

8x8 Contact Center

Release Notes



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What's new in the 8x8 Contact Center 9.4 release?

In this release, 8x8 8x8 Contact Center introduces new features, enhancements, and bug fixes to improve the overall productivity administrators, agents, and supervisors in your contact center.

Audience

This release guide is intended for 8x8 Contact Center customers migrating from 8.4 release platform. The guide summarizes the features and improvements introduced in release 9.4.

Features

- Introducing Global Reach for 8x8 Contact Center.
- The Single-Tenant Global Reach initiative from 8x8 Contact Center provides best call quality on VoIP across continents.
- Offers significant improvements in IVR capabilities and caller experience.

Access Global Reach for 8x8 Contact Center

For details about [how to access Global Reach and its use cases](#), refer to our content in 9.0 release. Apart from the Global Reach, the release offers significant improvements in IVR capabilities thus improving caller experience. The following list of features and enhancements are categorized based on the audience.

General

- **Localization:** We support European French and German languages.
- **Browser Support:** We support Microsoft Edge browser.

For Administrators

- **In-Queue Treatments and Controls:** Ability to provide better in queue experience to callers.
- **Queued Callback:** Ability to call back customers who opted out of waiting in the queue.
- **Text to Speech:** Ability to announce free text or dynamically collected data using the text to speech engine.
- **Agent Menu:** Enhanced experience for callers in direct agent routed calls.
- **Time Zone Enhancements:** Support for multiple time zones to better handle global operation of the contact center.
- **IVR In-Queue Improvements:** Improves caller's experience while waiting to be served in a queue.
- **More IVR Improvements:** New IVR objects are added.
- **Support for Softphone:** Extended support for Bria.
- **Co-browsing via Chat:** Ability to initiate Co-browsing via chat sessions.
- **Improvements in Local CRM:** The Local CRM now gives the ability to mark fields as mandatory, customize the display order of these fields and even hide them.
- **Optimized Call Quality and Routing:** We now allow agents to input their country of location that helps optimize call quality and routing.

For Agents

- **Co-browsing via Chat:** Ability to initiate via chat sessions.
- **Improved help interface:** Agents and supervisors can now submit feedback about the product, refer to the product help, and more.
- **Optimized Call Quality and Routing:** We now allow agents to input their country of location that helps optimize call quality and routing.
- **Agent-to-Agent/Extension dialing:** The new and improved methods of agent-to-agent/extension dialing are now implemented in this release. This is applicable to users with 8x8 Unified Login and Unified Login with 8x8 Work. For details, refer to the respective agent guides.
 - Dialing the extension number from the shared directory and from the telephone field in the Control Panel are now supported. The call is routed to the dialed agent and treated based on the PBX script assigned to the agent.

- Incoming calls for agent PBX number and DID number get routed based on the PBX number script and DID scripts. If you have specified separate treatments for customer-to-agent dialing and agent-to-agent dialing, the respective scripts get activated.

For Supervisors

- **Agent Whisper:** We have now introduced the ability for contact center supervisors to barge in to active calls between agents and customers, listen in, coach or train agents live with Whisper feature.
- **Automatic Monitoring:** The silent monitoring feature allows a supervisor to eavesdrop on a conversation between an agent and a customer without either party knowing that they are being monitored.
- **Enhanced usability of Real-Time Monitoring:** Supervisors can now access the monitoring tool from an easy-to-access monitoring tab along with other Local CRM tabs.
- **Improved Monitoring:** The monitoring data is updated even when the supervisor is on Break status. The last monitoring configuration before the supervisor logs out is saved and presented when they log back in.

For Developers

- **API web callback:** Agents can now cancel a callback request that has already entered the queue. If agents dial out and interact with customers, whose web callback requests are still pending in the queue, agents may prefer to cancel the pending requests. Interactions created by the web callback API can be easily removed by requesting the delete web callback API. For details, refer to [Web Callback API](#).

For Administrators

In the latest release, administrators have access to:

- In-queue treatments and controls
- Queued callback
- Text to speech
- Agent menu
- Time zone enhancements
- IVR in-queue improvements
- IVR improvements
- Local CRM improvements
- Co-browsing via chat
- Support for softphone

In-Queue Treatments and Controls

In this release, we have introduced capabilities that improve caller experience while waiting to be served in the queue. Using enhanced IVR objects, you can now better engage callers waiting in a queue by playing multiple prompts or announcing the call's position in the queue. You can also allow them to opt out of the queue and direct themselves to an operator or leave a voicemail or opt to be called back when an agent is available.

Features

In-queue treatments and controls allow:

- detection of caller input and or contact center conditions to opt out of a queue.
- offer menu of multiple treatment options while waiting in a queue (no longer assumes voice mail will be the primary opt out choice).
- announce a caller's position in queue
- easy control of a timed pattern of multiple waiting announcements and background audio (queue music).

To enable these new improvements, 8x8 Contact Center IVR has introduced new and enhanced objects:

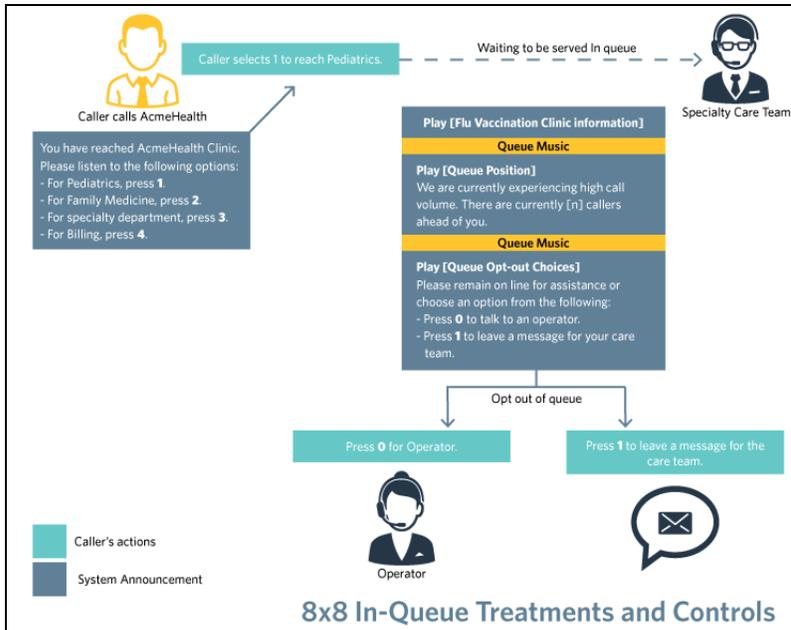
- **Play:** Offers a choice of uninterruptable or interruptable Play. Formerly Play messages could not be interrupted by a caller. For example, If a main menu announcement has a long list of choices, callers familiar with the menu can skip listening to the entire message and input their choice by interrupting the announcement.
- **Say:** This object converts programmed text and variable objects such as phone number and queue position into speech. The Say object is also interruptible or not.
- **Get digit:** This object must be used after Play and Say messages that prompt for digit tone input. Get Digit is a menu optimized for the input of a single digit.
- **Loop and Time Interval:** These new in-queue only objects control the pattern of announcements, queue music, and conditional contact center tests while waiting in queue.

Use Case

To understand the useability of In-queue treatments and enhancements, lets look at the call flow requirements for AcmeHealth Clinic, a fictitious medical hospital. In an effort to provide best care services, AcmeHealth wants to ensure best calling experience to their callers at all times. Their callers are typically patients or guardians. While waiting to be served in the queue, the clinic wants to engage its callers by playing announcements about the seasonal events occurring in the hospital such as flu vaccination hours or upcoming health seminars. If the wait is too long, they can drop out of the queue and reach an operator or leave a voicemail for their care team.

