8x8 Virtual Contact Center for NetSuite

Built For

NETSUITE

Powerful Contact Center Integration with NetSuite

8x8 Virtual Contact Center is the most reliable and secure way for companies to deploy a best-in-class contact center in the cloud. 8x8's SaaS contact center seamlessly integrates with NetSuite CRM to improve the quality of your customer interactions and increase agent productivity.

Customer Contact Reinvented

Today's customers expect companies to understand them: who they are, what products or services they've purchased, and to track their previous interactions. That's why 8x8 has integrated its Virtual Contact Center with NetSuite CRM.

### Ready Immediately for Fast Time-to-Value

8x8 lets you immediately deploy your contact center for a low monthly subscription fee with no cumbersome hardware or software to buy and no implementation or maintenance team to hire.

- **Global and Reliable**—Reliability is built into the 8x8 architecture. 8x8's redundant servers and network provide greater reliability than on-premises solutions. 8x8 can also offer disaster recovery failover options to help your business function even when the unthinkable occurs. And 8x8 offers global service so all your workers can use it, no matter where they are.
- **Scalable**—Pay only for what you need. Quickly add capacity when business grows.
- **Secure**—8x8 employees, procedures and product development practices are designed to support a highly secure product offering. 8x8 has also achieved FISMA, HIPAA, PCI-DSS 3.0 and SSAE 16 compliance, and can offer solutions that meet these standards.
- **Simple**—An easy-to-use web interface provides role-based manager and supervisor configuration screens, for complete control of the contact center environment.

Organizations around the world—from Fortune 500 companies to mid-size businesses to startups—rely on 8x8 Virtual Contact Center. Its reputation for reliability, security and ease of use make it an excellent choice for companies ready to boost customer satisfaction and sales.

Streamlined Setup

The 8x8 integration with Netsuite makes setup a breeze. 8x8 installs as a SuiteBundle and with just a few clicks your agents are talking to customers using all the customer information NetSuite makes available.
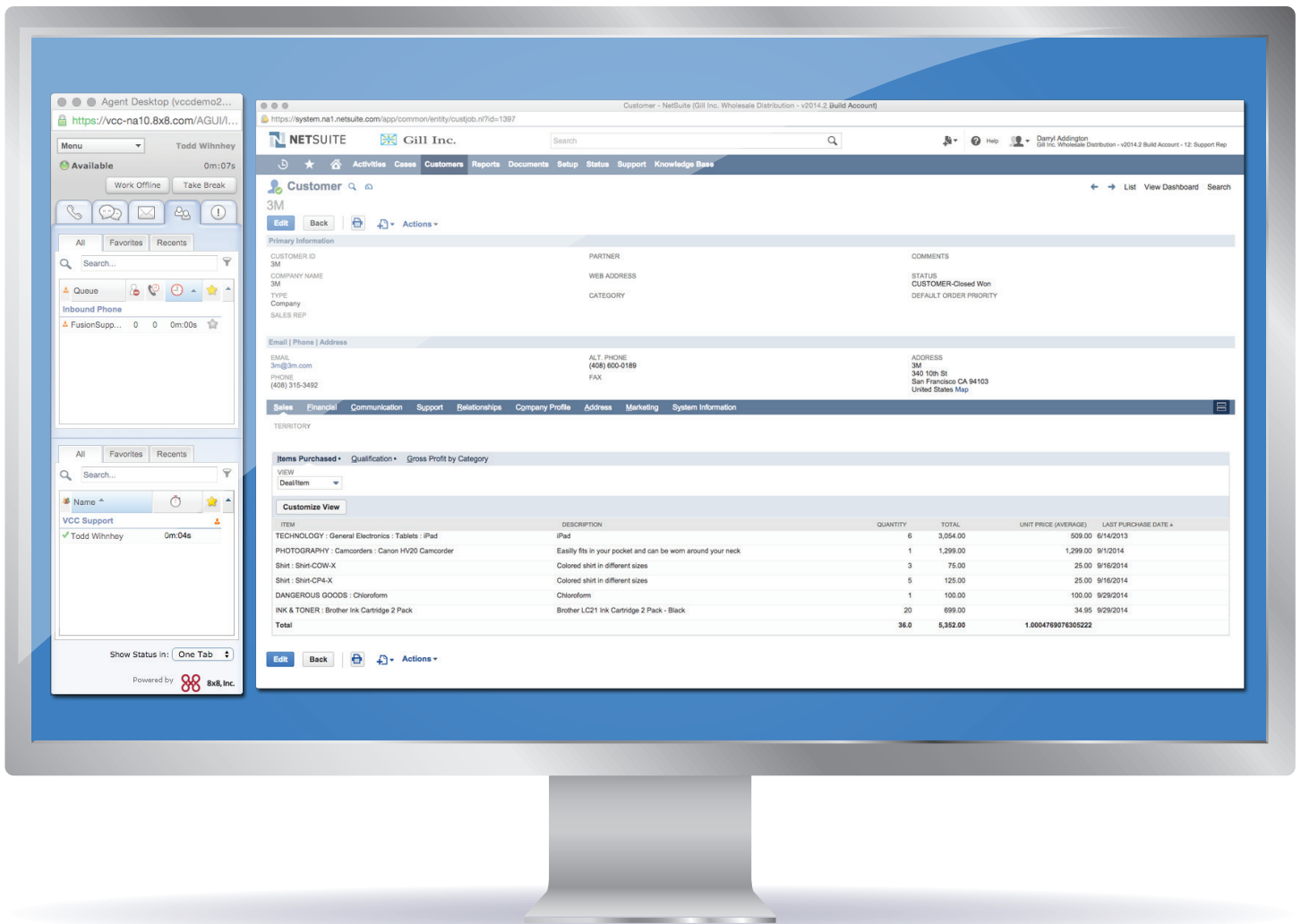
> **With the Built for NetSuite badge, joint 8x8 and NetSuite customers can feel more confident that they are not only improving the quality, efficiency and value of their customer interactions, they are doing so with a solution that has been developed using NetSuite's best practices.**
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> —Guido Haarmans—VP of Business Development for Technology Partners, NetSuite

