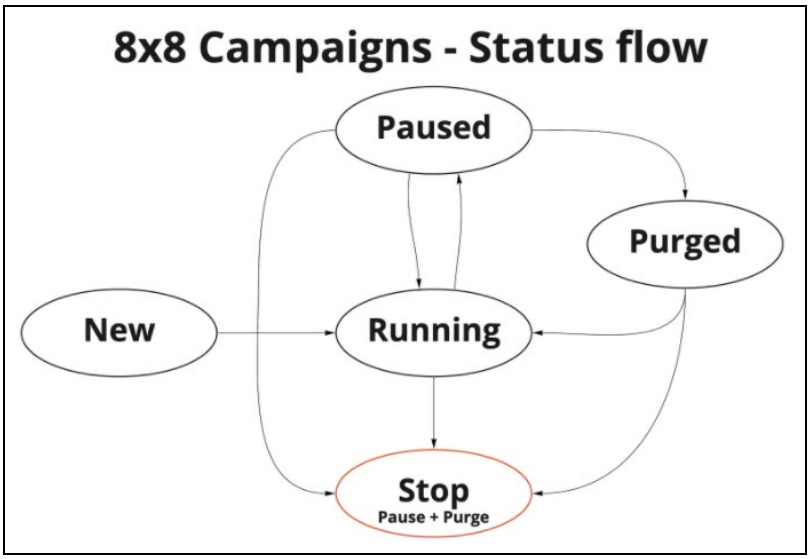
8. In the Supervisor tab, proceed to assigning a supervisor to the campaign.
9. In the Filter tab, specify criteria to filter the customer list. You can filter call lists based on certain fields such as customer last name, first name, and phone number. You can also enable UK-TPS and UK-CTPS for compliance.
   - UK-Telephone Preference Service: The Telephone Preference Service (TPS) is the official 'Do Not Call' register for landline and mobile numbers. It allows people and businesses to opt out of unsolicited live sales and marketing calls. Enabling this option filters the numbers from the call list.
   - UK-Corporate Telephone Preference Service: is a list of organisations who have opted out of unsolicited live sales and marketing calls. Enabling this option filters these numbers from the call list.
10. Sort the call list in an ascending or descending order.

Your campaign is now ready to run. To learn more about defining campaigns, click here.

As a contact center administrator, you have now completed configuring the auto-dialer. When you initiate the campaign, the campaign runs based on the dialing mode selected for the queue.

Control a campaign

After creating a campaign, you can manually start or schedule the campaign. If you define scheduling attributes in the campaign properties, the campaign executes as scheduled. If not, you should start the campaign manually. As an administrator or a privileged supervisor, you can start, pause, purge, or stop a running campaign at any time. You can run a new campaign either by manually starting it or by scheduling it.



To initiate a campaign manually:

1. Go to **Campaigns** from the menu.
2. Select the desired campaign, and click to manually start the campaign.
3. Note the indicates the campaign is running successfully.

Learn more about how to control a campaign.

If allowed, supervisors can run and control campaigns. Learn more.

Agents: Handling campaign calls in different dialing modes

As an agent serving an outbound queue, you are presented with campaign calls assigned to the queue. The queue may be set to preview, progressive, or predictive mode. The calling experience varies between preview and progressive or predictive modes.

Preview Mode: If the queue is in preview mode, the agent gets to preview the customer record before accepting the call. During the preview timeout period, the agent can preview the record and then start the call or skip the call (if allowed) to move onto the next record. If the agent does not take any action, then the system may automatically dial out if configured. After the call connects, the agent processes the call, ends the call, and completes post-processing. Then the call log pops.

Handling a campaign call in preview mode

If the queue is in preview mode, the agent gets to preview the customer record before accepting the call. During the preview timeout period, the agent can preview the record and then start the call or skip the call (if allowed) to move onto the next record. If the agent does not take any action, then the system may automatically dial out if configured. After the call connects, the agent processes the call, ends the call, and completes post-processing. Then the call log pops.

Handling a campaign call in progressive mode

In this mode, the agent will only ever receive live calls that have been answered by a person. Agents must be on persistent connection mode to receive campaign calls in progressive mode. This means calls are automatically connected once an agent becomes available. Agents are not allowed to reject or skip calls. Once the call connects, the customer record is presented to the agent. After processing the call, when an agent ends the call and completes post-processing, the call log pops.

