

# 8x8 Contact Center

Release Notes

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## What's new in the 8x8 Contact Center 9.9 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.

- Introducing 8x8 Secure Pay
- Introducing the Answer Machine Detection (AMD) Service
- Ability to Detect TCPA-Listed Phone Numbers via Carrier Call Blocking (CCB)
- Improved Call Handling via Phone Connection Mode and Auto Answer
- Introducing Workplace Setting Validation
- Ability to Automatically Assign Transaction Code (Auto-TCL)
- Dynamic Campaigns: Ability to Update Live Campaigns
- Allow Agents to Skip Campaign Calls While on Auto Answer
- Relocated Interaction Transfer Button
- Enhanced Chat Editor and FAQs
- Enhanced Expert Connect
- Ability to Clone Queues
- Ability to Clone Agent Groups
- Bug fixes 9.9

## Introducing 8x8 Secure Pay

8x8 8x8 Contact Center now offers customers a secure integration to support the processing of bank card information via our partner PCI Pal. 8x8 Secure Pay enables an agent and customer to stay in contact on a call while masking the card input from the customer's handset so that the sensitive card data stays secure and out of the 8x8 Contact Center. The service can be integrated with a CRM, Enterprise Resource Planning (ERP), or a billing system and the customer's payment gateway to process the payment. The service can also feed information about the payment back to the originating system.

This new integration offers agents a secure payment page for processing customer transactions. The secure payment page can be configured to include pre-populated data or data that the agent adds manually. When this page is opened, the media connection is rerouted via PCI Pal, which allows them to mask the keypad input both visually and audibly.

The agent hears the conversation and controls the card input, but only hears a single-tone DTMF and sees starred-out digits for the card number, date, and Card Verification Value (CVV). In the event of erroneous data input by customers, an agent can reset the relevant data field in the payment page, allow customers to fix the input, and facilitate a successful transaction.

PCI Pal 6

8501

Protected by PCI Pal 6

Customer Name: Barry Allen

Amount: 19.56

PAN: [Empty]

Expiration: [Empty]

CV2: [Empty]

Process

## Collecting Card Payment via 8x8 Secure Pay: an Example

The agent's experience for taking a payment via PCI Pal depends on a number of factors. Given that the customer system producing the payment request and the payment gateway accepting the card details could potentially be a different combination for every customer, there is no blueprint for that journey. The ability of the custom system to integrate with PCI Pal determines the amount of data that can be pre-populated or what needs to be manually entered by the agent. Once the payment page is complete and ready for the card payment to be taken, it is a similar experience for all. The following example is a sample workflow that demonstrates how an agent collects card payment via 8x8 Secure Pay:

### To collect card payment:



While on an active call, the agent receives a verbal confirmation from the customer to start the payment process. When the customer is ready to pay with the credit card:

1. As a contact center agent, click the provided link or button on your CRM page to initiate a secure session.  
The 8x8 Secure Pay button appears on your screen and can be customized. A secure payment session is indicated

by the color of PCI pal logo or the phone icon shown on the header of the payment page.

**Note:** When the session is secure, the PCI Pal logo changes color from **PCIpal** to **PCIpal**.



-  Gray indicates the payment session has started, but the telephony is not yet secured against the payment session.
-  Green indicates the session is secure. In addition to the green phone icon, the chain to left also links together.

A unique four-digit session PIN code is offered for the secure session.



1863  Protected by **PCIpal6**

**8x8**  
Global Cloud Communications

Reference Code #1863

Amount\* \$ 37.24

First name\* John

Last name\* Smith

Email\* jsmith@gmail.com

First line of address First Street


City/town San Jose

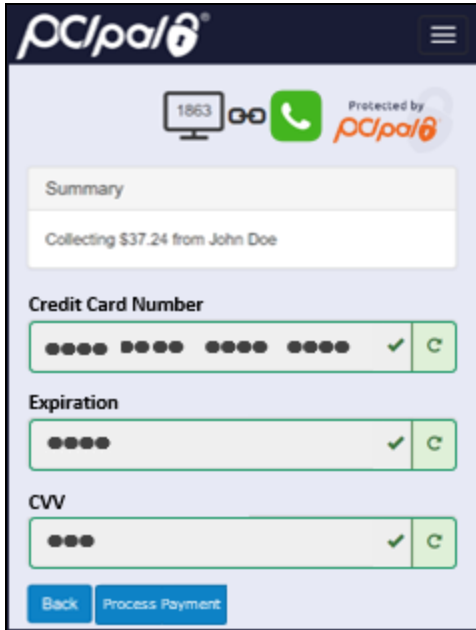
Zipcode 95331

Next

2. Enter the customer information such as the total **Amount**, **First name**, **Last name**, **Email**, **Address**, and **Zipcode**. Fields marked with a red asterisk (\*) are mandatory.
3. Click **Next** to open the card data collection page. The total payment amount is carried forward to the next page.
4. Invite the customer to enter the **Card number**, **Expiry date**, and the **Security code (CVV)**. When the customer begins the card data input, you will hear a single-tone DTMF and see starred-out digits for the sensitive information. If the information is valid, the fields turn green.



5. Click  next to a field to reset the incorrect data and invite the customer to reenter the data.



The screenshot shows the PC/pal6 payment interface. At the top, there's a header with the PC/pal6 logo and a menu icon. Below the header, there's a status bar with a phone icon, the number 1863, and a 'Protected by PC/pal6' logo. The main content area has a 'Summary' section with the text 'Collecting \$37.24 from John Doe'. Below this, there are three input fields for credit card information: 'Credit Card Number', 'Expiration', and 'CVV'. Each field has a green checkmark and a 'C' icon, indicating successful validation. At the bottom, there are two buttons: 'Back' and 'Process Payment'.

6. Click **Process payment**. The payment is sent to the gateway.
7. Click **Send email** or **Send SMS** to send a payment confirmation to the customer. If the payment fails, inform the caller that the payment is declined.
8. Click **Back** to allow the customer to enter new card data, or edit the existing and submit the payment again. The customer can retry using a different card and repeat the process.
9. Click **Finish session** to end the session and go back to the first screen.

## Common Telephony scenarios during payment sessions

When a secure payment session is interrupted, the third-party page indicates that the session is no longer secured by showing the unlocked chain and gray phone logo. Depending on the integration there may be some other visual warning. There is no audio warning to either party. The following examples show where a payment session may be interrupted:

- When an agent places a customer on hold on Line 1
- When an agent switches lines by clicking Line 2
- When a supervisor ends their monitoring of an agent's line1 call

- When a supervisor barges in to the monitored agent's line 1 call
- When an agent ends the call on Line1

For supervisors on a call with an agent taking a payment, the experience varies depending on whether the supervisor monitors or barges. They need to be on the call before the payment session is initiated. For example:

- If a supervisor begins monitoring an agent prior to a payment session and they continue to monitor during the payment session, they hear monotone DTMF masking the sensitive card data.
- If a supervisor begins monitoring an agent prior to a payment session and barges in to the call during the payment session, the supervisor does not hear any audio. The agent and customer audio are unaffected.

## Introducing the Answer Machine Detection (AMD) Service

In 8x8 8x8 Contact Center when the dialer is used in its aggressive mode, it can call more numbers than available agents to maximize agent efficiency. The dialer needs a service which detects the calls answered by a machine instead of people and filters them. We have now introduced the Answer Machine Detection (AMD) service to identify such calls and allocate the calls answered by people to the available agents. When the AMD service identifies a machine-answered call, it sends a one-way message to the call routing to end that call and resolve it automatically. AMD is a learning service and it needs some time to build an effective library of known audio samples before it reaches its maximum efficiency. Once this is done, the AMD service resolves a machine-answered call quicker than the manual effort of an agent.

AMD resolves a machine-answered call when the following acceptance criteria are met:

- There is an active interaction on an outbound call (non-active interactions include wrong numbers, numbers not in use, and system messages).
- The call has a campaign ID from an AMD-enabled campaign.
- The elapsed time of an identified call can be terminated within the locally-configured threshold (two seconds in the UK and US).

Once AMD is provisioned for a tenant, the 8x8 Contact Center administrators can activate it for desired campaigns.

### To enable AMD in 8x8 Configuration Manager:

1. Log in to 8x8 Configuration Manager and go to **Campaigns**.
2. Click to create a new campaign or edit an existing campaign.
3. Under Properties, select **Answer Machine Detection**.
4. Click **Save**.

AMD works in conjunction with our new **Auto-TCL**. The transaction code for such calls appears as "Answer machine detected" in CRM Cases or under Historical reports.

The screenshot shows the 'Edit Task' interface in the 8x8 system. The main form contains fields for Customer, Task Number, Assigned To, Email, Due Date, Media Type, Call Type, and Description. A green callout bubble points to the 'Transaction Code' field, stating: 'The new Transaction Code records answer-machine-detected calls'. Below the form is a table with the following data:

Status	Due Date	Last Modified Date	Transaction Code
Closed	25/07/2019 11:3...	25/07/2019 11:36...	System Codes: Mobile number blocked
Closed	25/07/2019 11:3...	25/07/2019 11:36...	System Codes: DNC blocked
Closed	24/07/2019 16:2...	24/07/2019 16:25...	System Codes: Call rejected
Closed	24/07/2019 16:0...	24/07/2019 16:08...	System Codes: Call rejected
Closed	15/07/2019 15:2...	15/07/2019 15:21...	System Codes: Answer machine detected



**Note:** The AMD service is only applicable to calls routed via campaigns, but not to outbound calls placed by an agent.

## Ability to Detect TCPA-Listed Phone Numbers via Carrier Call Blocking (CCB)

8x8 8x8 Contact Center is now able to detect TCPA-listed phone numbers via Carrier Call Blocking (CCB) service. This feature is available for US customers only. The Telephone Consumer Protection Act (TCPA) designed to safeguard consumer privacy restricts telemarketing communications via calls, SMS texts, and fax. To comply with TCPA, we have introduced Carrier Call Blocking (CCB) service for campaign calls which allows the campaign manager in the Dialer to apply special routing to two carriers: Brightlink and RSquared. They will then run dialer calls through a service that checks whether or not the phone number is listed on a Do Not Call (DNC) or mobile block list. If listed, the call is terminated by the carrier and an appropriate Session Initiation Protocol (SIP) code response is sent back to the interaction router. The call is then handled by our **Auto-TCL** and completed.

Once provisioned, CCB can be enabled at the campaign level. If CCB is enabled, the campaign dialer checks whether the outbound call's phone number is listed on TCPA list.

### To enable CCB in 8x8 Configuration Manager:

1. Log in to 8x8 Configuration Manager and go to **Campaigns**.
2. Click to create a new campaign or edit an existing one.
3. Select **Carrier Call Blocking**.
4. Select **Automatically apply Transaction Code to system ended calls**. Transaction codes record the outcome of each interaction using codes such as "Successful call", "Call back", "Do not call back", "Reached voicemail", "Faulty number", etc.
5. Select **Override mandatory Transaction Code selection** to allow the system enter system-defined transaction codes such as "Mobile number blocked" or "DNC blocked" instead of mandatory transaction codes selected by agents.
6. Click **Save**.

When you run a campaign, the campaign dialer begins calling numbers fed from the CRM. When it detects a TCPA-listed phone number, the CCB terminates the call. A transaction code such as "Mobile number blocked" or "DNC blocked" is then generated by the system and recorded in the call log via **Auto-TCL**.

# Improved Call Handling via Phone Connection Mode and Auto Answer

8x8 8x8 Contact Center has improved the existing call handling capability via two features: **Phone Connection Mode** and **Auto Answer**. With Phone Connection Mode, agents set up their voice connection before they start working on calls, and remain connected throughout their working day. It allows them to respond to incoming and outbound phone calls with a simple click on the user interface improving their call handling efficiency. There is no audio indication with the Phone Connection Mode. With Auto Answer, however, every phone interaction that is offered to an agent is automatically connected, eliminating the need to accept it manually. Agents receive an audio prompt to alert them of a call as it connects.

## Introducing Phone Connection Mode

Administrators can choose one of the following Phone Connection Modes for agents:

- **On Demand:** On Demand Connection Mode creates a temporary connection from the agent's workplace phone to the system. Agents must manually accept the call in their soft or hard phone.
- **Persistent:** Previously referred to as off-Hook Connection Mode, Persistent Connection Mode creates a constant connection from the agent's workplace phone to the system. Once the connection is open, it will stay active until logged out. Any changes to the setting will remain in effect for the whole duration of the agent's persistent connection. Agents set up their voice connection before they start working on calls, and remain connected throughout their working day. It allows them to respond to incoming and outbound phone calls with a simple click on the user interface, improving their call handling efficiency.



**Note:** There is no audio prompt or audio indication for Persistent Connection Mode.

## Renamed off-Hook Connection Mode to Persistent Connection Mode

The off-hook connection mode that was first introduced in version 9.8 has been renamed to Persistent Connection Mode. There is no change to the functionality, just to the naming of the feature.