1. AcmeHealth allows customers to self direct themselves to the desired specialty department using a main menu announcement.
2. Once the caller selects a desired department such as Pediatrics, the call enters the dedicated queue. While in queue, the system plays courtesy announcements such as information about the on-going flu vaccination clinic or upcoming health seminars engaging the caller.
3. This is followed by an announcement of caller's current position in the queue. This informs the caller about an approximate waiting time. The caller is then given the following choices:
 - Continue to wait in the queue for assistance.
 - Drop out of the queue for operator assistance.
 - Drop out of the queue to leave a message for the patient care team.

The following diagram represents IVR requirements for a typical call flow at AcmeHealth.



Create an IVR Script

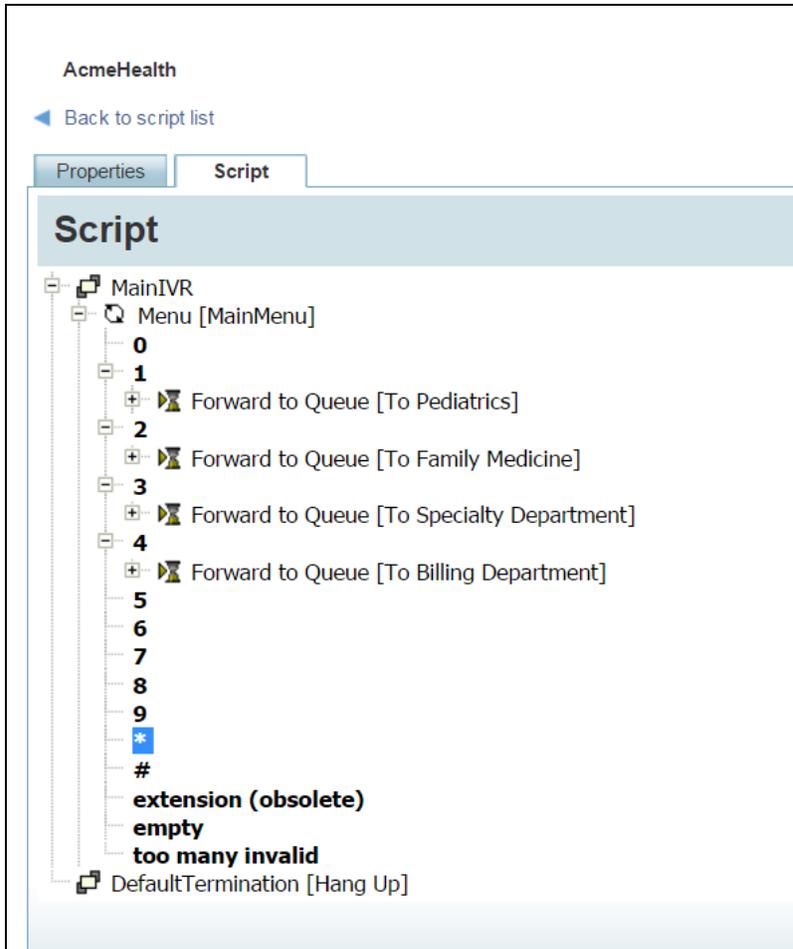
Creating an IVR script to meet these requirements involves the following steps:

Step 1: Create a new phone IVR script.

1. Log in to 8x8 Configuration Manager.
2. Go to **Scripts**.
3. Add a new Script.
4. Under Main IVR, add **Menu** which acts as the main menu.

- Build the main menu options as shown below.

Add **Forward to Queue** and select the queue dedicated to the respective department under each node.



Step 2: Define the In-Queue treatment for queues.

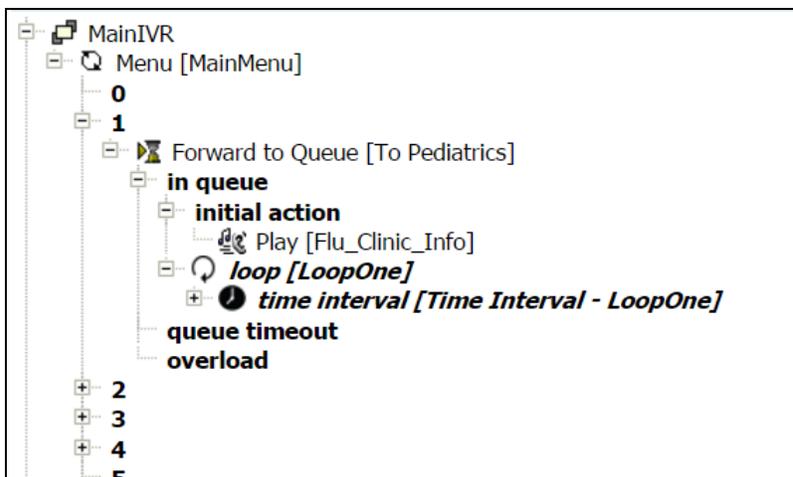
In this step, based on the menu choice opted by the caller, we define the in-queue treatments for each queue. Callers are served with the treatments and options defined under each queue while waiting to be served.

- Under node 1, add **Forward to Queue** and specify an existing queue for Pediatrics to direct callers to the queue when they choose option 1 in the menu. Forward to Queue has the following exit points:
 - In Queue** is true if a call has entered the queue.
 - Queue Timeout** is true if the call waiting exceeded the time out period set.
 - Overload** is true if any of the overload paths are met.

2. Under **In Queue**, select to **add an initial action** such as announcing the Flu clinic details. Add a Play object and select an audio file to be played to callers once they enter the queue.
3. Under In Queue, add a **Loop** object. Inside a loop, you can define multiple in-queue treatments using time intervals. These treatments are repeated for a specified number of times, or for a given duration.
4. Define the following information.
 - Object Tag: enter an identification tag for the loop.
 - Loop repeat count: Select the number of times to repeat the treatments defined under the loop.

The screenshot shows a dialog box titled "Insert object". It has three input fields: "IVR object" with a dropdown menu showing "Loop", "Object tag" with a text box containing "LoopOne", and "Loop repeat count" with a text box containing "1". At the bottom, there are two buttons: "OK" and "Cancel".

5. Click **Ok** to add.

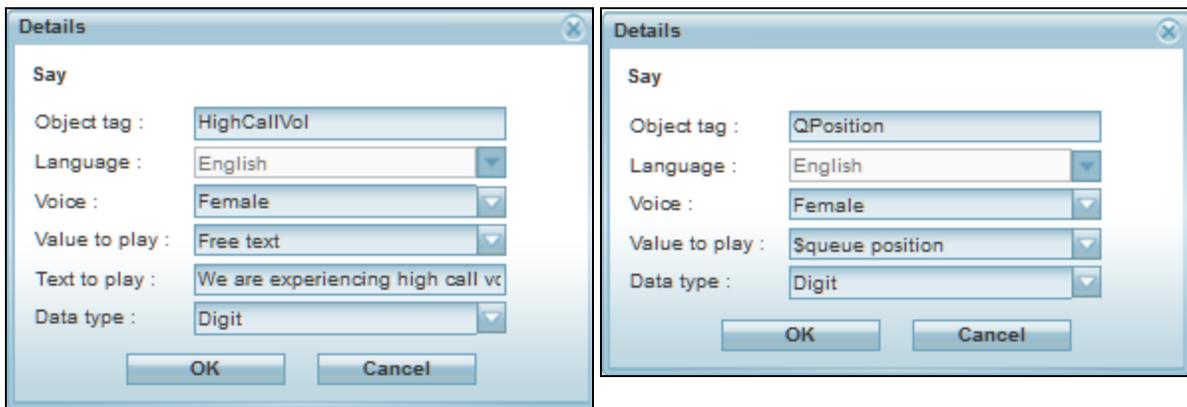


Note: If you introduce multiple announcements, select the duration between executing each interval. By default, queue music is played between the intervals.