Handling a campaign call in predictive mode

The agent experience is similar to progressive mode in that the agent will only ever receive live calls. Any unanswered call is automatically dispositioned and is not presented to the agent saving agents' time. Agents must be on persistent connection mode to receive campaign calls in predictive mode. This means calls are automatically connected once an agent becomes available. Agents are not allowed to reject or skip calls. Once the call connects, the customer record is presented to the agent. After processing the call, when an agent ends the call and completes post-processing if configured, the call log pops and the next call connects.

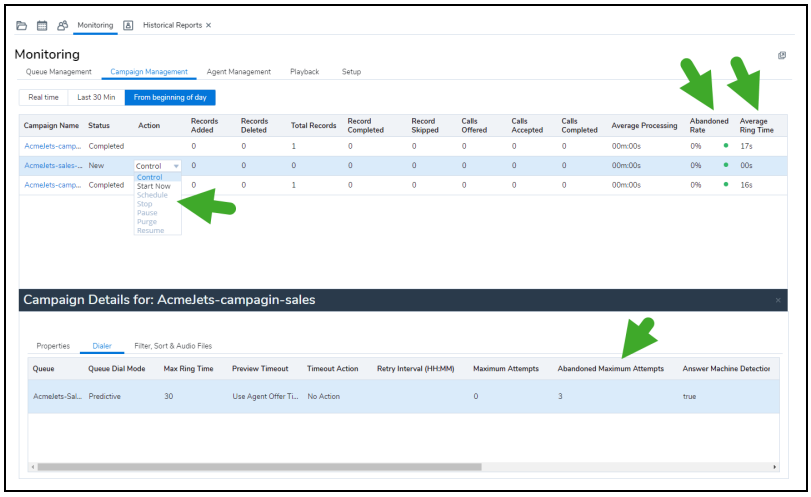
Supervisors: Managing and tracking campaigns

Supervisors continue to manage campaigns using the monitoring tool in the Supervisor console. They can review the status of the campaigns, begin, schedule, pause, and purge campaigns. Additionally, they can access key metrics by accessing historical reports for campaigns.

To manage campaigns:

1. Log into 8x8 Agent Console.
2. In the Control Panel, click **Menu** and select **Monitoring**.
3. In the Monitoring tab that launches, select **Campaign Management**.
4. View the list of campaigns you supervise and their status in real time, last 30 mins, and since the beginning of the day.
5. In the **Action** column, you can control the campaigns. Based on the current status, you can begin, pause, resume, and purge a campaign.

Supervisors can track average ring time and abandoned rate for the progressive and predictive campaigns which allow you to manage how aggressive the campaigns should be and supervise agent allocation.



Campaign Reports

As an 8x8 Contact Center supervisor, you can generate reports for the campaigns you supervise. Get information about campaign statistics for analysis and to determine the need for follow-up actions based on transaction codes, and for

further recycling of the campaigns. To better understand the campaign reports, it is important to know that a campaign can contain multiple customer records, and each customer record can have multiple transactions. To simplify, let's consider a campaign with two customer records. Each customer record has five phone numbers listed. When the campaign runs, it dials the customers on the multiple numbers listed until connected. There is a record for the campaign, a record for each customer in the campaign, and a record for every call dialed for each customer.

The following reports provide exclusive details about new, running, and completed campaigns. You can filter the report data by selecting the desired campaigns.

Campaign details

This report gives a high level overview of key metrics for all campaigns run during a specified time period. The metrics include campaign name, status, start and end time, total number of records processed, retry properties, and statistics of calls processed. For predictive and progressive campaigns, you can access metrics for abandoned calls as well. This report captures data for each campaign in a row.

Campaigns: Campaign Details
Period: 10/07/2020 - 10/07/2020
Granularity:
Report Generated on: 10/07/2020 13:59:59 (GMT-8)
Notes: Abandon Percentages Used : 3
Time Zone: (GMT-8) Pacific Time