## Features

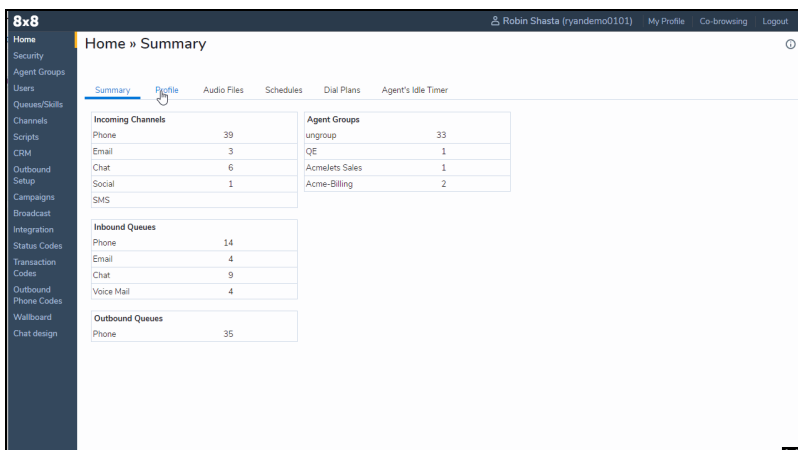
- Agents can immediately and seamlessly connect to customers.
- Offers a Persistent Connection Mode from the agent's device to VCC that is ready for outbound dialing.
- Removes the need to connect the agent's workplace phone for every call handled.
- Increases productivity from a higher throughput of calls.

## Enable Persistent Connection Mode in 8x8 Configuration Manager

If your tenant is provisioned with Persistent Connection Mode, this feature becomes available in 8x8 Configuration Manager.

### Enable the Persistent Connection Mode at the Tenant Level

1. Log in to 8x8 Configuration Manager.
2. Go to **Home > Profile**.
3. Select **Persistent** under **Phone Connection Mode**. It makes the Persistent Connection Mode available for all agents in that tenant.  
**Reset all** allows you to standardize the default connection mode when there are different settings for this feature within the tenant, for agents and agent groups.
4. Select **Allow Agents to Change Phone Connection Mode**. Agents are able to change their connection mode from within the 8x8 Agent Console.  
**Reset all** allows you to reset all agents and agent groups to the tenant setting.
5. Click **Save**.





**Note:** The **Reset all** button shows when there are a mixture of settings for that mode or option at the Tenant level.

### Enable the Persistent Connection Mode at the Agent Group Level

1. Log in to 8x8 Configuration Manager.
2. Go to the **Agent Groups** from the main menu, and click to edit or create a new agent group.
3. Select **Persistent** under **Phone Connection Mode**.

**Reset all** allows you to standardize the default connection mode for all agents when there are different settings for it within the agent group. For example, you see Reset all if you have enabled agents to choose their mode. Reset all is not available when all settings are the same.

4. Select **Allow Agents to Change Phone Connection Mode** if you want to enable all agents at the agent group to change their connection mode.

The screenshot shows the 8x8 Configuration Manager interface. The left sidebar contains a navigation menu with options like Home, Security, Agent Groups, Agents, Queues/Skills, Channels, Scripts, CRM, Support Centre, Outbound Setup, Campaigns, Broadcast, Integration, Status Codes, Transaction Codes, Outbound Phone Codes, Wallboard, and Chat design. The main content area is titled 'Agent Group » Edit Agent Group » General'. It shows fields for 'Group Name' (ops), 'Comment', and 'Default Agent Display Name' (Agent). There are checkboxes for 'Enable Agent's My Recording Functionality', 'Allow Agents to Reject Interactions', 'Phone Connection Mode' (set to Persistent), 'Allow Agents to Change Phone Connection Mode' (checked), and 'Enable Auto Answer'. A 'Reset all agents' button is located next to the 'Default Connection Mode' dropdown. At the bottom are 'Save' and 'Cancel' buttons.



**Note:** The **Reset all agents** button only shows when there are a mixture of settings for that mode or option within the Agent Group.

### Enable the Persistent Connection Mode at the Agent Level

1. Log in to 8x8 Configuration Manager.
2. Go to **Agents > GeneralUsers > Properties** from the main menu and click to edit or create a new agent.
3. Select **Persistent** under **Phone Connection Mode**.



4. Select **Allow Agents to Change Phone Connection Mode** if you want to enable this agent to change their connection mode.
5. Click **Save**.

The screenshot shows the 'Agent » Edit Agent » General' page in the 8x8 Agent Console. The left sidebar contains navigation links like Home, Security, Agent Groups, Agents, Queues/Skills, Channels, Scripts, CRM, Support Centre, Outbound Setup, Campaigns, Broadcast, Integration, Status Codes, Transaction Codes, Outbound Phone Codes, Wallboard, and Chat design. The main content area has tabs for General, Phone, Queues, Supervisor, CRM & Tab permissions, Interactions, and Experimental Features. The 'General' tab is active, showing fields for Last Name (Shasta), Display Name (Robin), Email Address (ankit.khare@8x8.com), Software language (English (US)), Username (ankit), Password (\*\*\*\*\*), and Retype Password (Password123). A green box highlights the 'Phone Connection Mode' section, which includes a dropdown for 'Default Connection Mode' set to 'Persistent', and two checked checkboxes: 'Allow agent to change Phone Connection Mode' and 'Enable Auto Answer'.

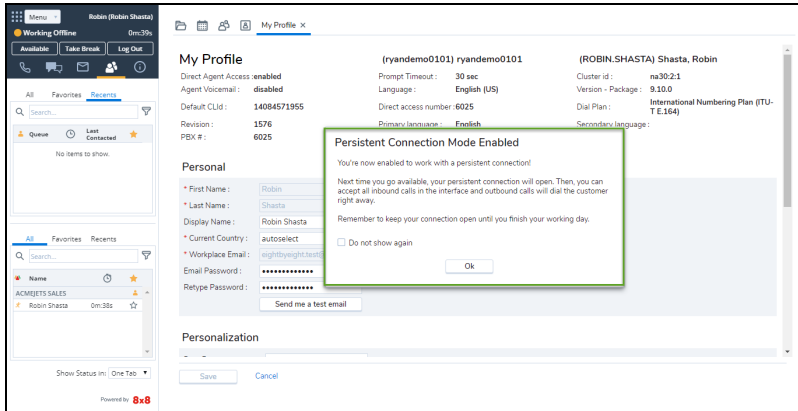
## Enable Persistent Connection Mode in 8x8 Agent Console

Persistent Connection Mode must be enabled by your tenant administrator. Once enabled, agents can see their connection mode in 8x8 Agent Console under **My Profile > Phone Connection Mode**.

### Change the Phone Connection Mode in 8x8 Agent Console:

1. Log in to 8x8 Agent Console.
2. Go to **My Profile > Phone Connection Mode**. Your status is set to **On break**.
3. Click to **Work offline**.
4. Click to change the **Phone Connection Mode**. Agents must have the change permission granted to them by tenant administrator.

- Click **Save**. A dialog box notifies you of the status change.



- Click **Ok**.
- Click to change your status to **Available** to receive calls.
- Answer the phone call to receive a four-digit PIN code to authenticate the Persistent Connection Mode. This PIN is valid only for that session or while the phone is connected. There is no audio prompt or audio indication for Persistent Connection Mode.
- If you are disconnected, click **Re-open connection** to continue.

#### Enable Persistent Connection Mode for an Agent Session:

- Log into the 8x8 Agent Console, your status is set to **On break**.
- Change the status to **Available**.  
It triggers the outbound call from 8x8 Contact Center to agent's Workplace Phone or Workplace SIP URI to open the Persistent Connection Mode.
- Answer the phone call to receive a four-digit PIN code to authenticate the persistent connection. This PIN is valid only for that session.



**Note:** Every time agents log in and make themselves available, they receive a new PIN for authentication.

- At the prompt, enter the PIN and click **Confirm**. It may take a few seconds.  
You are now connected to Persistent Connection Mode. A message appears on top indicating that Persistent Connection Mode is open.

**My Profile** (a50opstest) a50opstest (ankit) Shasta, Robin

Direct Agent Access: disabled Prompt Timeout: 30 sec Cluster id: a502-2  
 Agent Voicemail: disabled Language: English (US) Version - Package: 9.9.0  
 Default CLID: 14086278909 Direct access number: Dial Plan: International Numbering Plan (ITU-T E.164) with VOVC  
 Revision: 5112 Primary language: English Secondary language:

**Personal**

\* First Name: Robin Workplace Phone: 16699005533  
 \* Last Name: Shasta Workplace SIP URI:   
 Display Name: Robin Make Verification Call Use the call to setup agent voicemail  
 \* Email Address: ankit.khare@buu.com Phone Connection Mode: Persistent On Demand Persistent to change  
 \* Current Country: Auto select Auto Answer is enabled.

**Personalization**

Date Format: MM/DD/YYYY Email Signature:   
 Default Signature: ( No Default Signature )  
 Default "From": ( No Default From )  
☐ Use email inbound channel

Save Cancel

**Note:** When a Persistent Connection Mode is open, changes to the workplace setting drops the connection mode. The validation call is placed to the new setting and a four-digit PIN is played to the agent. Validation calls are not auto answered.

**My Profile** (ryandemo0101) ryandemo0101 (ROBIN.SHASTA) Shasta, Robin

Direct Agent Access: enabled Prompt Timeout: 30 sec Cluster id: na3021  
 Agent Voicemail: disabled Language: English (US) Version - Package: 9.10.0  
 Default CLID: 14084571955 Direct access number: 6025 Dial Plan: International Numbering Plan (ITU-T E.164)  
 Revision: 1576 Primary language: English Secondary language:  
 PDK #: 6025 Agent DID:

**Personal**

\* First Name: Robin  
 \* Last Name: Shasta  
 Display Name: Robin Shasta  
 \* Current Country: auto select  
 \* Workplace Email: ryandemo0101@ryandemo0101.com  
 Email Password: \*\*\*\*\*  
 Retype Password: \*\*\*\*\*  
 Send me a test email

**Personalization**

Date Format: MM/DD/YYYY Email Signature:   
 Default Signature: ( No Default Signature )  
 Default "From": ( No Default From )

Save Reset

**Confirm**

In order to make the call to validate your new workplace setting, your active persistent connection will be dropped.

Ok Cancel

- If you click to change the Phone Connection Mode to **On Demand**, a confirmation message notifies the agent of the setting change.
- Click **Ok**.
- Click to **Save** the profile settings.

## Introducing Auto Answer



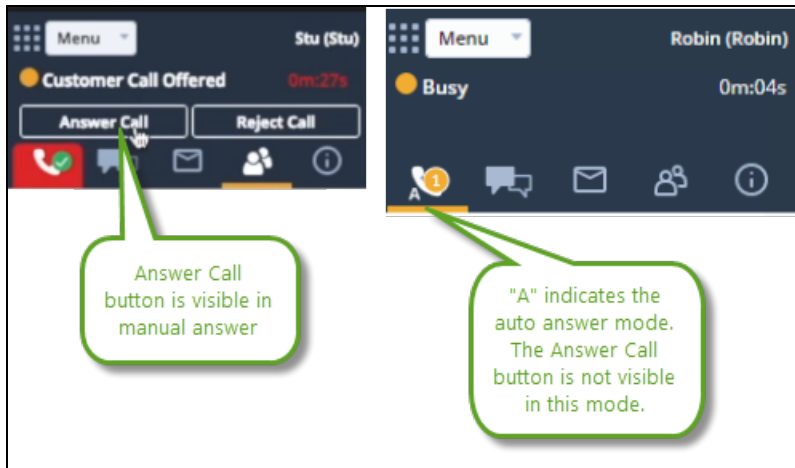
**Note:** Auto Answer is currently on limited availability. Contact [8x8 Support](#) for more help.

To further enhance the call handling efficiency of agents, we have now introduced Auto Answer. With this new feature, every phone interaction that is offered to an agent is automatically connected eliminating the need to accept it manually. This new configurable option enhances agent efficiency by quickly connecting the calls and reducing the number of clicks an agent has to make. Auto Answer also helps prevent agents from rejecting or missing calls on their workplace phone. Unlike the Persistent Connection Mode that has no audio indication, when in Auto Answer mode, agents receive an audio prompt to alert them of a call as it connects.

### Considerations when using Auto Answer:

- The agent's audio may be connected before any visual notification is made on the screen for the interaction or any screen pop can be enabled.
- Direct Agent Access (DAA) or Direct Agent Routing (DAR) calls are only sent in an Auto Answer mode to an enabled agent if they are in the Available state.
- An Auto Answer agent with a post-processing time set to zero could potentially find themselves with a non-stop succession of calls.
- If a supervisor is in Auto Answer mode while monitoring an agent who is not, the supervisor may be connected first, but the customer continues to hear queue music or the ring tone until the agent is connected.
- Auto Answer is supported by 8x8 Work for Desktop, 8x8 Work for Mobile, and [Bria 5](#) softphone. If the device is not supported, then the system defaults to the standard manual answer.

- The Auto Answer feature is visually indicated with an **A** in the phone tab which persists in all agent states.



**Note:** If Auto Answer is enabled, the **Answer Call** button is absent in the user interface when agents are offered calls.



