8x8 Virtual Contact Center with Teleopti Integration

TELEOPTI

8x8 and Teleopti have combined their best-of-breed contact center and workforce management solutions to help you better serve your customers and control contact center costs.

Enhance customer relationships and control costs

- Use the intelligence of 8x8 to reduce interaction time, increase first-call resolution and enhance the customer experience
- Increase contact center staffing efficiency up to 30% with Teleopti's powerful forecasting and scheduling capabilities
- Interact with customers on the channel of their choice: voice, email, chat, voicemail or web
- Improve agent satisfaction through improved scheduling, preference management and request handling

> Differentiate your business, improve the customer experience, and increase profitability with this tightly integrated contact center and workforce management solution from 8x8 and Teleopti.