Campaign Name	Enabled	Dynamic Campaign	Status	# Of Records	# Of Completed Records	Caller ID	Queue	Abandon Percentages Used	Abandons	Scheduled Start & End Time		Actual Start & End Time	
										Start Time	End Time	Actual Run Time	Actual Stop Time
AcmeJets-campagin-sales-100	Yes	No	Completed	1	1	14084571955	AcmeJets-Sales-Predictive		0			09/29/2020 16:19:52	09/29/2020 16:21:14
AcmeJets-campagin-sales-200	Yes	No	Completed	1	1	14084571955	AcmeJets-Sales-Predictive		0			09/29/2020 16:25:47	09/29/2020 16:29:12
AcmeJets-campagin-sales-200-997	Yes	No	New	0	0	14084571955	AcmeJets-Sales-Predictive		0				
AcmeJets-campagin-sales-983-984-958-986	Yes	No	Completed	1	1	14084571955	AcmeJets-Sales-Predictive		0			09/29/2020 15:50:58	09/29/2020 15:51:58
AcmeJets-campagin-sales-983-984-958-986	Yes	No	Completed	1	1	14084571955	AcmeJets-Sales-Predictive		0			09/29/2020 15:55:03	09/29/2020 15:55:27
AcmeJets-campagin-sales-983-984-958-986	Yes	No	Completed	1	1	14084571955	AcmeJets-Sales-Predictive		0			09/29/2020 16:07:29	09/29/2020 16:08:36
AcmeJets-campagin-sales-983-984-985	Yes	No	Completed	1	1	14084571955	AcmeJets-Sales-Predictive		0			09/29/2020 15:42:51	09/29/2020 15:43:41
AcmeJets-sales-campagin	Yes	Yes	New	0	0	Anonymous	AcmeJets-Sales-Predictive		0				
Grand Totals				**6**	**6**				**0**				

Campaign record details

This report offers a record granularity view of dialed calls in a campaign. You can select a single campaign or multiple campaigns for reporting. For a selected campaign, this report provides information on how many calls were successful in the campaign, the campaign status of each customer record, phone list available for each customer record, transaction information, the phone number called previously, time the call was completed, disposition action, wrap up code, and more. In an active campaign, this report shows the last call that was attempted to reach the customer.

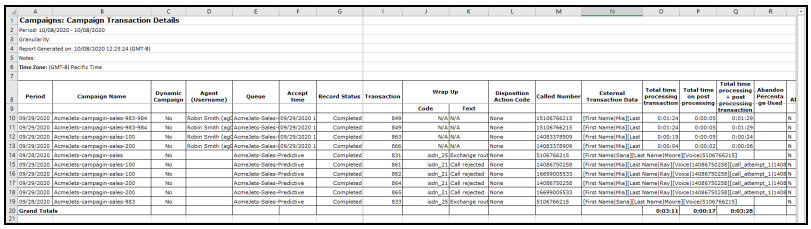
Let's say you have run a campaign with two customer records. Customer 1 was successfully connected on their phone number 2, while Customer 2 was successfully reached on their phone number 3 from the listed numbers. This report will then show two rows of data for the connected calls in the campaign.

Campaigns: Campaign Record Details
Period: 10/07/2020 - 10/07/2020
Granularity:
Report Generated on: 10/07/2020 17:10:34 (GMT-8)
Notes: Abandon Percentages Used : 3
Time Zone: (GMT-8) Pacific Time

Campaign Name	Dynamic Campaign	Record ID	Dynamic Campaign Status	Phone List	Status	Status Code	External Transaction Data	Completion Timestamp	Agent (Username)	Last Trans Time
AcmeJets-campagin-sales-100	No	10006491		*Voice|14086750258#CustomerMobilePhone|16699005	Completed		[First Name]Mia|[Last Name]Ray|[Voice|140	09/29/2020 23:21:14	Robin Smith (agc	09/29/2020 23:20:50
AcmeJets-campagin-sales-200	No	10006491		*Voice|14086750258#CustomerMobilePhone|16699005	Completed		[First Name]Mia|[Last Name]Ray|[Voice|140	09/29/2020 23:29:12	Robin Smith (agc	09/29/2020 23:29:03
AcmeJets-campagin-sales-983-984-958-986	No	10006491		*Voice|15106756215#CustomerMobilePhone|16699005	Completed		[First Name]Mia|[Last Name]Ray|[Voice|151	09/29/2020 22:51:58	Robin Smith (agc	09/29/2020 22:51:26
AcmeJets-campagin-sales-983-984-958-986	No	10006491		*Voice|14086750258#CustomerMobilePhone|16699005	Completed		[First Name]Mia|[Last Name]Ray|[Voice|140	09/29/2020 22:55:27	Robin Smith (agc	09/29/2020 22:55:09
AcmeJets-campagin-sales-983-984-958-986	No	10006491		*Voice|14086750258#CustomerMobilePhone|16699005	Completed		[First Name]Mia|[Last Name]Ray|[Voice|140	09/29/2020 23:08:36	Robin Smith (agc	09/29/2020 23:08:01
AcmeJets-campagin-sales-983-984-985	No	10006912		*Voice|15676621|#call_attempt_1|(408) 337-8909#ca	Completed		[First Name]Sana|[Last Name]Moore|[Voice	09/29/2020 22:43:41		09/29/2020 22:43:26
Grand Totals										

Campaign transaction details

This report includes transaction details for each campaign call. Each dialed attempt is referred to as a transaction. The report includes key metrics such as the processing time for each transaction, post processing time, and total processing time, in addition to the campaign record details. For example, let's consider a campaign with two customer records each with five phone numbers. Sequential dialing is enabled with five retry attempts. Let's assume that the campaigns calls were abandoned, they were retried five times, and were connected successfully in the final retry attempt; When this campaign is complete, the Campaign Transaction Details report will show 60 rows while the Campaign Details report shows only one row for this campaign and the Campaign Record Details report shows two rows for the two successfully connected calls.