Step 3: Add the In-Queue prompts and choices using time intervals.

Add the audio prompts and queue opt-out choices for callers while waiting to be served in the queue using time intervals.

1. Add a **Time Interval** that defines actions for in-queue treatment. The Intervals inside a Loop can be used to define the multiple prompts. In this example, we add announcements that inform the caller about the queue status and offer choices to stay in the queue or exit the queue.
2. Add **Say** object with free text announcements of high call volume.



3. To announce the current position of the call in the queue, add a **Say** statement and select **\$QueuePosition**.
4. To allow the caller to opt out of the queue, add a **Say** statement announcing the exit choices.



Note: Actions after exiting the queue must be defined outside of the in-queue treatment, but at the parent Forward to Queue object.

5. Add **Get Digit** to receive the caller's input and apply the actions defined under its nodes.
 - 0 for operator assistance
 - 1 to leave a message for the care team



Note: Get Digit must follow Say or Play objects. If you introduce any other object between Say and Get Digit, the Get Digit becomes void.

6. At the parent Forward to Queue level, add the following labels and define actions to be followed after exiting the queue.
 - a. Create a label to reach an operator. Under the label add **Transfer to Agent** object.
 - b. Create a label to direct a message for the care team. Under the label add **Forward to Voicemail Queue** object.
7. Under the **Get Digit** node 0:
 - a. Add **Set Agent** to operator. Select an agent.
 - b. Under the **Agent found** exit, add **Go To** object and point it to the label you created earlier in step 6a.
8. Under the **Get Digit** node 1, add **Go To** object and point it to the label you created earlier in step 6b. This directs the caller to leave a message for the care team.

AcmeHealth-Clinic

← Back to script list

Properties Script

Script

- 1
 - Forward to Queue [To Pediatrics]
 - in queue
 - initial action
 - Play [Flu_Clinic_Info]
 - loop [LoopOne]
 - time interval [Time Interval - LoopOne]
 - Say [High_Call_Volume]
 - Say [Announce_Q_Position]
 - Say [Exit_Q_Choices]
 - Get Digit [ExitQChoices]
 - 0
 - Set Agent [ToOperator]
 - agent found
 - Go To [To_Operator] -> To_Operator
 - agent not found
 - 1
 - Go To [Message_For_CareTeam] -> ToVoicemail
 - 2
 - 3
 - 4
 - 5
 - 6
 - 7
 - 8
 - 9
 - *
 - #
 - unassigned digit
 - empty
 - queue timeout
 - overload
 - Label [To_Operator]
 - Transfer to Agent [Transfer_to_Operator]
 - Label [Message_For_CareTeam]
 - Forward to Voice Mail Queue [Messages_CareTeam]

9. Click **Save** to save the script.

10. Assign this script to an existing channel to complete the process.

Queued Callback

The 8x8 Queued Callback allows callers waiting in a call queue to opt out of the queue and be called back when an agent becomes available. This feature detects the caller phone number or allows the caller to input the callback number before exiting the queue. The system retains the queue position of the call and offers an outbound call to an available agent serving the queue. When the agent accepts the call, the call is dialed out to the caller using the callback number. The call is routed through an outbound queue.

With Queued Callback:

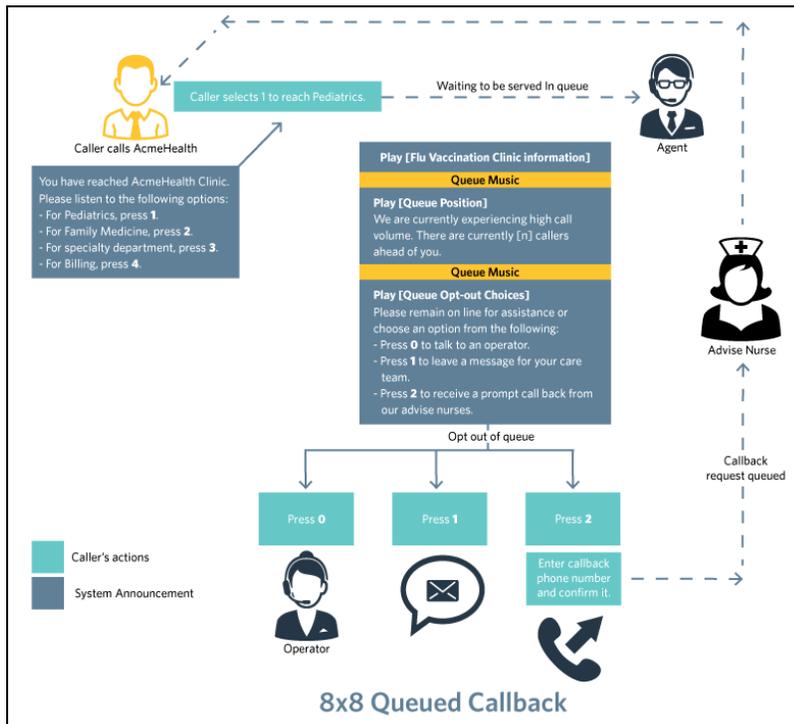
- Caller is allowed to input the desired callback number or caller's phone number (ANI) is used.
- Queue position is maintained when caller opts out of queue in favor of callback.
- Callback is initiated as soon as an agent is available.

Features

- Allows callers to opt out of the queue and be called back when an agent becomes available.
- Detects the caller phone number, or allows the caller to input the callback number before exiting the queue.
- The system retains the queue position of the call and offers an outbound call to an available agent serving the queue.
- Caller can input the desired callback number or caller's phone number (ANI) is used.
- Callback is initiated as soon as an agent is available.

Use Case

Extending the use case, AcmeHealth offers callers the option to receive a call back from the advise nurse team for a better experience. In addition to the exit choices of operator assistance and leaving a message for the care team, the caller is given a choice to be called back by the advise nurse team. If a caller opts to be called back, he is prompted to input the call back phone number. This number is then restated for confirmation. The following diagram shows the updated call flow for Queued Callback.



To enable call back, 8x8 Contact Center IVR offers the following scripting capabilities.

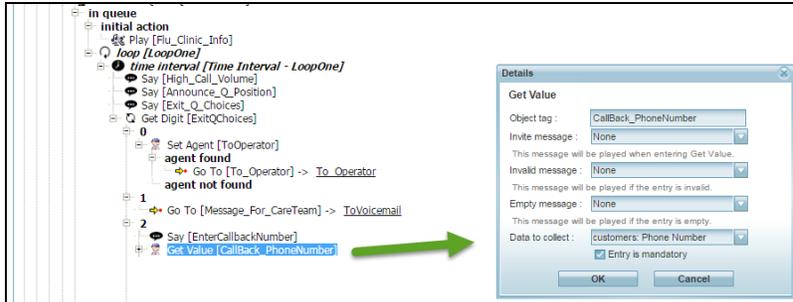
- Get Value supports an additional parameter to collect caller's phone number
- Callback object supports calling the customer back by maintaining the queue position even after the caller exited the queue, and initiating an outbound call when an agent serving the queue is available.

