# 8x8 Virtual Contact Center for Zendesk

## Better Customer Experiences with 8x8 and Zendesk

8x8 Virtual Contact Center is the most reliable and secure way for companies to deploy a best-in-class contact center. Even better, Zendesk and 8x8 have harnessed the power of the cloud to make great customer service simpler, by integrating the two cloud services. And that means that agents and customers get a single, seamless experience.

## Meet Your Customers' High Expectations

Customers today have come to expect that companies have access to the same information that we all have in our personal lives. Want to know the price of your favorite stock? The location of Lake Clark? Or the date the first person made it to outer space? Just look it up! It's easy!

But many businesses have trouble meeting these same high expectations for customer service. The most common reason for this?  Complex and outdated customer information systems that aren't integrated with businesses' phone systems are the chief culprit.

## Craft Customer Experiences that Bring People Back

- **Turn in on now!**—Critical functionality works instantly, so you can start improving your customer service today. The agent interface for Virtual Contact Center is available now on the Zendesk App Store.

- **Single sign-on**—Automatically authenticate Zendesk users in 8x8 with a single sign-on and one screen for customer interactions.

- **Easy tracking**—Quit losing the information you need to boost sales and customer satisfaction. Zendesk gives your employees a simple and powerful way to capture and track customer communication.

- **Right agents, right information**—8x8 gives you an elegant and easy to use system that gets your customers to the right agents and ensures the latest customer data is at your agents' fingertips.

- **Combined reporting**—8x8 and Zendesk together provide consolidated reporting and administrative information.

## The 8x8 Virtual Contact Center

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.

## Not Ready for a Full Contact Center?

8x8 also offers ready-made Zendesk integration with 8x8 Virtual Office business phone service.

**8x8 and Zendesk Give Agents One Unified View**
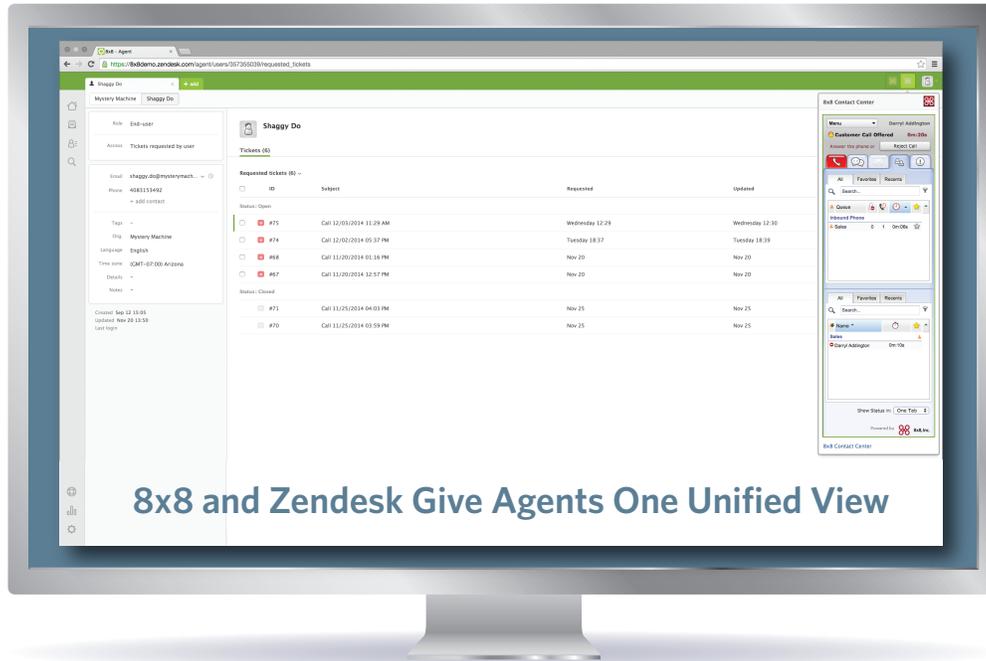
## Better Insight into Customer Behavior with Integrated Reporting

Companies trust 8x8 with their businesses around the world. That's because 8x8 has what you need to run your business 24/7, anywhere opportunity arises:

- **Integrated**—8x8 sends call information directly from Virtual Contact Center or Virtual Office to the Zendesk reporting database. This helps organizations use the Zendesk reporting capabilities to gain insight into the entire customer experience—and follow tickets as they progress through their various stages.

- **Global and reliable**—Reliability is built into the 8x8 architecture. 8x8's redundant servers and network generally provide greater reliability in local outages than on-premises solutions. 8x8 also offers disaster recovery failover options to help your business keep going 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 now. Add capacity quickly when your 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-DDS 3.0, and SSAE 16 compliance, and offers solutions that help you 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.

## Turbocharge Customer Support with 8x8 and Zendesk

Together, 8x8 and Zendesk give you unparalleled customer service power. And 8x8 Virtual Contact Center is flexible, making it perfect for phone-based call centers or multi-channel contact centers. You'll get everything you need to keep customers happy and streamline operations.

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

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