Campaigns: Campaign Transaction Details
Period: 10/08/2020 - 10/08/2020
Granularity:
Report Generated on: 10/08/2020 12:23:24 (GMT-8)
Notes:
Time Zone: (GMT-8) Pacific Time

Period	Campaign Name	Dynamic Campaign	Agent (Username)	Queue	Accept time	Record Status	Transaction	Wrap Up		Disposition Action Code	Called Number	External Transaction Data	Total time processing transaction	Total time on post processing	Total time processing and post processing transaction	Abandon Percentage Used	Al
								Code	Text								
09/29/2020	Acme3ets-campaign-sales-983-984	No	Robin Smith (agc	Acme3ets-Sales-	09/29/2020 1	Completed	849	N/A	N/A	None	15106766215	[First Name]Mia][Last	0:01:24	0:00:05	0:01:29		N
09/29/2020	Acme3ets-campaign-sales-983-984	No	Robin Smith (agc	Acme3ets-Sales-	09/29/2020 1	Completed	849	N/A	N/A	None	15106766215	[First Name]Mia][Last	0:01:24	0:00:05	0:01:29		N
09/29/2020	Acme3ets-campaign-sales-100	No	Robin Smith (agc	Acme3ets-Sales-	09/29/2020 1	Completed	863	N/A	N/A	None	14083378909	[First Name]Mia][Last	0:00:19	0:00:05	0:00:24		N
09/29/2020	Acme3ets-campaign-sales-200	No	Robin Smith (agc	Acme3ets-Sales-	09/29/2020 1	Completed	866	N/A	N/A	None	14083378909	[First Name]Mia][Last	0:00:04	0:00:02	0:00:06		N
09/28/2020	Acme3ets-campaign-sales	No		Acme3ets-Sales-Predictive		Completed	831	isdn_25	Exchange rout	None	5106766215	[First Name]Sana][Last Name]Moore][Voice]5106766215]					N
09/29/2020	Acme3ets-campaign-sales-100	No		Acme3ets-Sales-Predictive		Completed	861	isdn_21	Call rejected	None	14086750258	[First Name]Mia][Last Name]Ray][Voice]14086750258][call_attempt_1][1408					N
09/29/2020	Acme3ets-campaign-sales-100	No		Acme3ets-Sales-Predictive		Completed	862	isdn_21	Call rejected	None	16699005533	[First Name]Mia][Last Name]Ray][Voice]14086750258][call_attempt_1][1408					N
09/29/2020	Acme3ets-campaign-sales-200	No		Acme3ets-Sales-Predictive		Completed	864	isdn_21	Call rejected	None	14086750258	[First Name]Mia][Last Name]Ray][Voice]14086750258][call_attempt_1][1408					N
09/29/2020	Acme3ets-campaign-sales-200	No		Acme3ets-Sales-Predictive		Completed	865	isdn_21	Call rejected	None	16699005533	[First Name]Mia][Last Name]Ray][Voice]14086750258][call_attempt_1][1408					N
09/28/2020	Acme3ets-campaign-sales-983	No		Acme3ets-Sales-Predictive		Completed	833	isdn_25	Exchange rout	None	5106766215	[First Name]Sana][Last Name]Moore][Voice]5106766215]					N
Grand Totals													**0:03:11**	**0:00:17**	**0:03:28**		

To access the campaign reports:

1. As a supervisor, log in to the Agent Console.
2. From the menu, go to **Report**.
3. Follow the wizard to create a report using an existing template for campaigns.

Note: Date change is not selectable so it runs a report for the entire campaign run up to the current date.