**Note:** Auto Answer is only supported on line 1 for phone interactions.

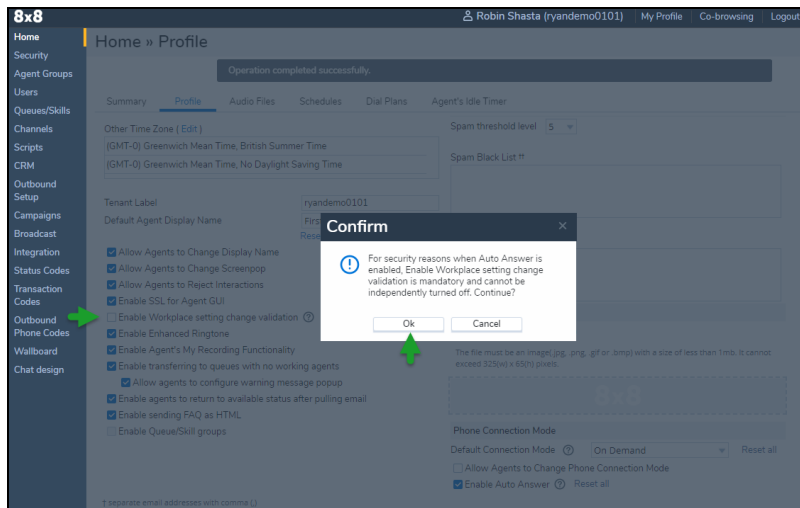
## Configure Auto Answer in 8x8 Configuration Manager

With Auto Answer, every phone interaction that is offered to an agent is automatically connected eliminating the need to accept it manually. If Auto Answer is provisioned for your tenant, you can enable it at the tenant level, agent group level, or agent level. Auto Answer is paired with **Workplace Setting Validation** and configurable at the tenant level. To enable Auto Answer, you must also enable workplace setting validation.

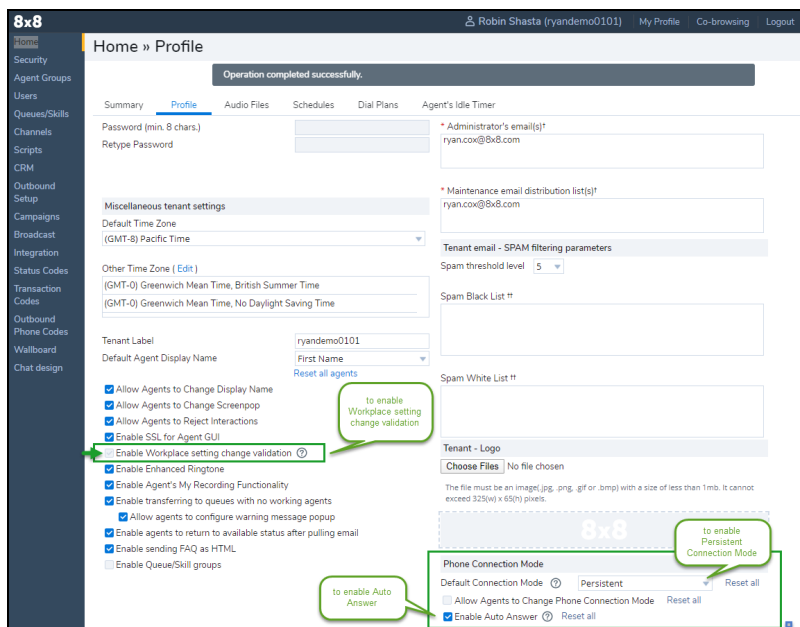
### Enable Auto Answer at the Tenant Level

1. In 8x8 Configuration Manager, go to **Home > Profile**.
2. Under **Phone Connection Mode**, select **Enable Auto Answer**. If you are enabling this feature for the first time, a confirmation dialog box prompts notifying you that a mandatory validation will also be turned on for security

reasons.



- Click **Ok** to continue. Auto Answer is enabled at the tenant level for all agents. By accepting the mandatory validation, **Enable Workplace setting change validation** is selected and cannot be changed.



- Click **Save** to activate Auto Answer at the tenant level. You have also enabled the workplace setting validation.

## Enable Auto Answer at the Agent Group Level



**Note:** Auto Answer is visible at the agent group level only if you have enabled it at the tenant level.

1. In 8x8 Configuration Manager, go to **Agent Groups** from the main menu.
2. Click to edit or create a new agent group.
3. In the **General** tab, select **Enable Auto Answer** if it is not enabled already. Auto Answer is now enabled at the agent group level for all agents. A confirmation message notifies you when the operation is completed successfully.
4. Click **Save** to activate Auto Answer at the agent group level.

The screenshot shows the 'Agent Group » Edit Agent Group » General' configuration page. The 'General' tab is active. The 'Group Name' is 'ops'. The 'Default Agent Display Name' is 'Agent'. The 'Enable Auto Answer' checkbox is checked and highlighted with a green box. Other checked options include 'Enable Agent's My Recording Functionality' and 'Allow Agents to Reject Interactions'. The 'Phone Connection Mode' is set to 'Persistent'. There are 'Save' and 'Cancel' buttons at the bottom.

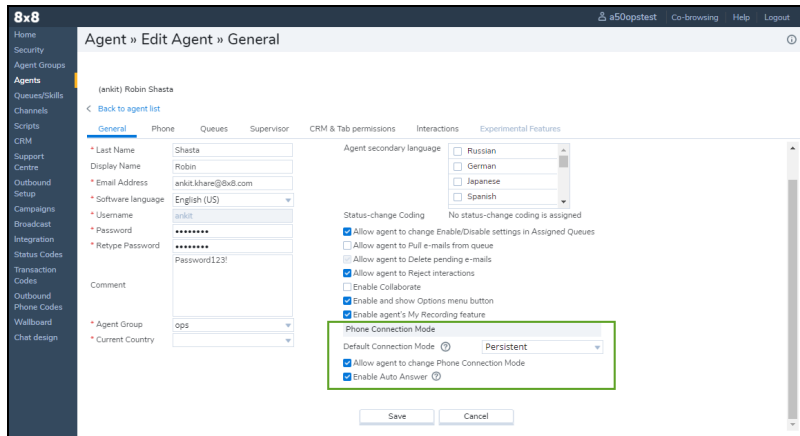
## Enable Auto Answer at the Agent Level



**Note:** Auto Answer is visible at the agent level only if you have enabled it at the tenant and agent group level.

1. In 8x8 Configuration Manager, go to **Agents** or **Users** page.
2. Click to edit or create a new agent and open the **General Properties** tab.
3. Select **Enable Auto Answer**. It allows agents answer their calls using the Auto Answer feature. Auto Answer is visible at the agent level, only if it is enabled at the tenant and agent group level.

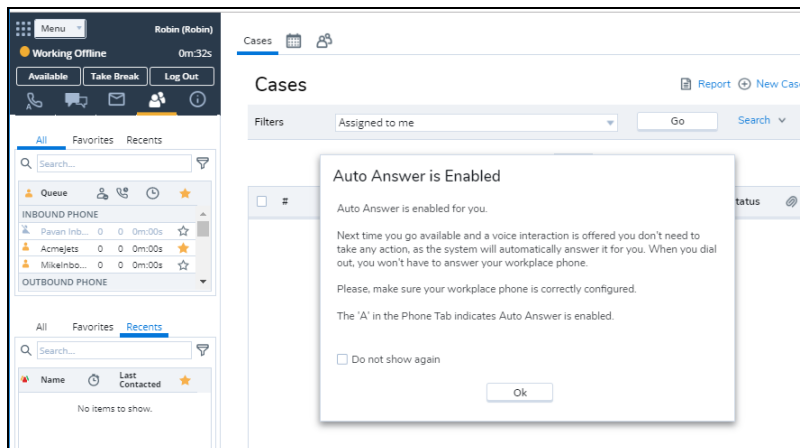
- Click **Save** to activate Auto Answer at the agent level.




## Configure Auto Answer in 8x8 Agent Console

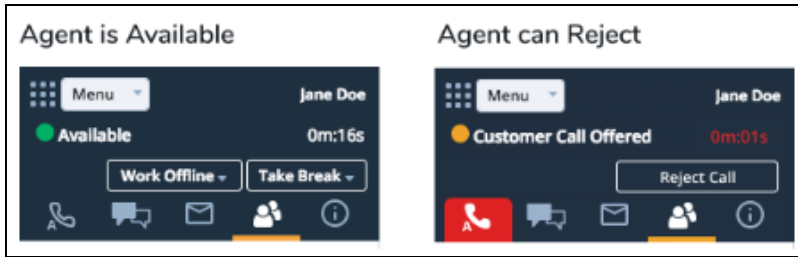
In 8x8 Agent Console, if Auto Answer is enabled for an agent, the agent is notified of their new status as soon as they log in.

- Click **Ok** to continue.



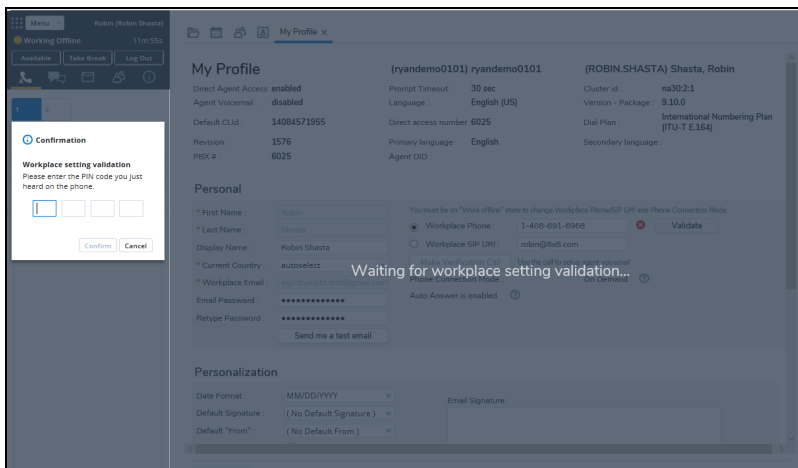
When in Auto Answer mode, agents receive an audio prompt to alert them of a call as it connects. Auto Answer is enabled. It is visually indicated with an **A** in the phone tab  which persists in all agent states.





2. If you have changed your workplace setting, you receive a verification call. For details, see our topic about [workplace setting validation](#).
3. Answer the call. A four-digit PIN is played to the agent. The PIN code is numeric only and is repeated in the call.
4. Enter the PIN in the confirmation window and click **Confirm**. When confirmed, a message in the call verifies the

successful verification. The new phone number is now  **VALIDATED**.



**Note:** Validation calls are not auto answered.

## Combinations for Connection Mode and Auto Answer Settings

Auto Answer can be combined with the Persistent feature to create an on/off combination of the two features. Auto Answer settings combined with Persistent can be configured at multiple levels depending on the feature's availability:

Connection	Behavior
Persistent Off,	Phone Connection Mode is On Demand and Auto Answer is off, so the agent needs to answer

Connection	Behavior
Auto Answer Off	the phone for every phone interaction.
Persistent Off, Auto Answer On	Phone Connection Mode is On Demand and Auto Answer is on, so the agent phone automatically connects, and the interaction is auto-answered when offered.
Persistent On, Auto Answer Off	Phone Connection Mode is Persistent, so the agent media path is always connected, but for every phone interaction the agent must click the Accept button.
Persistent On, Auto Answer On	Phone Connection Mode is Persistent, so the agent media path is always connected, and the interaction is auto-answered when offered.

## Introducing Auto Answer



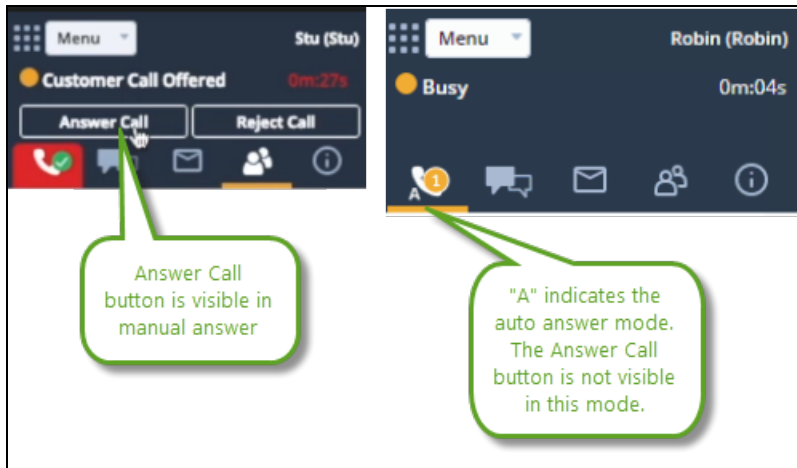
**Note:** Auto Answer is currently on limited availability. Contact [8x8 Support](#) for more help.

To further enhance the call handling efficiency of agents, we have now introduced Auto Answer. With this new feature, every phone interaction that is offered to an agent is automatically connected eliminating the need to accept it manually. This new configurable option enhances agent efficiency by quickly connecting the calls and reducing the number of clicks an agent has to make. Auto Answer also helps prevent agents from rejecting or missing calls on their workplace phone. Unlike the Persistent Connection Mode that has no audio indication, when in Auto Answer mode, agents receive an audio prompt to alert them of a call as it connects.

### Considerations when using Auto Answer:

- The agent's audio may be connected before any visual notification is made on the screen for the interaction or any screen pop can be enabled.
- Direct Agent Access (DAA) or Direct Agent Routing (DAR) calls are only sent in an Auto Answer mode to an enabled agent if they are in the Available state.
- An Auto Answer agent with a post-processing time set to zero could potentially find themselves with a non-stop succession of calls.
- If a supervisor is in Auto Answer mode while monitoring an agent who is not, the supervisor may be connected first, but the customer continues to hear queue music or the ring tone until the agent is connected.
- Auto Answer is supported by 8x8 Work for Desktop, 8x8 Work for Mobile, and [Bria 5](#) softphone. If the device is not supported, then the system defaults to the standard manual answer.

- The Auto Answer feature is visually indicated with an **A** in the phone tab which persists in all agent states.