Add Call Back Option To IVR

To add a call back option to the existing IVR script:

1. Follow the steps 1 through 3 explained in [In-Queue Treatments and Controls](#).
2. Modify the Say statement that announces the exit queue choices to include the option for callback.

3. Under Get Digit, add an option to Get Value. For Data to Collect, select **customers: Phone Number**.



4. Add a few Say statements to announce the call back number input by the caller.
5. With Get Digit choices, allow the caller to confirm the phone number or prompt to enter the phone number again.
6. Add a label for callback execution.
7. Under the label for Callback, add the Call back object and select the following parameters:
 - **Queue name:** Select an existing outbound queue to route the call.
 - **Call back ANI:** Select a channel number for outbound caller ID.
 - **Dial plan:** Select from an existing dial plan.
 - **Expiration time:** Set an expiration time for call back. After the specified period, the call back is abandoned.
 - Under Dial back parameters, you can specify the number of retries and the duration for time out.
 - **Try to reach callback party:** Select the number of attempts to call back. The call failure is determined by the following factors:
 - Agent did not answer the call.
 - Agent answered, but the outbound leg dials out and experiences a busy network.
 - RNA (Ring no answer)
 - **Minimum delay between tries:** Specify the time delay between tries.

- o **Cancel callback after:** Enter the duration after which call back request needs to be canceled.

The screenshot shows a call flow script with several annotated sections:

- Initial action:** Play [Flu_Clinic_Info]
- Loop [LoopOne]:** Contains a **time interval [Time Interval - LoopOne]** block.
- Agent found/not found:** Logic for handling agent availability.
- Get Value [CallBack_PhoneNumber]:** Annotated with "Receives the call back number".
- Confirmation:** Say [NumberValid], Say [SayPhoneNumber], and Say [NumberCorrect] are annotated with "Announces the call back number for confirmation".
- Confirmation Logic:** Get Digit [ConfirmCallbackNumber] leads to Say [CallbackConfirmed] (annotated "If confirmed, executes the call back process") and Go To [Callback] -> Callback.
- Unconfirmed Logic:** Say [WrongCallbackNumber], Get Value [CallbackNumberAgain], and Say [SayPhoneNumber] are annotated with "If unconfirmed, prompts for call back number again".
- Queue Management:** Includes "queue timeout", "overload", and "unassigned digit" blocks.
- Callback Execution:** At the bottom, "callback queued" and "invalid phone number" are annotated with "Callback execution".

The **Details** dialog box for "Call back" configuration is shown below:

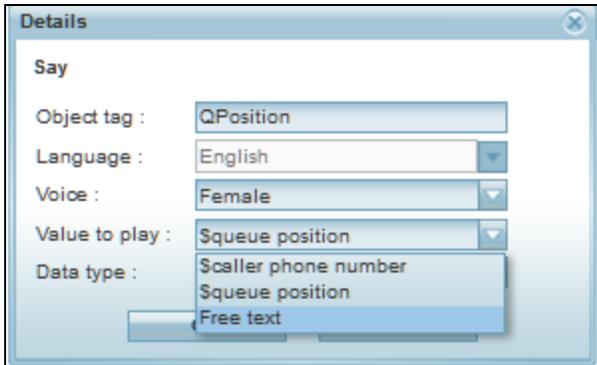
Call back	
Object tag :	Execute Callback
Call back type :	When agent becomes available
Queue name :	Advise Nurse Queue
Call back CLI/CNAM :	5242987/524-2987
Dial plan :	System Dial Plan: US North Am...
Dial back parameters	
Try to reach callback party :	2 (1 - 4) times
Minimum delay between tries :	300 (60 - 800) seconds
Cancel callback after :	400 (20 - 2000) seconds

8. Save the script and assign it to a channel.

Text to Speech

The IVR engine now converts text to speech using the Say object. The Say object relays static free text or dynamic value of a variable (phone number, queue position) to the caller. These text to speech announcements can play

dynamic or static data in multiple languages.



Features

- Convert static text or dynamic value of a variable to speech using the Say object in IVR.
- Announce text to speech in multiple languages.
- Offer basic and prime text to speech services.

8x8 Contact Center offers two levels of Text to Speech service with the following options:

- Basic Text to Speech
- Prime Text to Speech

Text to Speech Options	Basic	Prime
Languages	English (US), French, Italian, German, Spanish	40+ For a list of language supported, click here .
Voices	1	60+
Datatype	Not supported	digit, number, phone, currency, date, time
Character limit	130	210
Number of Say instances allowed in IVR	unlimited	unlimited

Languages Supported in Prime

- Arabic
- Bahasa
- Basque

- Cantonese
- Catalan
- Czech
- Danish
- Dutch
- English (AU)
- English (GB)
- English (India)
- English (Ireland)
- English (Scotland)
- English (South Africa)
- English (US)
- Finnish
- French (Canada)
- Galician
- German
- Greek
- Hebrew
- Hindi
- Hungarian
- Italian
- Japanese
- Korean
- Mandarin (China)
- Mandarin (Taiwan)
- Norwegian
- Polish
- Portugese (Brazil)
- Portugese (Portugal)
- Romanian

- Russian
- Slovak
- Spanish (Castilian)
- Spanish (Columbia)
- Spanish (Mexico)
- Swedish
- Thai
- Turkish
- Valencian

Agent Menu

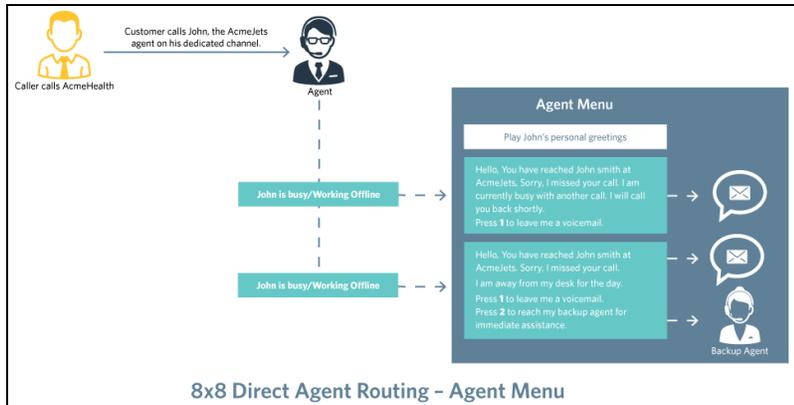
In this release, we have introduced Agent Menu object in IVR that offers callers multiple choices of alternate actions if the agent is unable to answer the call. In a direct agent routed call, based on the reason why the agent is unable to answer, you can offer the caller any number of choices of alternate actions to take. You can provide more personalized service to your customers by using agent specific prompts. For example, if an agent is busy with another call, the caller can be assured of a quick call back with a specific prompt such as "Hello, Sorry I missed your call. I am currently busy with another call. I will get back to you shortly". But, if an agent has logged off for the day, then the prompt may be "Hello, Sorry I missed your call. I am away from my desk for the day. Press 1 to leave me a message. Press 2 to reach my back up agent for immediate assistance.". With these personalized messages and menus, you can improve callers' experience.

In 8x8 Contact Center IVR script, the Agent Menu object must be added under Transfer to Agent object.