Enhanced performance of broadcasting

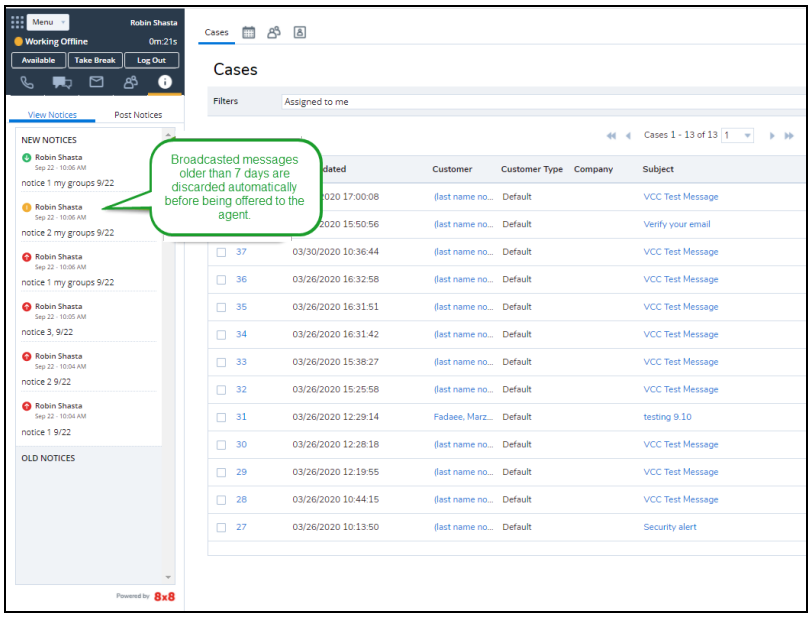
In 8x8 Contact Center, we have enhanced the performance of broadcasting messages. Supervisors who broadcast messages to agents periodically, specifically the ones supervising many agent groups, can now benefit from the improved performance when logging into the Agent Console or sending broadcast messages. Besides the performance, broadcast notices older than seven days are discarded and not shown to agents or supervisors. The system only broadcasts newer and relevant notifications.

Use Cases

Let's say supervisors create and assign various queues to each of their campaigns. Each queue receives a few messages a day. High number of messages can result in slower performance of the system. The system removes the old messages automatically and that helps improve the performance.

Or, let's say the agent comes back from vacation and has received many broadcast messages that are from a couple of weeks ago. The agent does not need to go through the old messages one by one. By automatically removing the outdated messages from the system, the need for any manual effort by agents or supervisors is eliminated and the performance improves significantly. For details about notification messages, see how to view notification messages.

To view a broadcasted message, in the 8x8 Agent Console, select the Notices tab, then click to view notices. You can view the unread notices on this page. The Old Notices section retains your previously-viewed notices until you log out of 8x8 Agent Console.



Improved status update of queues and agents

In 8x8 Contact Center, we have improved the status update of queues and agents to support the heavy workloads of 8x8 Contact Center dialer. With frequent handling of outbound calls, the status of queues and presence of agents change frequently. The changes to the agents' presence are aggregated and consistently updated to 8x8 Agent Console.

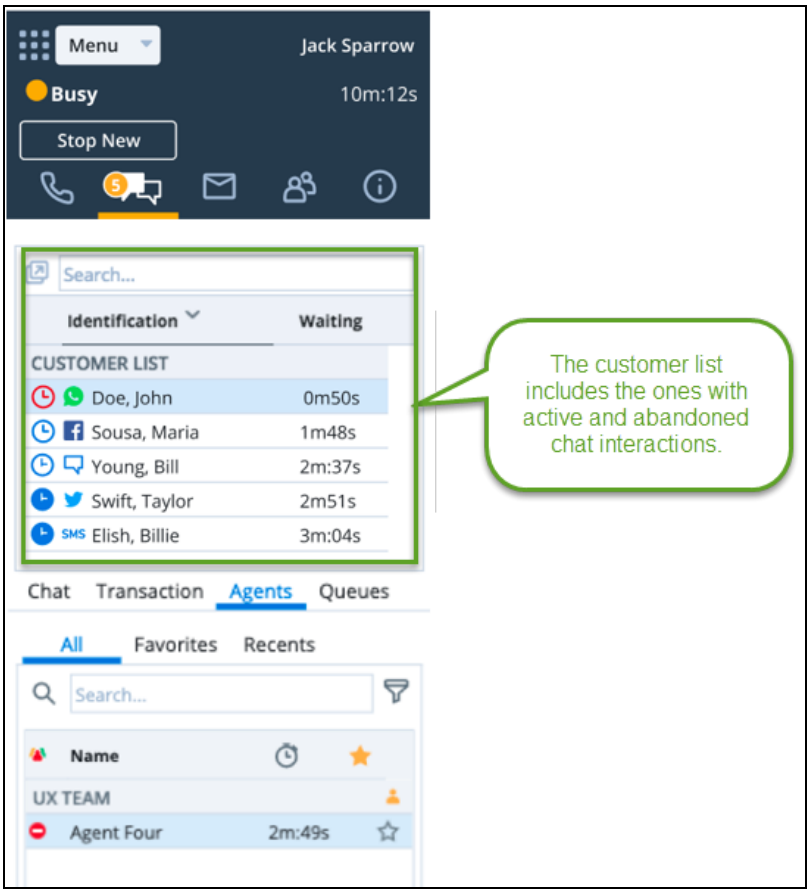
With improved performance, the list of agents and queues are reliably refreshed every five seconds. The agents' presence status is updated even during a system interruption. For example, when there is a power outage, the backup mechanism keeps the agents' status updated and therefore, the list of agents and their statuses can still be retrieved. This improvement maintains a reliable status update at all times helping agents make an educated decision as to whether to transfer the interaction to an agent or not. To view the status of queues and agents, log in to 8x8 Agent Console and click to see All in the Queue Directory and Agent Directory in the Status tab. For details, see how to check queue and agent status.

