

8x8 Virtual Contact Centre



The cloud-based solution that eliminates the need for on-premise equipment and lets you focus on what's really important: your customers.

Whether you're an up-and-coming business or running 24/7, follow-the-sun operations, you can waste valuable time and money maintaining, upgrading, and troubleshooting a contact centre system. And when customers need support, if outdated technology gets in the way, you can lose much more than just today's sales. You miss opportunities to build long-term customer relationships, eroding the value of your company's most essential asset: customer loyalty and the repeat business it brings.

Enhance customer experience while reducing costs

8x8 Virtual Contact Centre provides the advanced communication tools you need to enhance the customer experience and deliver world-class customer support and sales. Our solution is completely cloud-based, significantly reducing both your capital and operating expenses.

Any media. Communicate with customers and manage contacts on all channels: voice, email, chat, and web. Capture all interactions for increased customer satisfaction, greater efficiency and better targeting.

Reliability and security. 8x8's reliability, security and compliance make it an ideal choice for companies that need high reliability or that must satisfy the requirements of PCI, FISMA, FIPS, Safe Harbor or HIPAA (tailored BAAs available).

Analytics increase agent productivity. Our intuitive, web-based user interface lets agents work anywhere, while centralised management and reporting features empower supervisors to manage everything from agent scheduling to coaching, recording and call intervention.

Connect locally. manage globally. 8x8's secure and redundant data centres help unite and manage all your contact centres into one seamless global support organisation. Agents can work from anywhere, and smart call routing quickly connects customers with the right agents—anywhere in the world.

Get immediate ROI

- Deploy in weeks, or even days.
- Intuitive user interface shortens learning curves for agents, supervisors and administrators.

Boost CRM impact

- 8x8 is the only contact centre provider that includes CRM capabilities with its solution.
- Comes already integrated with leading third-party CRM solutions such as Salesforce and NetSuite.
- Fast, easy integrations available with custom and other third-party CRM systems.

8x8 Virtual Contact Centre plans

8x8 offers contact centre plans to meet the needs of any size organisation.

- 8x8 Virtual Contact Centre:** Our core offering, this plan provides inbound and outbound voice and chat features that improve customer service while reducing your costs.
- 8x8 Virtual Contact Centre Pro:** For more sophisticated contact centres, this plan adds email support and our own CRM solution, along with an API for integration with third-party CRM systems.
- 8x8 Virtual Contact Centre Premier:** Our most advanced offering, this plan provides the same features as 8x8 Virtual Contact Centre Pro but adds collaboration and outbound campaign dialling.

Features

Any media: Reach your customers—and track their calls, emails, chats and web interactions with your company—for maximum customer satisfaction and efficiency.

Skills-based routing and CTI: Skills-based routing matches callers with agents who can meet their needs. CTI (computer-telephony integration) delivers caller information to the agent's screen along with the call so the agent can provide more efficient, personalised service.

Agent/supervisor desktop: 8x8's browser-based desktop requires no software plug-ins or downloads. Agents and supervisors use the same desktop, but access different screens and functions based on their permissions.

Interactive voice response (IVR): Enable customers to route themselves to the right agent or department using voice prompts. Managers can create their own basic IVR scripts or use 8x8's optional eIVR (enhanced IVR) to offer more advanced self-service options.

CRM integrations: Use 8x8's built-in CRM/ticket management system, or integrate your contact centre with a third-party CRM solution such as Zendesk, NetSuite, Salesforce, Zoho or Microsoft Dynamics.

API support: Gain access to call information, customer data, and real-time reports. Our streaming API enables you to integrate CRM capabilities into your 8x8 Virtual Contact Centre.

Dashboards and reports: Real-time monitoring and reporting gives you the info you need to quickly manage SLAs and contact centre operations. . And when you're away from the contact centre, access reports and wallboards from your wall, desktop or iOS/Android smartphone or tablet.

Call recording: On-demand or random call recordings help in coaching agents. Easy recordings management and retrieval.

Supervisor and inter-agent communications: Web chat and broadcast notifications facilitate internal communications. Agents and supervisors can chat without putting callers on hold. Broadcast notifications allow supervisors to contact groups of agents simultaneously.

Web-based configuration tool: Manage and change contact centre operations without IT intervention. Authorised users can define hours of operation, create basic IVR scripts, quickly make changes and manage queues.

Quality management: Improve quality of customer service, with features that help you capture an entire customer interaction—audio and screens—for coaching, training and quality improvement programs.

Features

Workforce management: Manage and juggle agents' shifts, reduce interaction time, and increase first-call resolution.

Outbound dialling: Quickly place outbound sales calls, or call to notify customers about the status of their orders, purchases or trouble tickets.

Proactive chat: In addition to calling, customers can request support via chat, giving them multiple communication options. Agents can also send FAQs and other supporting content via chat.

Email interaction: Allow customers to contact you via email and manage these interactions using 8x8's CRM/ticket management system.

FAQ knowledgebase: Frequently Asked Questions (FAQ) database turns every agent into an expert and ensures customers receive accurate, consistent information. Agents can email or text answers to customer questions.

Virtual queuing and web callback: Instead of waiting on hold, customers can request a callback or complete a web form.

Direct agent routing: Build strong relationships with high-value customers by providing direct, ongoing access to specific salespeople. Customer service organisations can reduce the time it takes to solve customers' problems through direct interaction with the agent most familiar with their situation.

Co-Browse: Give agents another powerful support tool that provides real-time web page assistance to customers. Agents see what the customers see and can guide customers to where they want to go.

Campaign dialler: Efficiently manage sales and marketing campaigns. Track which customers have been contacted and the outcome of the interaction.

Analytics: Virtual Contact Centre Analytics go well beyond traditional call centre reporting, giving you real insight into the performance of your agents and contact centre.

“*Success in the travel and hospitality industry is dependent on building strong customer relationships and differentiating through high levels of personalisation and customer service.*

With 8x8's Virtual Contact Centre solution we are well positioned to do just that. Virtual Contact Centre has helped us track calls and sales success rates, significantly increasing our revenue.”

—**Greg Meyer**, Director of Systems Integration, iCruise

Plan comparison chart

The table below lists the key features included in each plan.

Features	VCC	VCC Pro	VCC Premier
Web-based configuration tool	X	X	X
Skills-based call routing and CTI	X	X	X
Supervisor and inter-agent communications	X	X	X
Agent/supervisor desktop	X	X	X
Frequently asked questions knowledgebase	X	X	X
Interactive Voice Response (IVR)	X	X	X
Outbound dialling	X	X	X
Virtual queuing and web callback	X	X	X
Direct agent routing	X	X	X
Proactive chat	X	X	X
Wallboards*	1	2	3
API support	X	X	X
Email interaction		X	X
CRM integration (native and third-party)		X	X
Virtual Contact Centre Analytics: Reports		X	X
Virtual Contact Centre Analytics: Dashboards			X
CoBrowse			X
Campaign dialler			X

* Additional wallboards can be purchased separately

Optional Features

Call Recording | Quality Management | Workforce Management

Clear Compliance Leadership

Contact centres that handle sensitive customer data must ensure their systems are protected. 8x8 is CPNI and PCI compliant. 8x8 Virtual Contact Centre can also be configured to be compliant with HIPAA and FISMA/FIPS.

For more information, call **020 7096 6000** or visit **8x8.com/uk**