Use Case

The following diagram illustrates a simple use case of a direct agent routed call. A caller is trying to reach her assigned agent, John on his dedicated channel. If John is busy on another call or working offline, the caller hears a personal greeting in John's voice that offers an option to leave a voicemail. If John is logged off or on a break, then the caller is given choices to either leave a message or talk to John's backup agent. The Agent Menu object handles this call flow

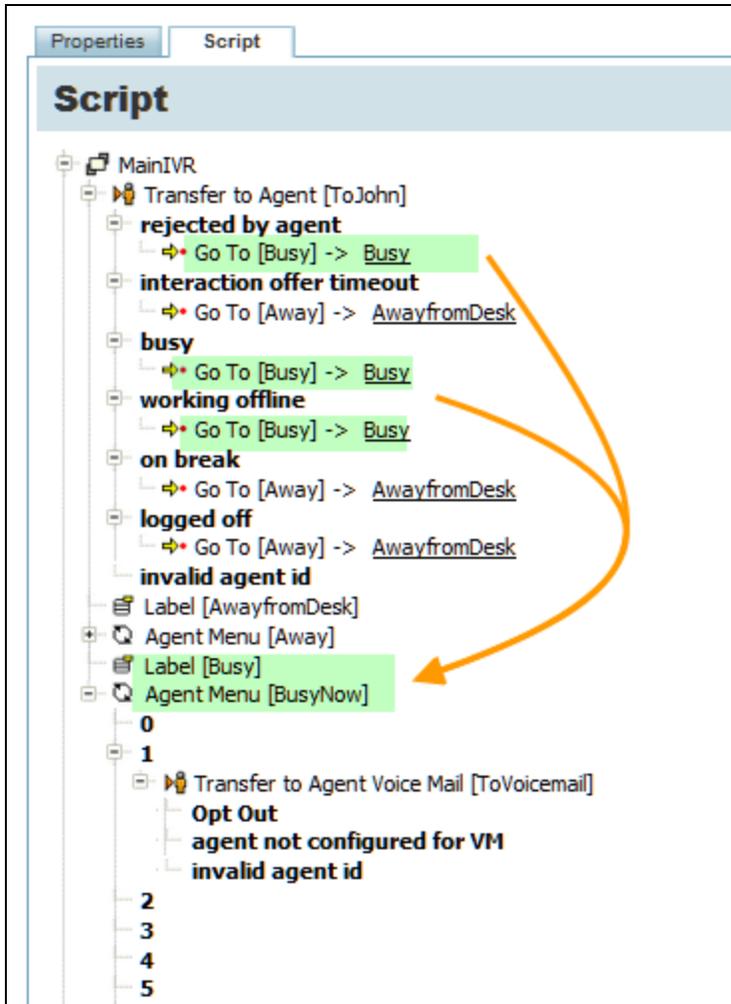
quite efficiently.



To create an IVR Script that facilitates the call flow shown in the diagram:

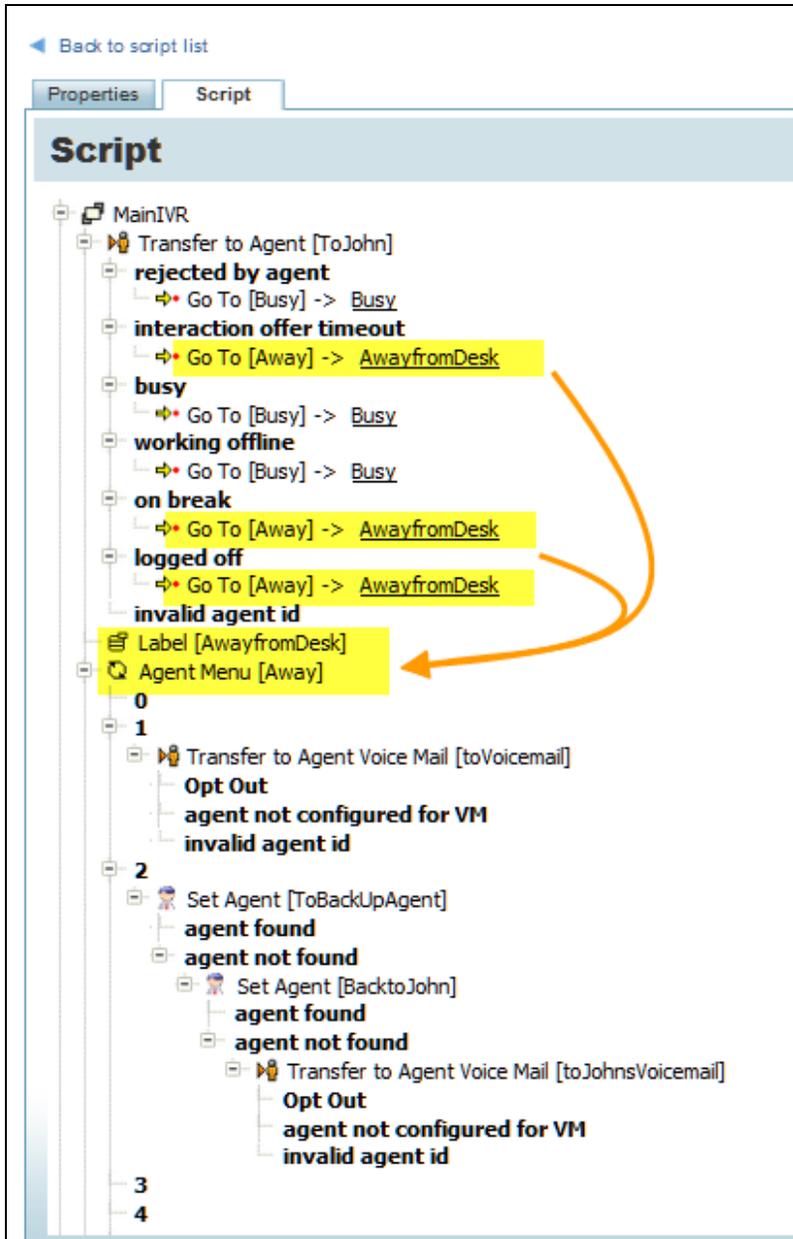
1. Log in to 8x8 Configuration Manager and navigate to Scripts tab.
2. Add a new script.
3. Add **Transfer to Agent** object.
4. Add a Label- <Busy> under Transfer to Agent.
5. Add an **Agent Menu** object with this label. This agent menu executes when the agent is busy or working offline or when the agent rejects the call.
6. Specify the choices under this agent menu as shown in the diagram.

7. Add the **Go To** object for the desired exit points and point the destination to the label - Busy.



8. Add another Label - <AwayfromDesk> under Transfer to Agent.
9. Add an Agent Menu object with this label, which executes when the agent is on break, or logged off, or the interaction time out occurs.
10. Specify the choices under the agent menu as shown in the diagram.

11. Add the **Go To** object for the desired exit points and point the destination to the label - AwayfromDesk.



12. Save the script and assign it to a channel dedicated to the agent.

Time Zone Enhancements

8x8 Contact Center now supports time zone for global operation by allowing multiple time zone selections within the same tenant. Multiple time zones enhancement helps tenants with offices across the world. For example, if a business has offices in US, UK, and China, the administrator can select US Pacific time zone as default and select UK and China as additional time zones. Supervisors in UK office can monitor queue and agent activity based on the local time zone. A wallboard manager in China can apply the Asia Pacific time zone to the desired wallboard.