Provided better customer-to-agent chat management during service disruptions

In 8x8 Contact Center 8x8 Agent Console, customer-to-agent chat interactions are now better handled during service disruptions.

In case a customer abandons their chat with the agent, the interaction remains in the customer list waiting for the agent's review. When the agent is reconnected to 8x8 Contact Center, both the active interactions and the ones which were abandoned by the customer are updated with the correct status. The interactions remain in the customer list until the agent acknowledges them and is ready to move on.

In the previous behavior the abandoned interactions ended before the agent had a chance to review. The new improvement keeps the agent in sync with 8x8 Contact Center and prevents ghost interactions that remain with the agent. When the agent clicks on the interaction in the list, a message notifies them that the session has ended. The message is also saved in the transcript for the supervisor's review later.



In the following use cases, the agent has multiple concurrent chat interactions. Whether there has been a connection issue or the customer has simply abandoned the chat interaction, the agent can see the last few customer interactions in the list. To avoid ghost interactions, click on each customer to see the status of their interaction. A message shows the chat session has ended. Safely end the chat and go through the post-processing.

Use Case 1

- Agent has two ongoing interactions with customers A and B.
- While the agent is focused on the chat with customer B, customer A abandons the chat.
- The post-processing time for customer A ends, but the interaction with customer A does not disappear from the customer list as long as agent is focused on Customer B. Customer A will remain in the list for the agent to attend.
- If the agent clicks on customer A in the chat list, they see a message saying that the interaction has ended, but can still review the conversation. Once the agent clicks away from customer A, it will disappear from the chat list.

Use Case 2

- Agent has two ongoing interactions with Customers A and B.
- There is a service disruption and the agent loses connectivity for a few minutes.
- The service is back up and all interactions remain in the list as long as the agent is focused on other chats, even if the post-processing is ended and the Customer A has left.
- If the agent clicks on Customer A in the chat list, they see a message saying that the interaction has ended.
- Agent can still review Customer A conversation. Once the agent moves away from Customer A chat window and clicks on other customers in the list, Customer A disappears from the list.

Improved license provisioning for multi-region customers

8x8 Contact Center now supports multi-region SMP customers (X Series) and any other customer with a single tenant on SMP. In the new improvement, 8x8 Contact Center provisioning recognizes if a single tenant is available in multiple regions then proceeds to add up licenses and add-ons counts from all countries.

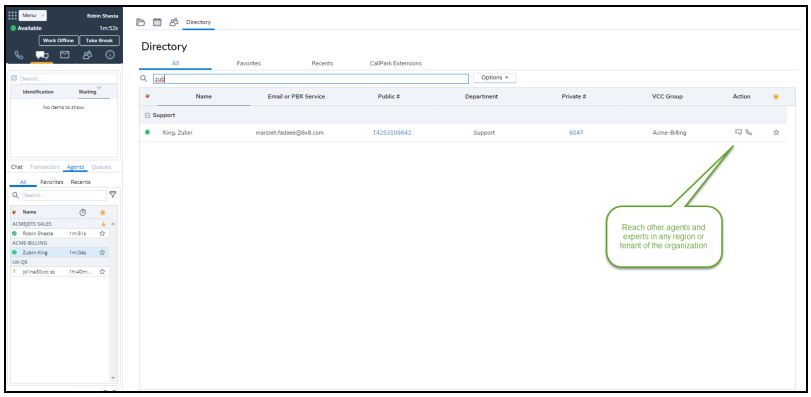
Prior to this release, 8x8 Contact Center only accounted for licenses and number of seats within a single country such as the US or Canada. It could cause customer downgrade or loss of service access in the customer's original country once they expanded to a new country. For details about licensing, see our documents to review 8x8 Work and 8x8 Contact Center licenses.