**Note:** If Auto Answer is enabled, the **Answer Call** button is absent in the user interface when agents are offered calls.



**Note:** Auto Answer is only supported on line 1 for phone interactions.

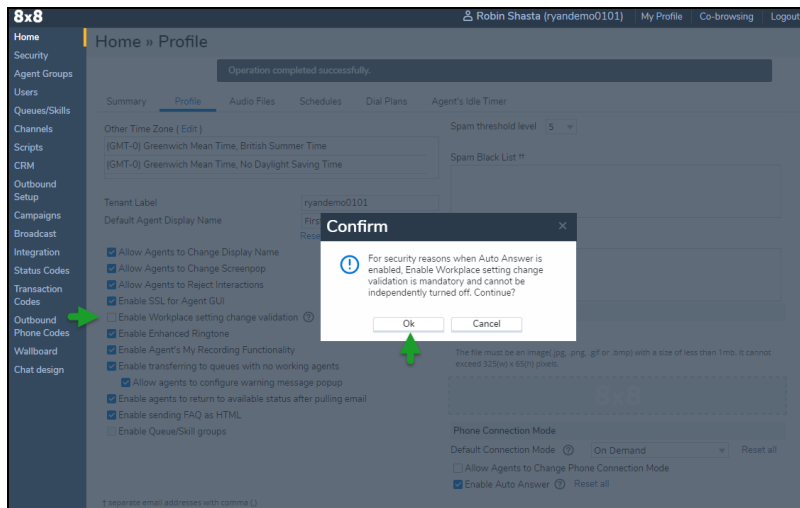
## Configure Auto Answer in 8x8 Configuration Manager

With Auto Answer, every phone interaction that is offered to an agent is automatically connected eliminating the need to accept it manually. If Auto Answer is provisioned for your tenant, you can enable it at the tenant level, agent group level, or agent level. Auto Answer is paired with **Workplace Setting Validation** and configurable at the tenant level. To enable Auto Answer, you must also enable workplace setting validation.

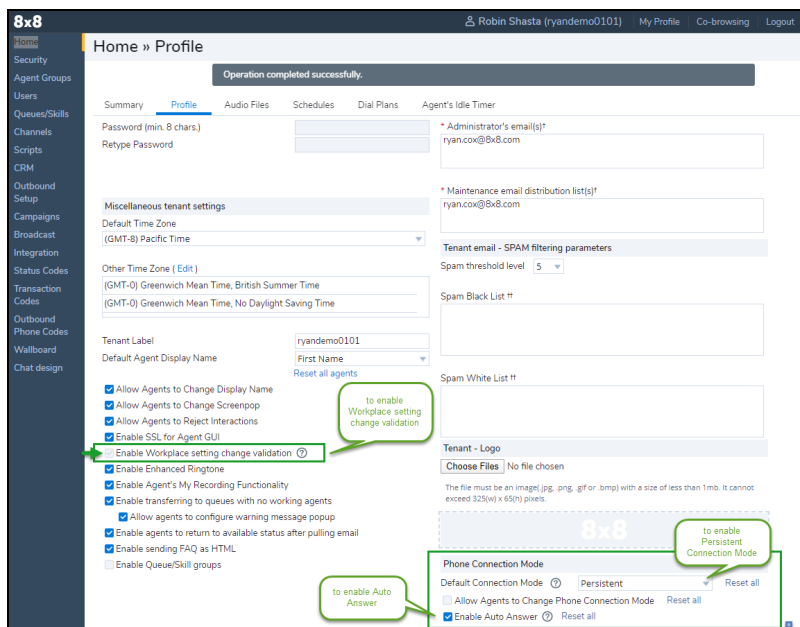
### Enable Auto Answer at the Tenant Level

1. In 8x8 Configuration Manager, go to **Home > Profile**.
2. Under **Phone Connection Mode**, select **Enable Auto Answer**. If you are enabling this feature for the first time, a confirmation dialog box prompts notifying you that a mandatory validation will also be turned on for security

reasons.



- Click **Ok** to continue. Auto Answer is enabled at the tenant level for all agents. By accepting the mandatory validation, **Enable Workplace setting change validation** is selected and cannot be changed.



- Click **Save** to activate Auto Answer at the tenant level. You have also enabled the workplace setting validation.

## Enable Auto Answer at the Agent Group Level



**Note:** Auto Answer is visible at the agent group level only if you have enabled it at the tenant level.

1. In 8x8 Configuration Manager, go to **Agent Groups** from the main menu.
2. Click to edit or create a new agent group.
3. In the **General** tab, select **Enable Auto Answer** if it is not enabled already. Auto Answer is now enabled at the agent group level for all agents. A confirmation message notifies you when the operation is completed successfully.
4. Click **Save** to activate Auto Answer at the agent group level.

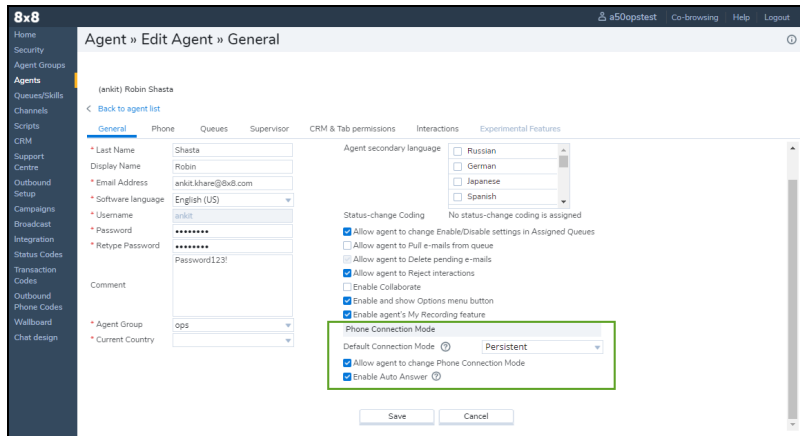
## Enable Auto Answer at the Agent Level



**Note:** Auto Answer is visible at the agent level only if you have enabled it at the tenant and agent group level.

1. In 8x8 Configuration Manager, go to **Agents** or **Users** page.
2. Click to edit or create a new agent and open the **General Properties** tab.
3. Select **Enable Auto Answer**. It allows agents answer their calls using the Auto Answer feature. Auto Answer is visible at the agent level, only if it is enabled at the tenant and agent group level.

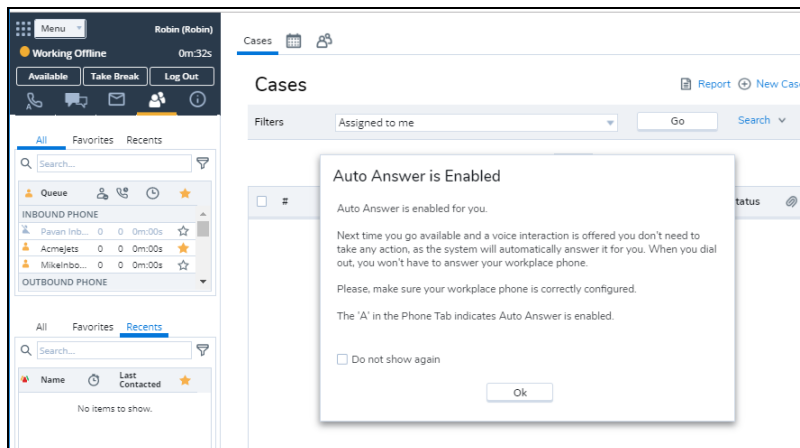
- Click **Save** to activate Auto Answer at the agent level.




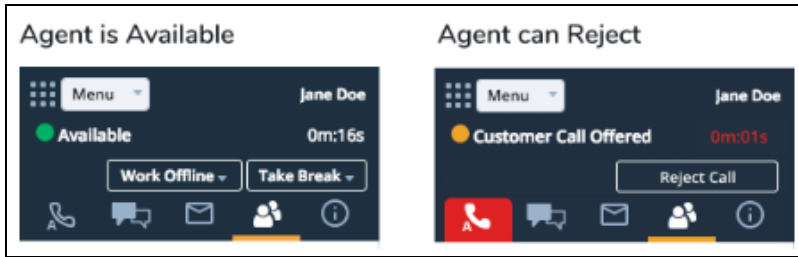
## Configure Auto Answer in 8x8 Agent Console

In 8x8 Agent Console, if Auto Answer is enabled for an agent, the agent is notified of their new status as soon as they log in.

- Click **Ok** to continue.

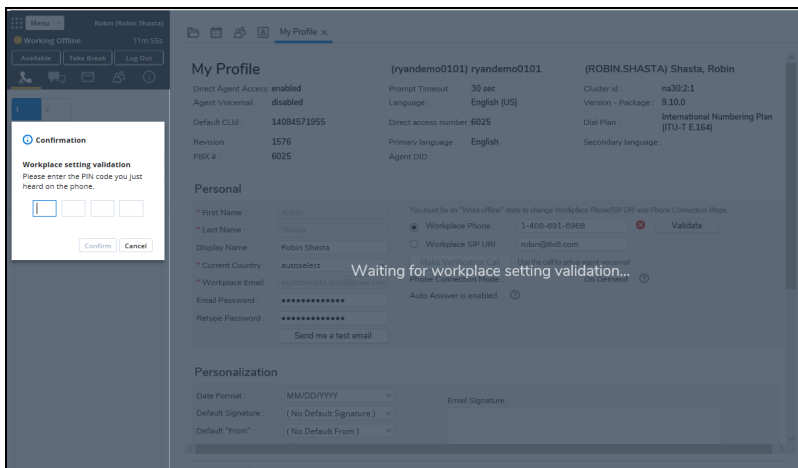


When in Auto Answer mode, agents receive an audio prompt to alert them of a call as it connects. Auto Answer is enabled. It is visually indicated with an **A** in the phone tab  which persists in all agent states.



2. If you have changed your workplace setting, you receive a verification call. For details, see our topic about [workplace setting validation](#).
3. Answer the call. A four-digit PIN is played to the agent. The PIN code is numeric only and is repeated in the call.
4. Enter the PIN in the confirmation window and click **Confirm**. When confirmed, a message in the call verifies the

successful verification. The new phone number is now  **VALIDATED**.



**Note:** Validation calls are not auto answered.

## Combinations for Connection Mode and Auto Answer Settings

Auto Answer can be combined with the Persistent feature to create an on/off combination of the two features. Auto Answer settings combined with Persistent can be configured at multiple levels depending on the feature's availability:

Connection	Behavior
Persistent Off,	Phone Connection Mode is On Demand and Auto Answer is off, so the agent needs to answer



Connection	Behavior
Auto Answer Off	the phone for every phone interaction.
Persistent Off, Auto Answer On	Phone Connection Mode is On Demand and Auto Answer is on, so the agent phone automatically connects, and the interaction is auto-answered when offered.
Persistent On, Auto Answer Off	Phone Connection Mode is Persistent, so the agent media path is always connected, but for every phone interaction the agent must click the Accept button.
Persistent On, Auto Answer On	Phone Connection Mode is Persistent, so the agent media path is always connected, and the interaction is auto-answered when offered.

## Introducing Workplace Setting Validation

When changing workplace setting (Workplace Phone and Workplace SIP URI), agents must validate their changes to be able to handle the calls. When they click to validate the change, it triggers a phone call to the updated phone number. A PIN code is then communicated to the agent. The agent must enter the PIN code to validate the changes and continue. If they are unable to confirm the PIN they must exit and revert to their last validated setting. The workplace setting validation is offered as a mandatory security feature with Auto Answer, or it can be deployed as a stand-alone feature.

### Features

- Is mandatory while Auto Answer is enabled.
- Offered as stand-alone feature. Admins can remove or disable this feature in 8x8 Configuration Manager with no restrictions.
- Reverts to the agent's last validated setting if unable to validate the new workplace setting.

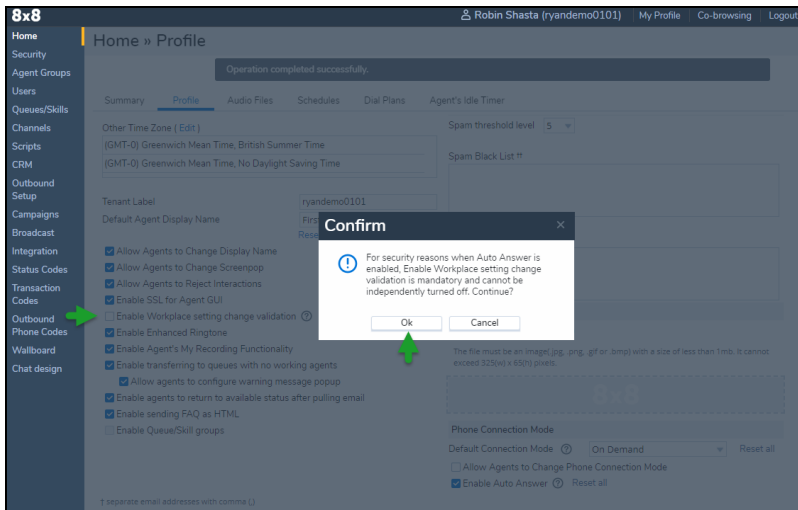
### Enable Workplace Setting Validation in 8x8 Configuration Manager

The workplace setting validation is applicable to a tenant for all agents and groups. To validate the workplace setting, agents require a phone and an audio access for the PIN code to be played to them. Moreover, the agents must be in Work offline status to change their workplace setting.