To allow multiple time zones for a tenant:

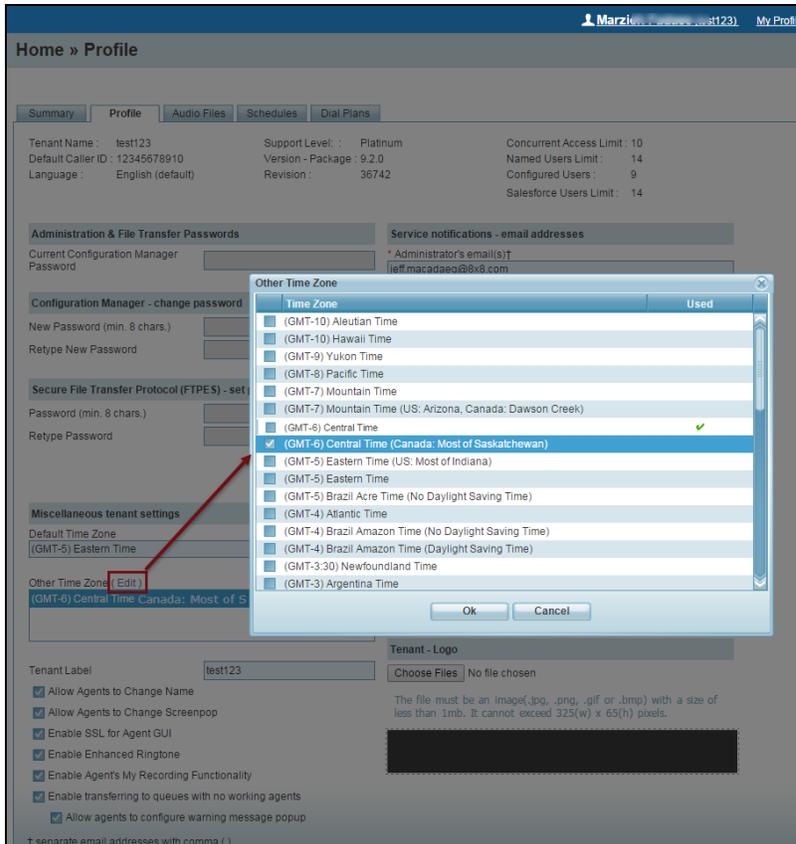
1. Log in to 8x8 Configuration Manager.
2. Navigate to **Home > Profile**.
3. Select additional time zones as desired from **Other Time Zone(s)**. The other time zones are in addition to your default time zone.

The screenshot displays the 'Home » Profile' configuration page in the 8x8 Configuration Manager. The left sidebar contains navigation options such as Home, Security, Groups, Agents, Queues, Channels, Scripts, CRM, Support Center, and Wallboard. The main content area is divided into several sections:

- Summary:** Displays tenant information including Tenant Name (test123), Support Level (Platinum), Concurrent Access Limit (10), Default Caller ID (12345678910), Version - Package (9.2.0), Named Users Limit (14), Language (English (default)), Revision (36742), Configured Users (9), and Salesforce Users Limit (14).
- Administration & File Transfer Passwords:** Includes fields for Current Configuration Manager Password and Service notifications - email addresses (Administrator's email(s) and Maintenance email distribution list(s)).
- Configuration Manager - change password:** Fields for New Password (min. 8 chars.) and Retype New Password.
- Secure File Transfer Protocol (FTPS) - set password:** Fields for Password (min. 8 chars.) and Retype Password.
- Miscellaneous tenant settings:** Contains a dropdown for Default Time Zone (currently '(GMT-5) Eastern Time') and a text input for Other Time Zone (Edit), which is highlighted with a red box and an arrow.
- Tenant email - SPAM filtering parameters:** Includes Spam threshold level (set to 5) and sections for Spam Black List and Spam White List.
- Tenant - Logo:** Features a 'Choose Files' button and a note: 'The file must be an image (.jpg, .png, .gif or .bmp) with a size of less than 1mb. It cannot exceed 325(w) x 65(h) pixels.'

At the bottom of the page, there are 'Save' and 'Cancel' buttons.

- Click **Edit** to add more time zones. A list of other time zones appears.



- Select the desired time zone(s) from the list and click **OK**.

The check mark  indicates that a time zone is being used. Once in use, the time zone appears grayed out.

- Click **Save**.

The tenant now has multiple time zones. The time zones can be selected when creating a wallboard or monitoring queues and agents by supervisors. In Monitoring, time zone is applicable if you select to view data from the beginning of the day.

Apply Time Zone to a Wallboard

You can select a different time zone when creating a wallboard for a tenant that has offices across the world. For example, a wallboard manager in China can apply the Asia Pacific time zone to the desired wallboard.

To apply time zone to a Wallboard:

1. Log in to 8x8 Configuration Manager.
2. Navigate to **Wallboard**.
3. Click **General** tab.
4. Select the desired time zone and **Save**.

Wallboard » Add Wallboard » General

Back to Wallboard list

General Fields Thresholds Queues URL

* Name: My Wallboard

* Description: Modified this wallboard for documentation.

* Time Zone: (GMT-6) Central Time (Canada: Most of Saskatchewan)

Save Cancel

The current time of the selected time zone appears on the top right corner of the wallboard.

WAITING- INQUIRE	LONGEST- WAITING	PROCESSING- ALL-ELIGIBLE- QUEUES	POST-PROCESSING- ALL-ELIGIBLE- QUEUES	ENTERED- QUEUES-TODAY	ABANDONED-TODAY	ACCEPTED-TODAY	AVG-HANDLE- TIME-TODAY	AVG-WAIT- TIME-TODAY	MEDIA-TYPE	QUEUE-ID	QUEUE-NAME
0	00:00:00	0	0	0	0	0	00:00:00	00:00:00	phone	104	phone queue
0	00:00:00	0	0	0	0	0	00:00:00	00:00:00	phone	109	AcmeLetSupport
0	00:00:00	0	0	0	0	0	00:00:00	00:00:00	phone	112	yi queue
0	00:00:00	0	0	0	0	0	00:00:00	00:00:00	phone	123	Rob backup queue
0	00:00:00	0	0	0	0	0	00:00:00	00:00:00	phone	108	outbound queue
0	00:00:00	0	0	0	0	0	00:00:00	00:00:00	phone	110	AcmeLetOutbound
0	00:00:00	0	0	0	0	0	00:00:00	00:00:00	phone	115	yi outbound
0	00:00:00	0	0	0	0	0	00:00:00	00:00:00	vmail	103	vm queue
0	00:00:00	0	0	0	0	0	00:00:00	00:00:00	vmail	122	jeff vm queue
0	00:00:00	0	0	0	0	0	00:00:00	00:00:00	email	125	Email queue
0	00:00:00	0	0	0	0	0	00:00:00	00:00:00	chat	107	yi chat queue

The GMT-6 Central, at the bottom, indicates the selected time zone.

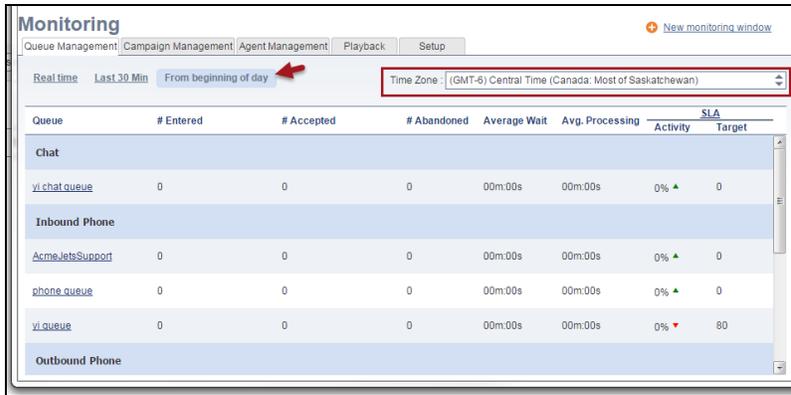
Apply Time Zone to Agent and Queue Monitoring

You can select a different time zone when monitoring queues and agents as a supervisor. For example, a supervisor in UK office can monitor queue and agent activity based on the local time zone.