Limitations

8x8 Contact Center does not yet support multi-tenant deployments for our X Series customers. However, it offers multi-region capabilities and adds up all purchased X Series licenses from all regions.

Supported Expert Connect for multiple regions

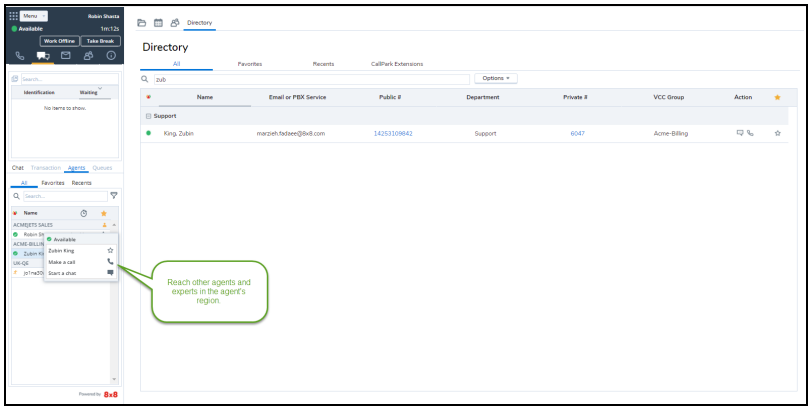
8x8 Contact Center now supports Expert Connect for multiple regions. It allows agents to use the Directory tab to reach their colleagues and other 8x8 Work users within their entire multi-region organization. Prior to this release, Expert Connect was bound to a single customer's region such as US or Canada. Cross-regional chat between agents and other 8x8 Work users or Expert Connect was not available. To connect to other agents or 8x8 Work users across multiple regions, click the chat or phone button on the Directory tab. For details, see our document regarding Expert Connect and how you can send and receive messages with 8x8 Expert Connect.



Limitation

- The new improvement only applies to X Series customers who have access to both 8x8 Contact Center and 8x8 Work. Agents must have access to the Directory tab or Expert Connect in 8x8 Agent Console in order to connect with other regions.
- Multi-region chat with Expert Connect requires a one-time migration effort for bringing all the users under the same organization. Please contact your 8x8 Account Manager or Professional Services to learn more.

- The customer-to-agent and agent-to-agent chat from the Agent Status list only applies to a single tenant or region.



Bug fixes 9.12

We have fixed the following bugs in this release:

Bug	Summary
VCC-22079	Agents show their previous statuses in the corporate directory.
VCC-25619	Agents cannot make outbound calls after the supervisor is deleted while monitoring.
VCC-39039	Duplicate voicemail transactions are generated.
VCC-40425	Agents get stuck in the post processing.
VCC-40702	DAA calls or outbound calls to an extension rings on a wrong device.
VCC-42174	Agents receive an invalid Cross-Site Request Forgery (CSRF) token warning when trying to save their profiles.
VCC-42367	In 8x8 Configuration Manager, requesting campaign list via API takes a very long time.
VCC-42434	A wrong error message is received when an agent attempts click-to-dial while the agent status is On break.
VCC-42455	WAPI GET FAQs only return questions but not answers.
VCC-43168	Cannot run reports with an output greater than 65,000 lines.
VCC-43429	8x8 Contact Center agents occasionally receive bounced email notifications.
VCC-43743	Persistent Auto Answer inbound channel does not bridge after the first call. Due to the missing answer events, the 8x8 Contact Center report shows abandoned calls with no call duration.
VCC-44118	Callback fails to cancel after the set time period expires.
VCC-44595	Login fails. Agent sees a blank page when trying to log in to 8x8 Agent Console.
VCC-45016	In 8x8 Agent Console, Wait Time for emails from the transaction tab resets to 0 after accepting the email.
VCC-46190	Agent status causes incorrect wallboard stats for available agents.
VCC-46274	IVR script does not play messages between intervals if an agent times out or rejects an interaction while the IVR is trying to play a message.