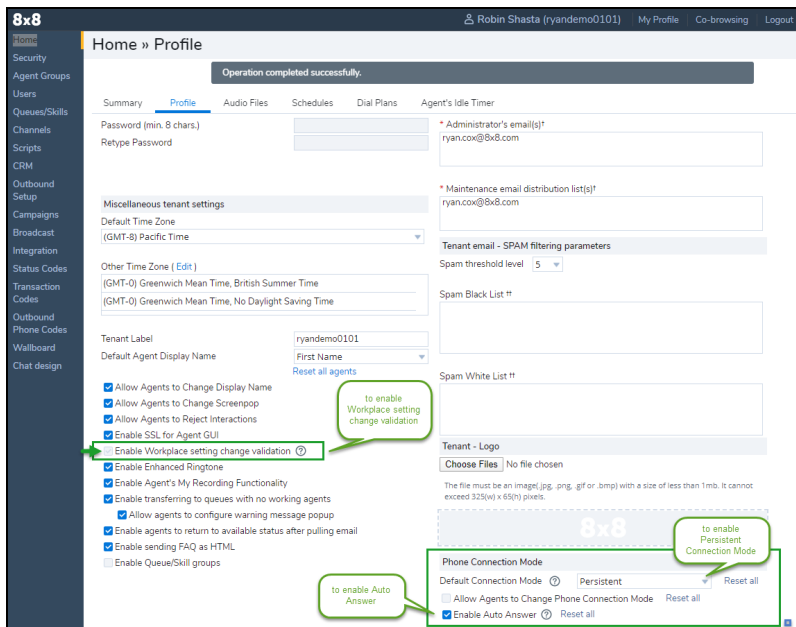
#### Enable Workplace Setting Validation Paired with Auto Answer

1. Log in to 8x8 Configuration Manager.
2. Go to **Home > Profile**.
3. Under Phone Connection Mode, select **Enable Auto Answer**.

If **Auto Answer** is enabled for the first time and without enabling the workplace security feature, a confirmation dialog box prompts notifying you that a mandatory validation feature will also be turned on for security reasons:



- If you click **Ok**, Auto Answer is enabled. By accepting the mandatory validation, **Enable Workplace setting change validation** is also turned on and cannot be changed independently while the Auto Answer feature is enabled. Workplace setting validation is enabled at the tenant level for all agents. You can configure Auto Answer at the agent group or agent level as well.





**Note:** If you disable Auto Answer, Workplace setting change validation is still enabled but can be disabled if required.

- If you click **Cancel**, Auto Answer is not enabled.

4. Click **Save**.

### Enable Workplace Setting Validation as Stand-alone Feature

1. Log in to 8x8 Configuration Manager.
2. Go to **Home > Profile**.
3. Select **Enable workplace setting change validation**.



**Note:** If you have enabled Auto Answer, workplace setting validation is already enabled. You can disable Auto Answer, but keep the workplace setting change validation enabled.

4. Click **Save**. Workplace setting change validation is now enabled at the tenant level for all agents.

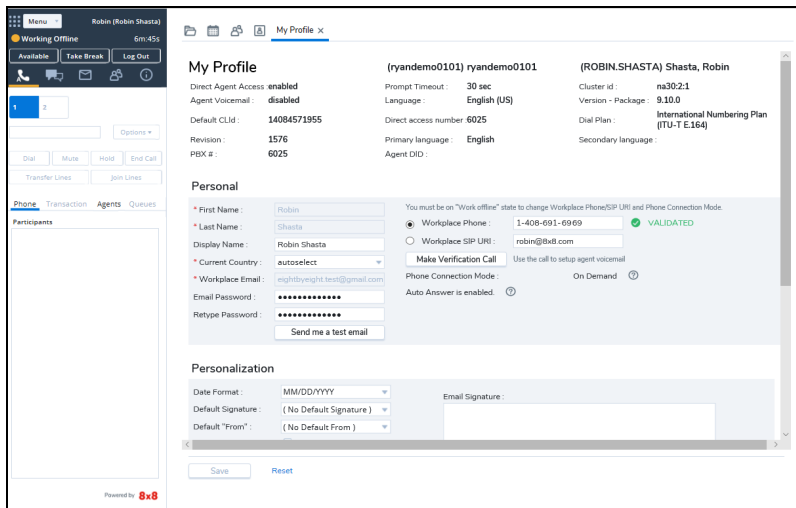
The screenshot shows the 8x8 Configuration Manager interface. The left sidebar contains navigation links: Home, Security, Agent Groups, Users, Queues/Skills, Channels, Scripts, CRM, Outbound Setup, Campaigns, Broadcast, Integration, Status Codes, Transaction Codes, Outbound Phone Codes, Wallboard, and Chat design. The main content area is titled 'Home » Profile' and shows a 'Summary' tab. A message at the top states 'Operation completed successfully.' The 'Profile' tab is active, displaying various settings. The 'Other Time Zone (Edit)' section shows '(GMT-8) Pacific Time'. The 'Tenant Label' is 'ryandemo0101'. The 'Default Agent Display Name' is 'First Name'. The 'Allow Agents to Change Display Name' checkbox is checked. The 'Enable Workplace setting change validation' checkbox is highlighted with a green box and is checked. Other checkboxes include 'Enable SSL for Agent GUI', 'Enable Enriched Ringtone', 'Enable Agent's My Recording Functionality', 'Allow agents to configure warning message popup', 'Enable agents to return to available status after pulling email', 'Enable sending FAQ as HTML', and 'Enable Queue/Skill groups'. The 'Spam Black List' and 'Spam White List' sections are empty. The 'Tenant - Logo' section shows a placeholder for a logo. The 'Phone Connection Mode' section shows 'Default Connection Mode' set to 'On Demand' and 'Enable Auto Answer' checked.

## Validate Workplace Setting in 8x8 Agent Console

Follow the procedure below to validate your workplace setting:

1. Log in to 8x8 Agent Console.
2. Change your status to **Work Offline**.
3. Go to **Menu > Profile > Personal**.

- If your workplace setting is already validated,  **VALIDATED** appears next to the **Workplace Phone** or **Workplace SIP URI** fields.



**My Profile** (ryandemo0101) ryandemo0101 (ROBIN.SHASTA) Shasta, Robin

Direct Agent Access: enabled  
Agent Voicemail: disabled  
Default CLID: 14084571955  
Revision: 1576  
PBX #: 6025

Prompt Timeout: 30 sec  
Language: English (US)  
Direct access number: 6025  
Primary language: English  
Agent DID:

Cluster id: na302:1  
Version - Package: 9.10.0  
Dial Plan: International Numbering Plan (ITU-T E.164)  
Secondary language:

**Personal**

\* First Name: Robin  
\* Last Name: Shasta  
Display Name: Robin Shasta  
\* Current Country: autoselect  
\* Workplace Email: eightbyeight.test@gmail.com  
Email Password: \*\*\*\*\*  
Retype Password: \*\*\*\*\*  
Send me a test email


You must be on "Work offline" state to change Workplace Phone/SIP URI and Phone Connection Mode.

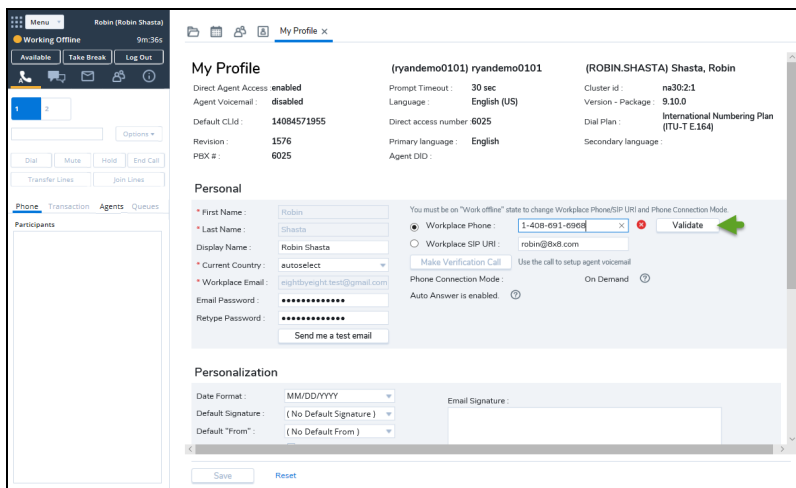
☒ Workplace Phone: 1-408-691-6969 **VALIDATED**  
☐ Workplace SIP URI: robin@8x8.com  
Make Verification Call Use the call to setup agent voicemail  
Phone Connection Mode: On Demand  
Auto Answer is enabled

**Personalization**

Date Format: MM/DD/YYYY  
Default Signature: ( No Default Signature )  
Default "From": ( No Default From )  
Email Signature:

Save Reset

- If you make any changes to the workplace setting, then  **Validate** appears next to the updated field until you validate your change.



**My Profile** (ryandemo0101) ryandemo0101 (ROBIN.SHASTA) Shasta, Robin

Direct Agent Access: enabled  
Agent Voicemail: disabled  
Default CLID: 14084571955  
Revision: 1576  
PBX #: 6025


Prompt Timeout: 30 sec  
Language: English (US)  
Direct access number: 6025  
Primary language: English  
Agent DID:

Cluster id: na302:1  
Version - Package: 9.10.0  
Dial Plan: International Numbering Plan (ITU-T E.164)  
Secondary language:

**Personal**

\* First Name: Robin  
\* Last Name: Shasta  
Display Name: Robin Shasta  
\* Current Country: autoselect  
\* Workplace Email: eightbyeight.test@gmail.com  
Email Password: \*\*\*\*\*  
Retype Password: \*\*\*\*\*  
Send me a test email

You must be on "Work offline" state to change Workplace Phone/SIP URI and Phone Connection Mode.

☒ Workplace Phone: 1-408-691-6908  **Validate**  
☐ Workplace SIP URI: robin@8x8.com  
Make Verification Call Use the call to setup agent voicemail  
Phone Connection Mode: On Demand  
Auto Answer is enabled

**Personalization**


Date Format: MM/DD/YYYY  
Default Signature: ( No Default Signature )  
Default "From": ( No Default From )  
Email Signature:

Save Reset

4. To save the changes in the workplace setting, click  **Validate**.




**Note:**

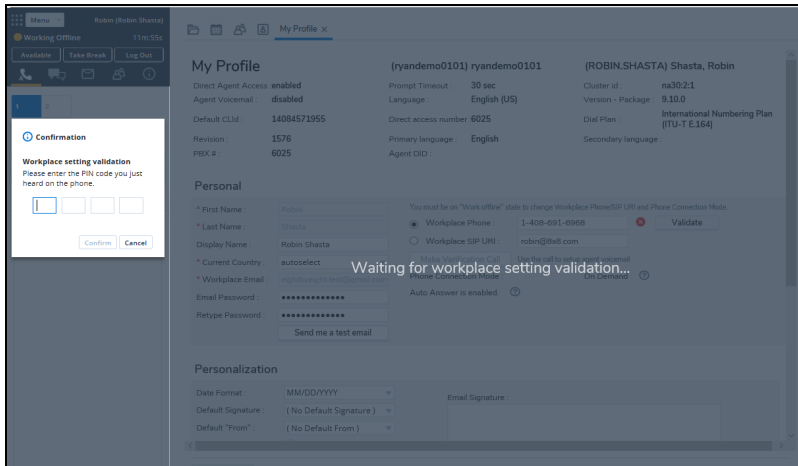
- Empty fields and invalid formats such as 1-408-555-000e, do not show the  **Validate** button.
- The **Make Verification Call** button is disabled until the workplace setting is validated.



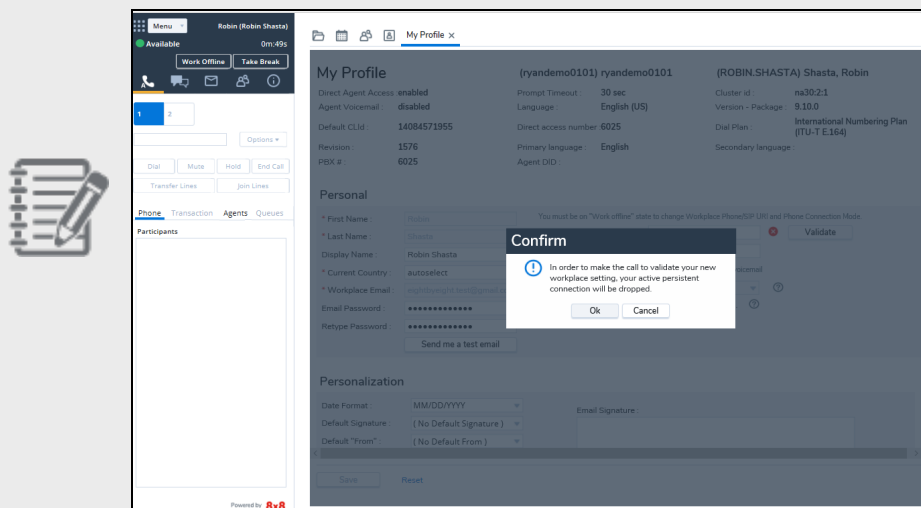
**Note:**

- If you make other changes in the agent profile such as changing your current country or signature, the **Save** button in agent profile is enabled until you save those changes.
- If you **Save** agent profile before validating the new workplace setting, only the changes to the workplace setting is lost and it goes back to the last validated setting.
- If you close agent profile before validating the new workplace setting, a message appears to either **Validate New Setting**, or **Close** and keep the last setting.
- If you change the agent status before validating the new workplace setting, a message appears to either **Validate New Setting**, or ignore your changes and **Keep Last Setting**.
- If you **Reset** the agent profile before validating the new workplace setting, a message appears to **Validate New Setting**, or **Reset** and revert to the last validated setting.