To monitor agents and queues based on a local time zone:

1. Log in to 8x8 Agent Console as a supervisor.
2. Navigate to **Menu > Monitoring**.
3. Open **Queue Management** or **Agent Management** tabs.

- Select **From beginning of day**. The selected time zones appear in a drop-down box.



The screenshot shows the 'Monitoring' dashboard with the following data table:

Queue	# Entered	# Accepted	# Abandoned	Average Wait	Avg. Processing	SLA	
						Activity	Target
Chat							
vi chat queue	0	0	0	00m:00s	00m:00s	0% ▲	0
Inbound Phone							
AcmeJetsSupport	0	0	0	00m:00s	00m:00s	0% ▲	0
phone queue	0	0	0	00m:00s	00m:00s	0% ▲	0
vi queue	0	0	0	00m:00s	00m:00s	0% ▼	80
Outbound Phone							

- Select a time zone to see the agent or queue activities during that time.

Apply Time Zone to Historical Report

You can select a time zone for your Historical report. For example, a supervisor in UK office can generate a historical report for different offices across multiple time zones.

To select a time zone for your historical report:

- Log in to 8x8 Agent Console as a supervisor.
- Navigate to **Menu > Report**.
- Select an available report from the list, and click **Next**.
- Select an available time zone.

5. Click **Save**.

The screenshot shows the 'New Historical Report Wizard' interface. It is currently on Step 2, 'Specify date/fields criteria to generate report'. The selected report is 'Agents: Time on status' with the title 'AcmeJets Customer Support-Australia'. The data granularity is set to 'range', the start date is '07/13/2016', and the end date is '07/14/2016'. The date range is set to 'Custom'. The time zone is '(GMT+10) Australian Eastern Time (Sydney)'. There is a 'Show Totals' checkbox which is checked. At the bottom, there are buttons for 'Back', 'Save', 'Run', 'Save and Run', and 'Cancel'.

New Historical Report Wizard

1 Step Select Available Report and see preview

2 Step Specify date/fields criteria to generate report

Specify date/fields criteria to generate report

* Selected Report : Agents: Time on status

* Report Title : AcmeJets Customer Support-Australia

Data Granularity : range * Start Date : 07/13/2016

Date Range : Custom * End Date : 07/14/2016

* Time Zone : (GMT+10) Australian Eastern Time (Sydney)

Selection : [Selection Window](#)

Show Totals

Back Save Run Save and Run Cancel

Your report is generated in the selected time zone.

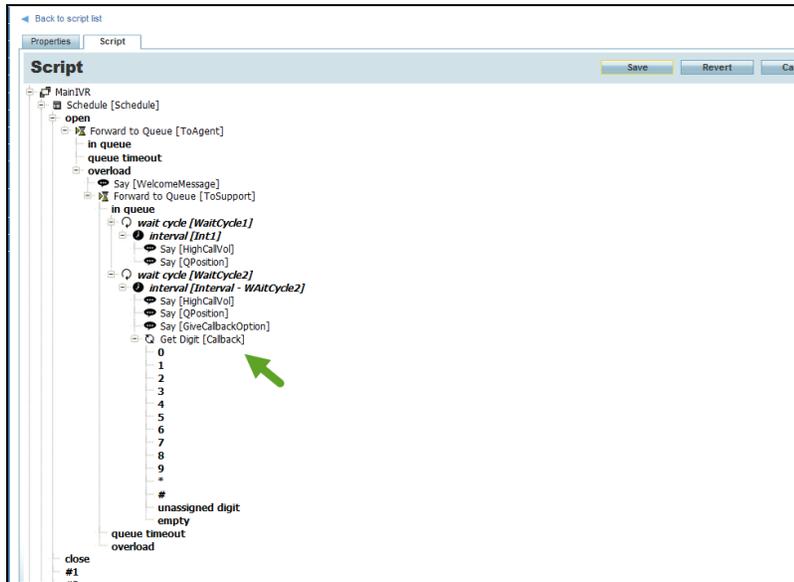
IVR In-Queue Improvements

We have enhanced our IVR objects to allow better experience for callers waiting to be served in queues. The enhancements include:

- **Interruptible Say Object**
- **Support for Go To object in In-Queue treatments**
- **Call Back Enhancements**
- **Interruptible Queue Music**
- **Enhanced Loop and Time Interval**
- **Ability to Move IVR Objects**

Interruptible Say Object

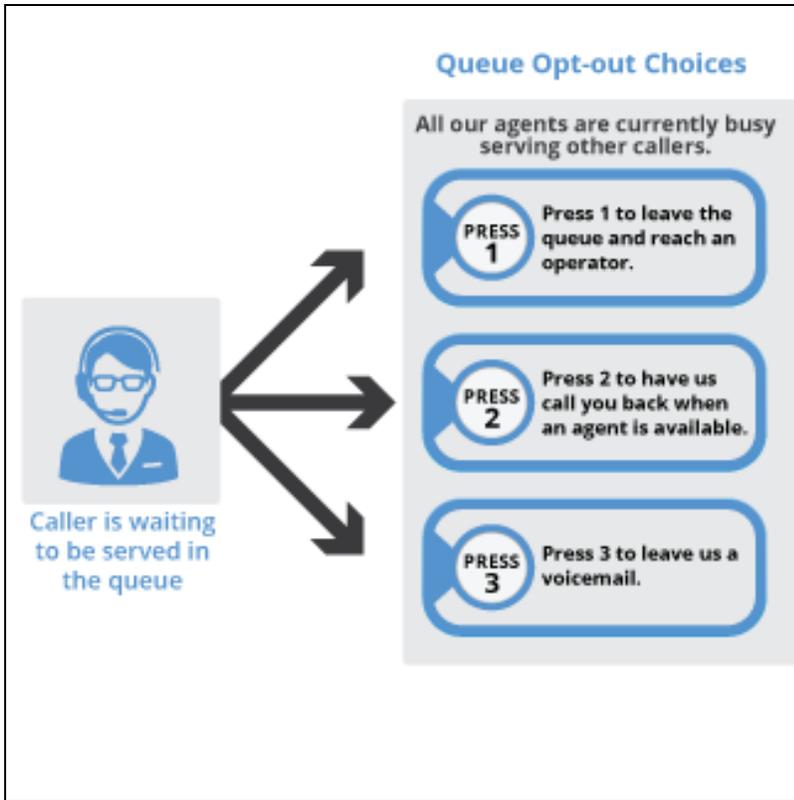
The Say object can now be interrupted with a DTMF digit input. For example, you can use 'Say' object while in queue to announce the dynamic queue position and offer options to navigate to a less crowded queue or to be called back if the waiting is long. Callers can select the desired choice without having to listen to the entire announcement.



Support for Go To object in In-Queue treatments

Previously when a caller waiting in queue pressed a DTMF digit to opt out of queue, we offered only one exit option which was the object following the **Forward-to-Queue** object. We can now support multiple choices after exiting a queue. Add desired treatment choices after the Forward to Queue object and label each one of them. Use **Go to** object while in-queue to navigate to these labels outside of the queue.

For example, you want to offer multiple opt out choices for callers waiting in queue as shown in the diagram:



Add the desired treatment choices following the Forward to Queue object. Label each choice. Use these labels inside the queue for Get Digit choices.