Consolidated Reporting for Insight into the Full Customer Journey

8x8 Virtual Contact Center writes key information on each customer interaction into NetSuite giving you new insight into the full customer experience. You don't just see the various support steps; you can also view all customer interactions along the way.

8x8-NetSuite integration gives you unprecedented insight into how you are treating your customers. See how long it took to bring an issue to closure and the steps involved in that process, including how many different times the customer contacted your organization via each different channel.

Virtual Contact Center Features

8x8 Virtual Contact Center offers the following a full range of contact center features to meet your needs.

Single Sign-On: Agents can sign in just once to use both 8x8 and NetSuite. This also saves significant IT costs and support hassles.

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

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

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, personalized service.

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.

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 center operations without IT intervention. Authorized users can define hours of operation, create basic IVR scripts, quickly make changes and manage queues.

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 by leaving voicemail or completing a web form.

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

CoBrowse: 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.

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

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.

Turbocharge Customer Support with 8x8

Together, 8x8 and NetSuite add up to unparalleled customer service capabilities. And 8x8 Virtual Contact Center for NetSuite is flexible, making it perfect for phone-based call centers or multi-channel contact centers.

8x8 Offers Better Communication and Collaboration for All

8x8 offers a full spectrum of communications capabilities for every employee in your organization. No matter what their role, workers have what they need to provide the best customer experiences possible.

Virtual Office Integration for NetSuite—Supports employees who interact with customers occasionally or for part of their day. You already have employees in all parts of your business that communicate with customers, partners, suppliers and other employees. With 8x8, they'll have the tools that they need to communicate and collaborate better.

Virtual Contact Center Integration for NetSuite—Provides customized routing and management for agents who interact with customers for most of their workday. With Virtual Contact Center for NetSuite, agents have the tools that they need to provide customers up-to-date information and help. Virtual Contact Center for NetSuite is also very customizable, so it seamlessly fits the way you do business.

For more information, call 1.855.591.9094 or visit 8x8.com

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