5. The agent receives a verification call for the new setting. Answer the call. A four-digit PIN is played to the agent. The PIN code is numeric only and is repeated in the call.
6. Enter the PIN in the confirmation window and click **Confirm**. The new change is now  **VALIDATED** and auto saved.



**Note:** When a Persistent Connection Mode is open, changes to the workplace setting drops the connection mode. The validation call is placed to the new setting and a four-digit PIN is played to the agent. Validation calls are not auto answered.



- If you enter a wrong PIN code and click Confirm, validation fails and **Validate** still remains in the agent profile. A failure message is displayed in agent profile. Repeat the process from the Profile page until the message in the call verifies the successful validation.

8. Once Validated, change your status to **Available** and continue.



## Ability to Automatically Assign Transaction Codes (Auto-TCL)

8x8 8x8 Contact Center automatically assigns transaction codes to campaign calls when the destination party is not available to answer the call, or when the call cannot be completed (such as when there is a busy tone or dead line). The new feature also identifies calls that are answered by a machine. Auto-TCL works with the **Answering Machine Detection (AMD) service** to identify such calls and automatically disposition them. It then moves on to the next call with minimal agent disruption. This feature allows agents to be more efficient with their time. The Auto-TCL feature must be provisioned for the tenant. Administrators can then set it up in 8x8 Configuration Manager.

### To set up Auto-TCL for campaigns:

1. Log in to 8x8 Configuration Manager and go to **Campaigns**.
2. Click to edit or create a new campaign.
3. Under **Properties**, select **Automatically apply Transaction Code to System ended calls**. Transaction codes record the outcome of each interactions using codes such as "Answer machine detected", "Call rejected", "Mobile number blocked", "Temporary failure", etc.
4. Select **Override Mandatory Transaction Code selection** to let the system enter system-defined transaction codes, such as "Blocked number", instead of the mandatory codes selected manually by agents.



**Note:** Auto-TCL supports campaign calls only.

In 8x8 Agent Console, the call log or task under a customer logs the automatic transaction code, such as "Answer machine detected".

The screenshot displays the 8x8 Agent Console interface. The top navigation bar includes 'Working Office' and 'Robin Shasta'. The left sidebar shows 'Queue' and 'List Contacted' sections, both with 'No items to show'. The main area is titled 'Edit Task' and contains the following fields:

- Customers: Sam, Samuel (10000000)
- Task Number: 100
- \* Assigned To: Robin Shasta \*
- Email: \*
- Due Date: 08/02/2019 14:38
- Media Type: Phone
- Call Type: Outbound
- Description: \*
- \* Enable Reminder
- Create Date: 08/02/2019 14:38:10
- Transaction Id: 1097
- Call Duration: 0
- \* Created by: Robin Shasta
- Phone: +4370512491
- Subject: Call Log
- Status: Closed
- Last Modified Date: 08/02/2019 14:38:10
- Campaign Name: Acmelet-305-302
- Transaction Code: Answer machine detected

At the bottom of the form are 'Save' and 'Cancel' buttons. The 8x8 logo is visible in the bottom left corner of the interface.

# Dynamic Campaigns: Ability to Update Live Campaigns

8x8 8x8 Contact Center's Dynamic Campaigns allow you to add or remove records from an active campaign via campaign API. Prior to this release, we could not add or remove records from a campaign after it started running. This supports integrated lead capturing systems, which feed new prospects into the corresponding campaign in real time so they can be dialed within five minutes. Removing a campaign record does not delete it from the list but keeps the record for future reports.

For API configuration details, see the 8x8 Support article on how to [configure 8x8 Contact Center Dynamic Campaign API](#).

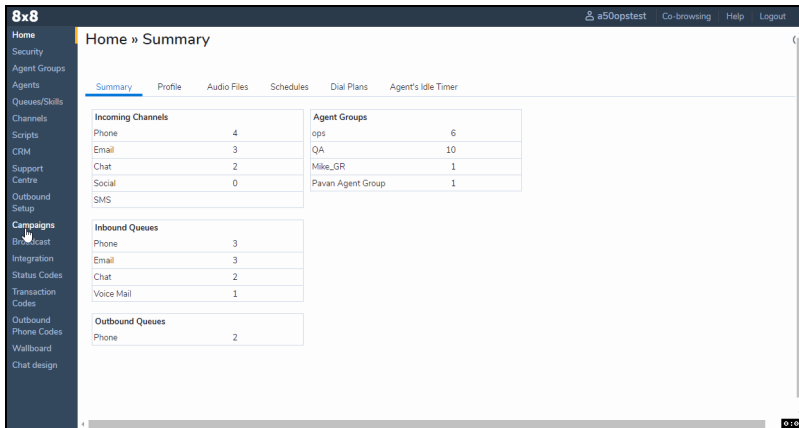
## Features

- Ability to add a record to an active campaign via campaign API. The new record appears at the end of the record set.
- Ability to remove a record from an active campaign via campaign API.
- Ability to return a list of active records.
- Ability to return the status and information of a specific record.
- A record that is on a Do Not Call list (DNC) cannot be added into the campaign. An error message is returned for that particular record on the multi-status response.
- Ability to schedule a callback for a maximum of seven days in advance via campaign API.
- Ability to schedule a maximum of five million records to be uploaded via campaign API.
- Copying a campaign with the Dynamic Campaign option does not copy the same option for the new campaign.

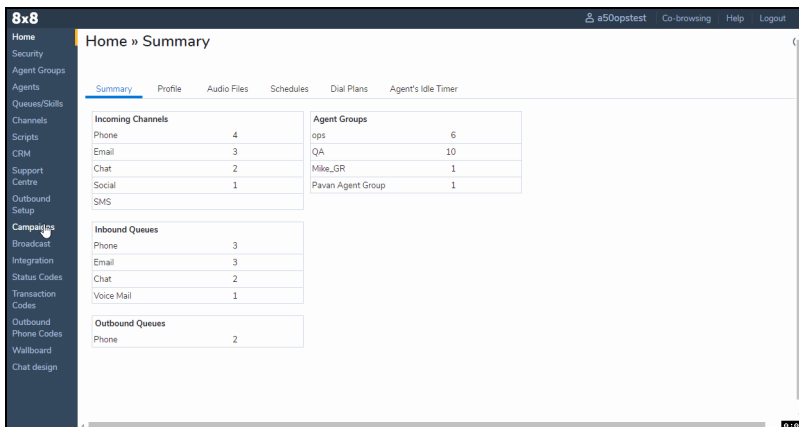
### To set up Dynamic Campaigns:

1. Log in to 8x8 Configuration Manager and go to **Campaigns**.
2. Click to edit an existing campaign or create a new one.
3. Select **Dynamic Campaign**.

#### 4. Click **Save**.



You can filter campaigns in the campaign list using the newly introduced columns: **Campaign ID** and **Dynamic Campaign**. Right-click on the campaign list and select to show the desired columns. For example, Dynamic Campaign appears in the campaign columns, but is not selected by default.



Check our topic on how you can **Skip Campaign calls** during a campaign.

# Allow Agents to Skip Campaign Calls While on Auto Answer

8x8 8x8 Contact Center now offers agents the option to skip campaign calls during a campaign. To give the agents this capability, you must enable this option under **Campaign > Properties**.

**To set up the Skip Campaign option:**

1. Log in to 8x8 Configuration Manager.
2. Go to **Campaigns > Properties** and click to create or edit an existing campaign.
3. Select **Show Skip button**.

The screenshot shows the 'Campaigns » Properties' configuration page in the 8x8 Configuration Manager. The left sidebar contains a navigation menu with options like Home, Security, Agent Groups, Agents, Queues/Skills, Channels, Scripts, CRM, Support Centre, Outbound Setup, Campaigns (highlighted), Broadcast, Integration, Status Codes, Transaction codes, Outbound Phone Codes, Wallboard, and Chat design. The main content area is titled 'Campaigns » Properties' and includes tabs for Properties, Supervisors, Search, Sort, and Audio files. Under the 'Properties' tab, there are sections for General Properties, Preview Properties, Start & End Time, and Daily Call Start & End Time. In the General Properties section, the 'Show Skip button' checkbox is checked and highlighted with a green box. Other checkboxes include 'This campaign is enabled', 'Answer Machine Detection', 'Automatically apply Transaction Code to system ended calls', 'Override mandatory Transaction Code selection', 'Dynamic Campaign', and 'Carrier Call Blocking'. The Preview Properties section shows 'Preview Timeout (sec)' set to 'Use Agent Offer Timeout' and 'Timeout Action' set to 'No Action'. The Start & End Time section has fields for Start Date, End Date, Start Time, and End Time. The Daily Call Start & End Time section has an 'Enabled' checkbox and radio buttons for 'Area Code (US & Canada only)' and 'Time Zone'.

In the campaign list you can also see whether or not the skip button is enabled per each campaign. Make sure the

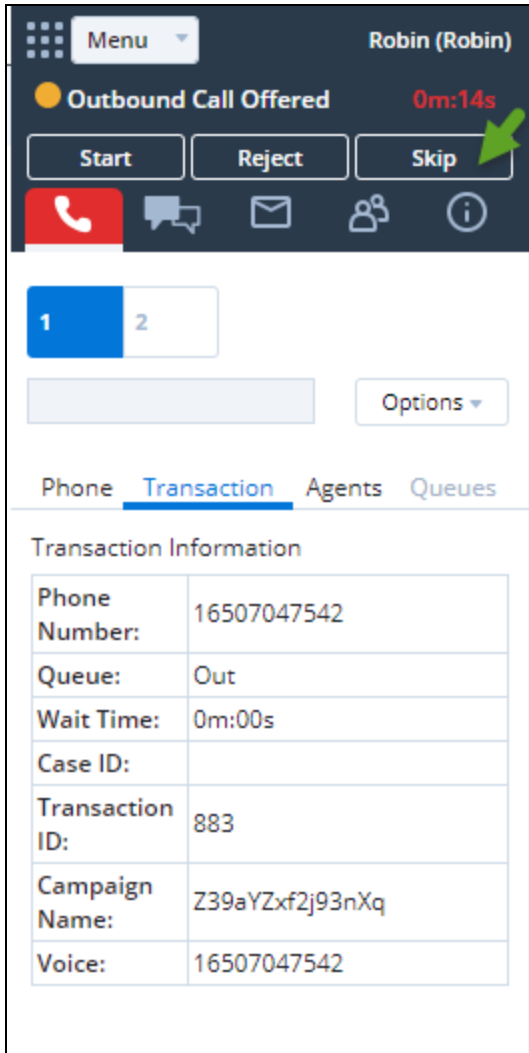
Show Skip button is selected in the column settings.

The screenshot shows the 8x8 Campaigns » Campaign List interface. The 'Show Skip button' column is highlighted with a green box, indicating it is selected in the column settings. The table lists various campaigns with columns for Campaign Name, Enabled, Status, Caller ID, Queue, Show Skip button, and Control. The 'Show Skip button' column contains 'yes' for all campaigns. The 'Control' column contains icons for edit, delete, and add.

Campaign Name ^	Enabled	Status	Caller ID	Queue	Show Skip button	Control
Acmelets	yes	Manual Stopped	1-408-627-8909	Out	yes	
Acmelets-301	yes	Completed	1-408-627-8909	Out	yes	
Acmelets-301-302	yes	Manual Stopped	1-408-627-8909	Out	yes	
Acmelets-301-302-303	yes	Manual Stopped	1-408-627-8909	Out	yes	
Acmelets-301-302-303...	yes	Manual Stopped	1-408-627-8909	Out	yes	
Acmelets-301-302-303...	yes	Manual Stopped	1-408-627-8909	Out	yes	
Acmelets-301-302-303...	yes	Manual Stopped	1-408-627-8909	Out	yes	
Acmelets-301-302-303...	yes	Manual Stopped	1-408-627-8909	Out	yes	
Acmelets-301-302-303...	yes	Manual Stopped	1-408-627-8909	Out	yes	
Acmelets-301-341	yes	Completed	1-408-627-8909	Out	yes	
dHPK25C3YyQAS	yes	Manual Stopped	1-408-627-8909	Out	yes	
clz2uQsIBD7x5o	yes	Completed	1-408-627-8909	Out	yes	
clz2uQsIBD7x5o-363	yes	New	1-408-627-8909	Out	yes	
test	yes	Manual Running	1-736-673-6673	Out	yes	
Z39vZm7j83nXq	yes	Manual Stopped	1-408-627-8909	Out	yes	
Z39vZm7j83nXq-221	yes	Completed	1-408-627-8909	Out	yes	