Bug	Summary
VCC-46768	The pre-chat form in advanced chat is distorted.
VCC-46927	in Local CRM, the Case Reply text editor strips from email addresses forwarded from Outlook to 8x8 Contact Center channels.
VCC-47256	Cannot disable "Allowed IP Ranges list" in Configuration Manager > Security tab.
VCC-47374	Voicemail queue header in 8x8 Agent Console has an incorrect translation.
VCC-47402	In 8x8 Agent Console Case, the previous case's description appears for the new case's follow up intermittently.
VCC-47567	Agent status data collected shows a time difference of seven hours.
VCC-47722	Web Callback with Custom CRM Integration does not trigger or post the ctl_call-back functionality.
VCC-47844	When new task is created under a customer, the date is set to 01-01-1970.
VCC-47883	Agent gets a connection error when trying to play back my recordings in 8x8 Agent Console.
VCC-48123	In 8x8 Agent Console "From" field drop-down is empty. Agents cannot get an email channel.
VCC-48192	Campaign controls are disabled in 8x8 Agent Console.
VCC-48481	The Historical Report Windows page does not show any data on Internet Explorer and Microsoft Edge.
VCC-48483	When tenant language is set to FRCA (French Canadian), navigating to CM > Home > Profile creates an auto logout.
VCC-48526	When a new Task is created under a Customer, the agent status changes to Work Offline and the due is set to 01-01-1970.
VCC-48542	Banner to say that a case is already edited by another agent doesn't appear any-more
VCC-48590	In Post Call Survey the option to stay on call is not offered to the caller when their call has been forwarded to an overload queue.
VCC-48616	Agent gets stuck in wrap status for an extended period.
VCC-48744	A leading + sign is added for private numbers that start with 205 in 8x8 Contact Center directory.

Bug	Summary
VCC-48814	Agents are offered calls whether on a call, on break or offline.
VCC-48843	Call Log screen pop shows up for campaign calls when "No Screen pop" is selected.
VCC-48865	Agents get stuck on Busy and "Time on Status" monitoring tab shows incorrect value.
VCC-48866	Some data such as Detailed transaction activity report is not populated in Historical reports.
VCC-48883	IVR script cannot support script XML created in previous 8x8 Contact Center version.
VCC-48884	The pre-recorded message "Holiday Closure" is missing after recent 9.10 upgrade.
VCC-48894	8x8 Agent Console does not pause screen recording or resume recording on the credit card details page.
VCC-49098	Transferring a call from Line 1 to line 2 leads to dead air.
VCC-49116	Emails do not show the full description.
VCC-49124	Unable to add custom field: "value entered for a field exceeds byte limit".
VCC-49151	Pulling an email causes the agent status to remain unchanged when the Persistent Connection Mode is not activated.
VCC-49338	8x8 Analytics for Contact Center dashboard does not show correct data.
VCC-49509	8x8 Agent Console cannot create emails with large images in the email body.
VCC-49832	Call recording audio cannot be paused.
VCC-49984	Duplicate transactions appear in the Stats API.
VCC-50082	Agent Transactions report is showing errors with rejected calls.
VCC-50224	API shows N/A (not available) for the customer-name object in all interactions API.
VCC-50372	Refreshing the page during outbound post-processing causes agents to get into a stuck state.
VCC-50431	8x8 Agent Console loads a blank directory intermittently.
VCC-50435	Queue Transactions report appears blank.

Bug	Summary
VCC-50442	Unable to transfer calls to extensions 6666 or 6667 that are linked to a Post Call Survey script.
VCC-50503	Outbound campaign calls are abandoned.
VCC-50518	Monitoring page is blank with an error message: "failed to fetch data".
VCC-50663	Agent extension script does not forward calls to agent's voicemail.
VCC-50669	Monitoring refreshes repeatedly makes it hard to change the campaign status.
VCC-50677	8x8 Contact Center integration with Salesforce launches with a blank screen.
VCC-50746	Custom SMTP server configuration fails on test.
VCC-50754	8x8 Agent Console shows the error: "Value entered for field exceeds byte limit" intermittently.
VCC-50866	IVR Chat Question object does not add yes/no or open-ended questions to the script.
VCC-50932	Data is missing in the API response: /api/stats/queues/{{queueId}}/interactions
VCC-50957	Blocked/not blocked check box changes to dots based on web browser zoom.
VCC-51089	Fix pre-conditions for making agents available.
VCC-51152	Realtime stats API returns incorrect enabled-agent-count.
VCC-51156	Transferred queue calls do not auto answer for the second agent.
VCC-51301	Stats Engine does not respond on selected platforms.
VCC-51363	8x8 Contact Center Interactions are intermittently missing on API Reporting.
VCC-51840	Unable to add record to Dynamic Campaigns via API.