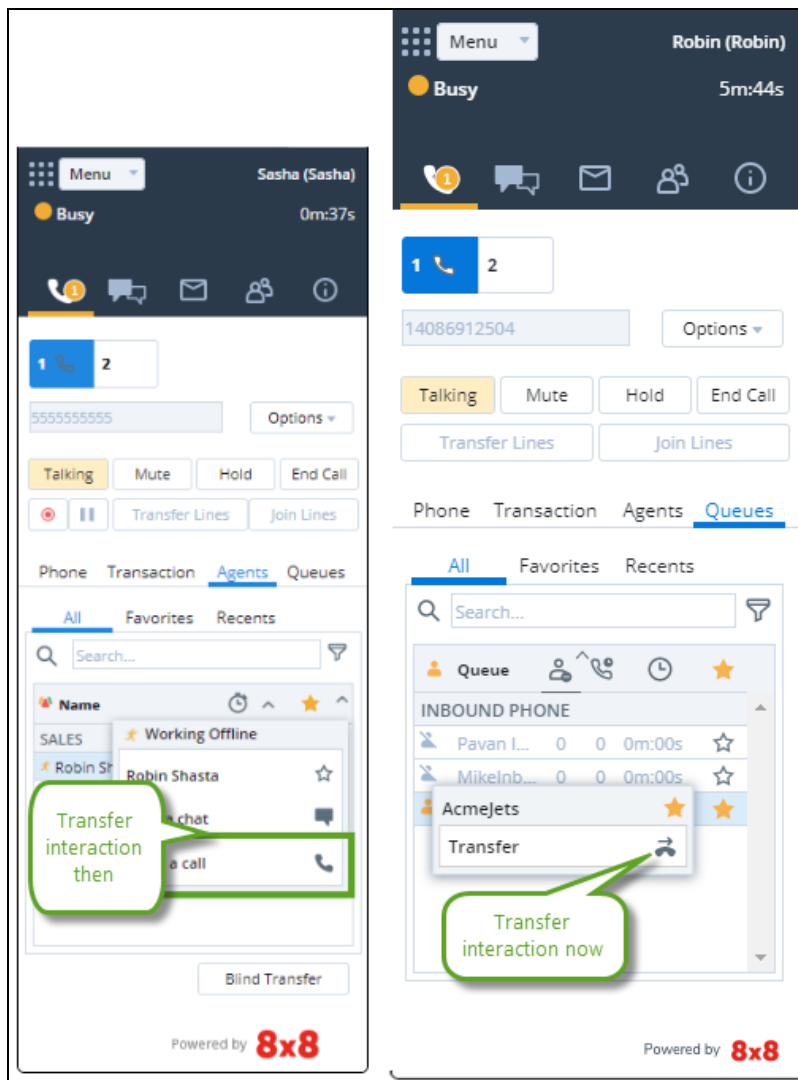
Note: 30 out of 50 campaigns have been created. Mouse over any **ERROR** to see the error messages.

4. In 8x8 Agent Console and during a campaign call, if the Skip button is enabled, it offers agents the choice to skip a call by clicking the **Skip** button.




## Relocated Interaction Transfer Button

In 8x8 8x8 Contact Center, transfer interaction button is now available in the context menu when selecting an element in the **Agents** or **Queues** lists. The option is available for blind call transfer to an agent or queue, chat transfer to a queue, or email transfer to a queue. Prior to this release, the transfer button was located separately at the bottom of the Control Panel.



**To blind transfer an interaction to another agent:**



1. Notify the current caller about the transfer.
2. While in an active call on line **1**, click line **2** in the **Phone** tab.  
8x8 Agent Console automatically places the phone interaction on line **1** on hold.
3. Click the **Agents** tab to see a list of agents currently logged in to 8x8 Agent Console and their current status.
4. Select an agent from the list, and click to bring up the context menu.
5. Initiate a call or a chat with the agent by choosing **Make a call** or **Start a chat**.
6. Click  to transfer the interaction to another agent or queue. You get a confirmation message to transfer. Click yes to **Confirm**.

For details, see our content on [transferring phone interactions](#), [transferring chat interactions](#), and [transferring email interactions](#).

## Enhanced Chat Editor and FAQs

We have enhanced our Chat editor and FAQ for 8x8 8x8 Contact Center chat channel. The chat editor in 8x8 Agent Console allows you to insert rich media FAQs directly into the messages and share with customers during a chat interaction. Alternatively, you can insert them as a link to HTML content. The chat editor supports regular text formatting, images, and links.

To insert an FAQ response during a live chat, go to **Help > FAQ** from the Control Panel menu, search for relevant information, and click **Send** in the live chat.






Menu

Rob Shasta

Available 24m:34s

Work Offline

Take Break



Search...

Identification

Waiting

AGENT LIST

Nali 3m:26s

Chat

Transaction

Agents

Queues


Nali

End

[11:23:33 AM] Hello Rob

[11:23:39 AM] Hello!

[11:23:57 AM]



FAQ Shortcut

Insert FAQ

FAQ »

Your message

5000

Check Spelling

Send

Powered by 8x8



**Note:** Tables and more complex HTML elements or content are not supported by the editor, and will always be inserted into the chat as a link to the HTML content.

## HTML Tags in Chat Editor

Type	HTML Tags
Supported tags (inserted directly)	<ul style="list-style-type: none"><li>■ Text Formatting: &lt;div&gt;, &lt;article&gt;, &lt;blockquote&gt;, &lt;h1&gt;, &lt;h2&gt;, &lt;h3&gt;, &lt;h4&gt;, &lt;h5&gt;, &lt;h6&gt;, &lt;p&gt;, &lt;span&gt;, &lt;i&gt;, &lt;b&gt;, &lt;u&gt;, &lt;sub&gt;, &lt;sup&gt;, &lt;em&gt;</li><li>■ Links: &lt;a&gt;</li><li>■ Lists: &lt;ul&gt;, &lt;ol&gt;, &lt;li&gt;, &lt;dd&gt;, &lt;dl&gt;, &lt;dt&gt;</li><li>■ Images: &lt;img&gt;</li><li>■ Other tags: &lt;hr&gt;, &lt;br&gt;</li></ul>
Not supported tags (inserted as link)	<table>, <tr>, <thead>, <td>

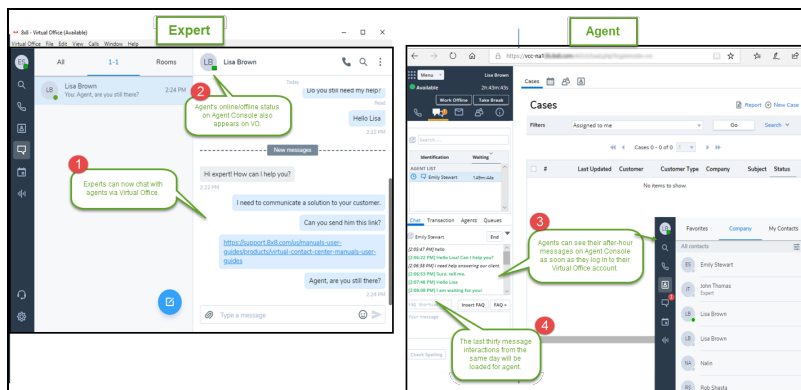
## Enhanced Expert Connect

With 8x8 Expert Connect, organizations with both 8x8 8x8 Work and 8x8 Contact Center products can break down the barriers between agents and experts to increase first contact resolution. In this release, we are introducing the ability for experts to initiate chats with agents via the 8x8 Work messaging. Prior to this release, only agents could initiate chats with experts. We have enhanced the capability of expert connect. Experts of the same organization as agents, can now initiate chat conversations with agents, using 8x8 Work for Desktop or 8x8 Work for Mobile. Experts can check the agent's presence (online or offline status) via the 8x8 Work app.

### Notes:



- An agent is shown to be online from the time they log into 8x8 Agent Console until they log out. The status change such as Available, Work Offline, and On Break within 8x8 Agent Console is not reflected in the 8x8 Work app.
- An agent is shown to be offline when they log out of the 8x8 Agent Console.



To receive messages from experts in real time:

- Agents must be logged in to their 8x8 Agent Console account and be in the **Available** status.
- Agents must be logged in to a 8x8 Work app.

To retrieve messages sent when agents are logged out of both apps, they must log into the 8x8 Work app. As soon as they log in, the chat messages are offered in their 8x8 Work chat.



**Note:** Logging in to 8x8 Agent Console will not retrieve the messages sent when the agent is offline.

As soon as the agent logs in to the 8x8 Work app, the messages sent to them after they logged out of 8x8 Agent Console will be offered in their 8x8 Work chat.



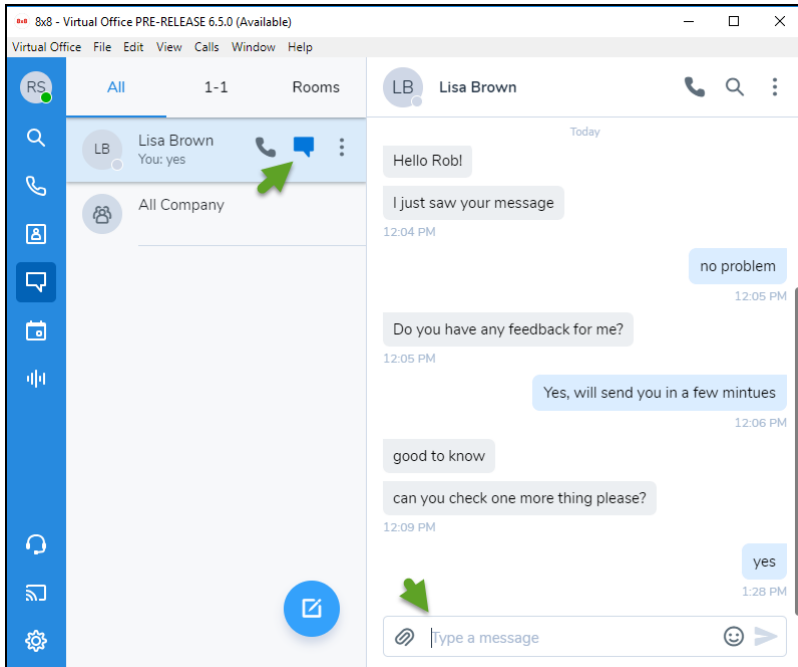
**Notes:**

- Expert Connect is used to connect employees from different departments of the same organization.
- Agents and supervisors are advised to log in to both 8x8 Contact Center and 8x8 Work to ensure their message continuity.

## Send Messages via 8x8 Work App (as an Expert)

**To send messages via 8x8 Work app and (as expert):**



1. Log in to your 8x8 Work for Desktop or 8x8 Work for Mobile.



2. Look for the agent in the company directory. The agent's presence status is indicated as online or offline.



**Note:** As soon as an agent logs in to 8x8 Agent Console, their presence appears as online until the agent logs out. The agent's status at a granular level, such as Work Offline or On Break, is not visible to the 8x8 Work user (expert).



3. Click .
4. Enter your message or add a link. Agents cannot receive images in 8x8 Agent Console.
5. Click . If the VCC agent is logged in to 8x8 Agent Console, they see the message right away. Otherwise, their presence shows offline and the messages send by the expert, will be lost.

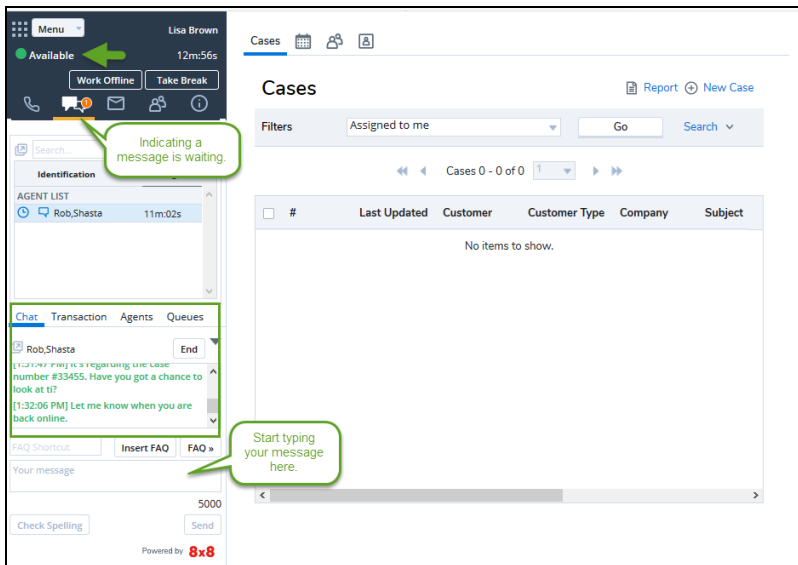


**Note:** We recommend the 8x8 Contact Center agent to log in to both 8x8 Work and their 8x8 Agent Console at the beginning of each workday to receive chat messages. It ensures continuity and prevents any loss of messages sent after the 8x8 Contact Center agent logs out from 8x8 Agent Console.

## Receive Messages from Experts via 8x8 Contact Center (as an Agent)

### To receive messages as a 8x8 Contact Center agent:

1. Log in to 8x8 Agent Console and set your status to **Available**.
2. From the **Agents** list in the Control Panel, select the agent you would like to chat with.
3. Click  from the pop-up menu to view the messages. The last 30 message interactions from the expert loads on to your chat window, giving you a chance to review your messages before responding.
4. Reply and continue the chat. Click **Send**. If a message is waiting, the **Chat** tab in the Control Panel indicates a waiting message with a red bubble .



**Note:** You can send HTML, rich text, formatted texts, lists, links to images, but not an image or file attachments via your messaging.

- Click **End** to finish the chat. If the expert logs out of 8x8 Work, they can still get all messages after they log back in. However, there is no indication for the agent to know whether the expert is logged out or not.



**Note:** We recommend the 8x8 Contact Center agent to log in to both 8x8 Work and their 8x8 Agent Console at the beginning of each workday to receive chat messages. It ensures continuity and prevents any loss of messages sent after the 8x8 Contact Center agent logs out from 8x8 Agent Console.

## Messaging Between 8x8 Work and 8x8 Contact Center

Feature	8x8 Work (VO) Desktop and Mobile App	8x8 Contact Center (VCC) Internal Messaging
See Presence	Experts can see the agent's presence in VO.	Agents cannot see the expert's presence



Feature	8x8 Work (VO) Desktop and Mobile App	8x8 Contact Center (VCC) Internal Messaging
	<ul style="list-style-type: none"> <li>■ Online (logged in)</li> <li>■ Offline (logged out)</li> </ul>	in VCC chat window.
<b>Send Messages</b>	Sender must be logged in to VO to send messages.	Sender must be logged in to VCC to send messages.
<b>Receive Messages</b>	Receiver does not have to be logged in to VO to receive messages. They can retrieve messages historically.	Receiver must be logged in to VCC to receive messages.
<b>See Message History</b>	The expert can see full message history in VO.	Agent can see the last 30 messages of the expert in VCC chat window.
<b>Send HTML/Rich Text/Images</b>	The expert cannot send HTML and rich text; only links are supported.	Agent can send text formatting, lists, images and links.
<b>Send File Attachments</b>	The expert can send file attachments such as images, videos, and documents via VO.	n/a
<b>See Read Receipts/Indicators</b>	The expert sees the typing indicator when the agent is typing.	Agents do not receive any Read receipt but see a typing indicator when the agents type.
<b>Access Chat Transcripts and Monitoring</b>	n/a	It is accessed by the supervisor and configured per agent group, chat queue, or tenant.
<b>Send Group Chat on Public or Private Rooms</b>	Group chat is available to the expert and via VO app.	Only 1:1 chat is available to agents via VCC.

For details on expert connect, see our content on [Instant Messaging with Expert Connect](#).

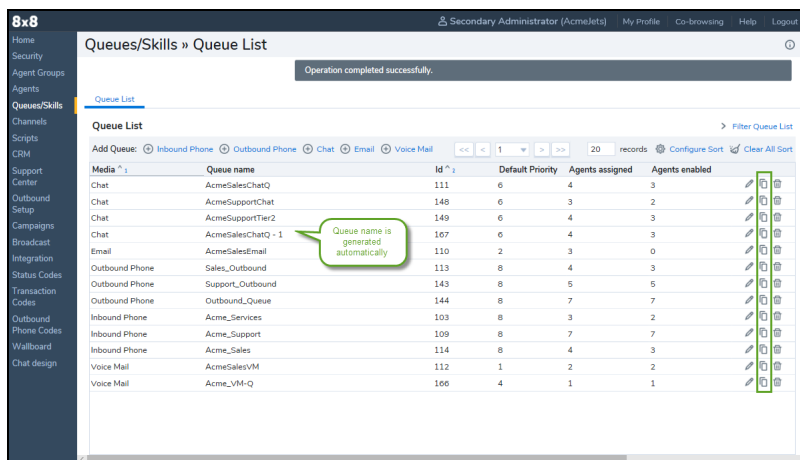
## Ability to Clone Queues


8x8 8x8 Contact Center now offers customers the ability to clone queues. With this new enhancement, administrators can copy inbound phone queues, outbound phone queues, chat queues, email queues, as well as voicemail queues with a simple click. Cloning queues allows 8x8 Contact Center administrators to create multiple queues in a short time.

When you clone a queue, the queue properties, queue members, interaction rules, and SLA in the queue are also copied. A queue name is automatically generated. You can modify or make changes to the new queue, if required.

### To clone a queue:


1. Log in to 8x8 Configuration Manager.
2. Go to **Queues/Skills** to display a list of queues.



3. Select a queue and click  **Copy**.

A single copy is generated. The cloned queue has the original queue name plus a number appended to the name. For example, AcmeSalesChatQ becomes AcmeSalesChatQ -1, AcmeSalesChatQ -2, and so on. You can rename the queue by going to the **Queues/Skills > Properties > Queue name**. The queues are listed in alphabetical order, but you can sort and change their order.

4. If required, modify the queue properties and **Save**.

5. Click  to delete the queue.



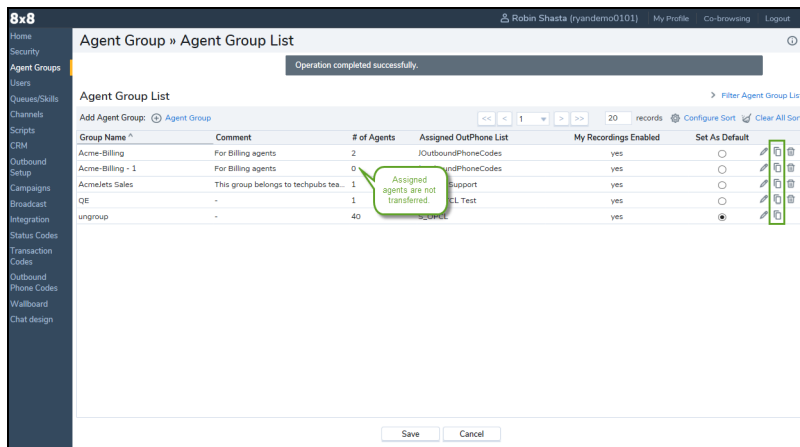
**Note:** To delete a queue, you must remove the agents from the queue first.

## Ability to Clone Agent Groups

8x8 8x8 Contact Center now offers customers the ability to clone agent groups. With this new enhancement, administrators can copy the group name, default agent display name, recording functionality, ability to reject interactions, Phone Connection Mode, and Auto Answer settings with a simple click. Cloning agent groups allows 8x8 Contact Center administrators to create multiple agent groups in a short time. The assigned outbound code list is also copied for the new group. The default agent group remains the same until changed.

### To clone an agent group:

1. Log in to 8x8 Configuration Manager.
2. Go to **Agent Groups** to display the list of groups.



3. Select an agent group and click  **Copy**.

A single copy is generated. The cloned group has the original group name plus a number appended to the name. For example, Acme-Billing agent group becomes Acme-Billing -1, Acme-Billing -2, and so on. You can rename the group by going to the **Agent Group > General > Group Name**. The agent groups are listed in the alphabetical order, but you can sort and change their order.




#### Note:

- Agents assigned to an agent group do not automatically transfer to the cloned agent group.

- The cloned agent groups show up in the Agent Group reports.
- Agents with Supervisor access can see all cloned agent groups assigned to them.



4. If required, modify the agent group properties and **Save**.
5. Make sure the right agent group is **Set As Default**.
6. Click  to delete the queue. A confirmation message appears for you to confirm.

## Bug fixes 9.9

We have fixed the following bugs in this release:

Bug	Summary
VCC-1770	Stay-on-call post call surveys drop the call for anonymous Inbound Caller.
VCC-27346	In Local CRM, images sent via email fail to display properly.
VCC-29636	Unable to answer a DAA call on Line 2.
VCC-31460	Customer-uploaded logo fails to show on Wallboard for tenants with Unified Login and 8x8 Work.
VCC-31696	Some channels cannot fetch email from the inbox if the username includes a special character.
VCC-32374	Custom SMTP server test fails to work once you click the Test button and trying to contact server.
VCC-34331	In 8x8 Agent Console, the Transactions report shows values greater than 100%.
VCC-34748	Tenants have an intermittent issue forcing agents to log out from the Supervisor monitoring window.
VCC-34766	Back-to-back click-to-dial calls while in post processing causes 8x8 Agent Console to halt.
VCC-35039	Intermittent stats engine does not respond on RegusIST platforms.
VCC-35570	The scroll bar in the external chat window fails to show up for Mandatory long transaction code list.
VCC-35761	A part of email header shows up in the case description box of the Local CRM.
VCC-35835	Mandatory transaction code or TCL is not offered to the second agent after transfer.
VCC-35852	Channel filter displays incorrect options for the Status filter type.
VCC-35942	Loading an extra large call recording in the Monitoring window creates issues in Chrome browser.
VCC-36006	Basic users with no license assigned are not displayed in the Agent's company directory.
VCC-36220	Campaigns using "Daily Call Start & End Time" based on area codes are not

Bug	Summary
	presenting calls to the agent.
VCC-36797	Selected FAQ attachments fail to load.
VCC-36952	Unresponsive wallboard redirects to 8x8 Configuration Manager login page.
VCC-36978	Recording API does not follow the correct timezone format.
VCC-37148	Call recording resumes when an agent pauses recording and drops off from a three-way conference call.
VCC-37257	In 8x8 Agent Console, the agent monitoring window fails to update call data correctly for "From beginning of day".
VCC-37293	8x8 Contact Center campaigns fail to dial the secondary contact numbers listed in the Local CRM.
VCC-37335	Email replies with attachments do not reach the recipient.
VCC-37352	In Agent Profile, the browser fails to play back the Interaction Sound.
VCC-37412	Mail fails to send when setting up custom SMTP server in 8x8 Contact Center 8x8 Configuration Manager.
VCC-37890	The email channel gives an error message after being upgraded.
VCC-37992	In Off-hook Connection Mode, agents cannot put inbound caller on hold or go to line 2 if the enhanced ringtone is turned on. Agents cannot resume back to line1 inbound caller.
VCC-37933	In 8x8 Configuration Manager, the phone scripts do not show up under Scripts > Phone.
VCC-38001	Bulk update in queue subscribe/unsubscribe breaks agent login.
VCC-38002	Changing the interaction priority in queue fails to work properly.
VCC-38223	CRM API throws an error when adding a new user in tenants with 8x8 Contact Center Unified Login.
VCC-38383	In 8x8 Agent Console, the chat FAQ scroll bar does not function correctly, preventing agents from reading across the full text.
VCC-38778	In Local CRM, <'> is saved incorrectly as <"> in Customer or Task objects.
VCC-39048	Wallboards cannot run under i-frame after upgrade.
VCC-39426	Large image files block subsequent email deliveries.

Bug	Summary
VCC-39482	In Local CRM, email text appears on one long line and not wrapping.
VCC-40054	In 8x8 Agent Console, when an inbound call on line 1 goes to post processing, the outbound call on line 2 does not appear as Busy and goes back to the Available state.
VCC-40179	Customer experience does not appear in outbound queues.
VCC-40384	Agent events reference queues from another tenant.
VCC-40797	In 8x8 Agent Console, agent profile page freezes intermittently.
VCC-40957	Customer chat messages are not delivered to the agent.
VCC-41775	Queue timeout does not initiate, leaving the caller waiting in a queue.
VCC-41842	Voicemail delivery message plays an incorrect message for the agent after 9.9 upgrade.
VCC-41937	Wallboards display an error refresh frequently.
VCC-41950	If the mandatory chat transaction code or TCL is enabled for a chat queue, when you click work offline before you end post processing in order to select a TCL, the agent status changes to Available.
VCC-41970	After closing the 8x8 Agent Console window and relaunching it from the Single Sign-On panel, a message shows: <b>Connection Closed</b> .
VCC-41973	Transaction Codes and wrap-up codes does not appear in the Recording Index report.
VCC-41996	In 8x8 Agent Console the login fails if the tenant name contains the following string: onend.
VCC-42031	SLA emails go to an invalid email address following the VCC 9.9 upgrade.
VCC-42223	In 8x8 Agent Console, the agent status does not match with their status shown on the Agent Directory.
VCC-42393	Missing Caller ID creates issues in 8x8 Contact Center Customer Experience
VCC-42399	Queues selected as favorite on VCC 9.9 are not visible on VCC 9.8 and vice versa.
VCC-42432	In Chat, when the Agent types <on> the other party sees it as <_on>.
VCC-42435	Chat does not pass to a chat queue if the pre-chat form contains foreign language.
VCC-42442	Running multiple wallboards throws the following error message: <b>Warning!</b>



Bug	Summary
	<b>Internal server error.</b>
VCC-42529	Custom SMTP Server Test button always returns <b>Test failed</b> .
VCC-42585	Salesforce integration has a login problem with the SameSite cookie option.
VCC-42618	SMS interactions appear with no conversation history or context.
VCC-42644	in 8x8 Configuration Manager, listing campaigns takes an abnormally long time.
VCC-42762	In 8x8 Configuration Manager IVR scripts, Forward to Queue > Queue timeout, is not working when Queue Conditions is selected.
VCC-42779	In external CRM the Edit button does not work if you launch My Recording in an external pop-up window.
VCC-42973	Memory issue causes processing delays in telephony and status changes.
VCC-43059	Sending a hyperlink in chat shows as plain text.
VCC-43074	Callbacks occur after the cancellation period is expired.
VCC-43084	Agents do not show up in the list with selected CRM integrations.
VCC-43149	In 8x8 Agent Console, long queue names or agent names do not show up entirely under group roster in.
VCC-43161	Unable to delete records from a dynamic campaign.
VCC-43433	Regular 8x8 Configuration Manager tenants cannot update their password after it expires.
VCC-43437	Chat interactions are offered to multiple agents.
VCC-43439	When changing the agent profile in 8x8 Agent Console, a pop-up error says screen pop is not defined.
VCC-43478	On inbound SMS, custom text fields are not recognized.
VCC-43479	On inbound SMS Get Customer Info for an email is case sensitive.
VCC-43526	Unable to play any audio file from the 8x8 Configuration Manager Audio Files tab.
VCC-43650	Custom screen pop opens twice on the outbound calls.
VCC-43651	Custom screen pop is missing on manual and click-to-dial calls.
VCC-43768	Administrator's edit restriction on workplace setting does not work at the agent level.