Script

```

in queue
  initial action
    Say [Welcome]
  wait cycle [Cycle1]
  interval [Interval - Cycle1]
    Say [HighTraffic]
    Say [QueuePosition]
    Say [Callback]
  Get Digit [GetCallback]
  0
  1 → Go To [Operator] -> Operator
  2 → Go To [Callback] -> Callback
  3
  4
  5
  6
  7 [ add ]
  8
  9 → Go To [Voicemail] -> Voicemail
  *
  #
  unassigned digit
  empty
  queue timeout
  overload
  Label [Operator]
  Forward to Queue [ToOperator]
  Forward to Voice Mail Queue [Voicemail]
  Label [Callback]
  Say [Callback1]
  Say [Callback number]
  Say [Confrimcallback]
  Get Digit [ConfirmCallback]
  Call back [Callback]
  Label [Voicemail]
  Forward to Voice Mail Queue [Voicemail]

```

Call Back Enhancements

We have improved the **Call Back** object as follows:

- The Call back ANI field is now updated to show not only the phone number used for Calling Line Id but also the corresponding Calling Name Display.

Details [Edit]

Call back

Object tag :

Call back type : When agent becomes available

Queue name :

Call back CLI/CNAM :

Dial plan :

Dial back parameters

Try to reach callback party: (1 - 4) times

Minimum delay between tries : (60 - 800) seconds

Cancel callback after : (20 - 2000) seconds

Call back [Call back]
callback queued
 Say [Thank You]
 Hang Up [bye]
invalid phone number
 Say [Sorry Retry]
 Go To [Retry] -> [Retry](#)

- The Call Back object is also enhanced with the dial back parameters that determine the following:
 - Call back attempts: Set the number of callback attempts before abandoning the call. You can select from 1 -4 times.
 - Minimum Delay between tries: Set the waiting time between retries.
 - Cancel callback after: Specify a time duration after which the call back attempt gets canceled.
- The Call back object has an added leaf <**callback queued**> to allow further processing after a call back setup is successful. You may play a prompt confirming the call back before terminating the call.

Interruptible Queue Music

The In-queue music can now be interrupted for better caller experience. Lets look at a use case to understand the benefit.

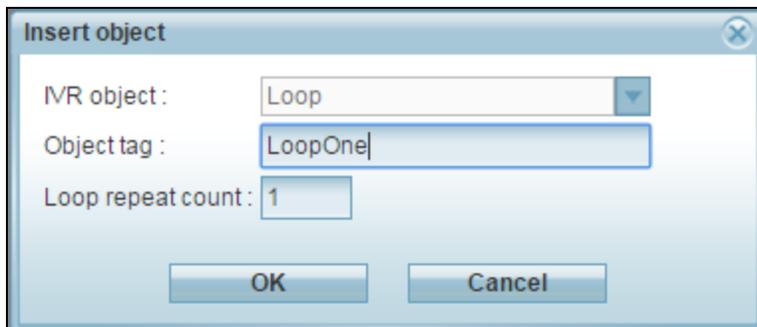
1. Caller calls in to an IVR and is forwarded to a queue.
2. Initial prompt is played. The caller then hears the queue music.
3. After some time (say 30 sec), the test queue will be triggered. Based on the test queue result, different prompts will be played to the caller. Assume it is testing the length of the queue > 5. Then,
 - a. If true, the prompt will be "We are experiencing a high call volume at the moment. We appreciate your patience. You can continue to hold or press 1 to keep your position in queue and schedule callback". Then queue music plays.
 - b. If false, the prompt will be "Please be patient, the next available agent will serve you. Press 1 the listen the current mortgage rate, Press 2 for this month special. If you do not wish to wait in the queue, Press 9 to keep your position in queue and schedule callback". Then the queue music plays.

Assume the caller in 3b condition waits for some time and later decides to skip waiting and press 9 to be called back while the queue music play is playing. The queue music is now interrupted to be navigated to call back.

Enhanced Loop and Time Interval

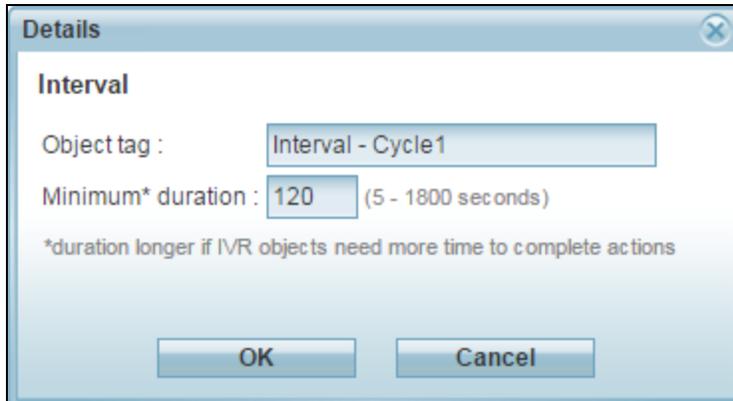
The Loop and Time Intervals in a queue have been redesigned.

- Use a Loop to determine the number of repetitions for an in-queue action. All actions defined within a time interval are repeated as many times as the Loop count is set to.



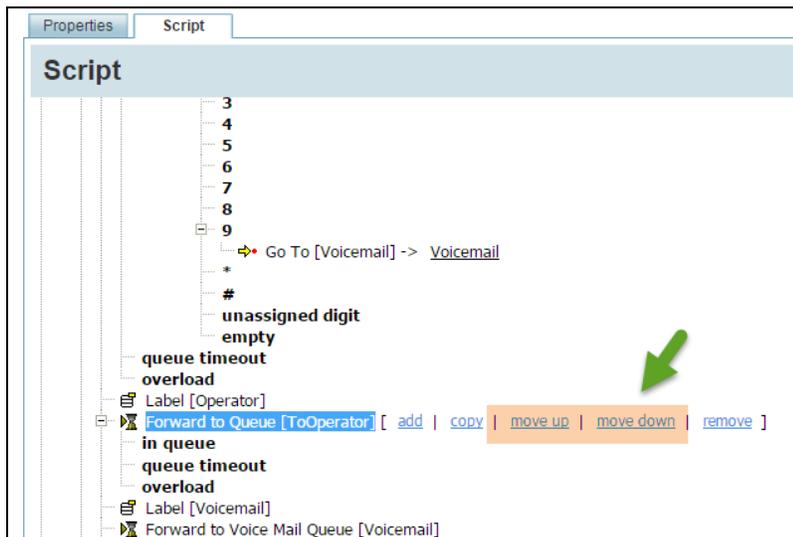
- Use a Time Interval to define the length of an in-queue action. For example, define an interval to be 60 seconds long and select to play an in-queue prompt for 20 seconds. The queue music plays for the rest of the interval

duration.



Ability to Move IVR Objects

You can now move an IVR object within the script as desired. When you select an IVR object in the script, notice the Move up and Move Down links appear. Click on the link to move the object.



IVR Improvements

In this release, 8x8 Contact Center introduces significant improvements to the IVR scripting capabilities. The following new objects are added:

- Set Variable
- Test Variable
- Randomize

Set Variable

The ability to set variables allows programming abilities within IVR scripts enabling better caller experience. You can use variables to remember the user input and use them to drive the call flow. You can create variables to store values of string and number types, reference them anywhere and any number of times in the script.

8x8 Contact Center allows two types of variables in IVR:

System Variables

These are pre-defined variables which cannot be edited.

- **\$QueuePosition**: Returns the current position of a call within the queue.
- **\$callerPhoneNumber**: Returns the caller's phone number based on caller ID.
- **\$callbackPhoneNumber**: Returns the call back number input by the caller.

User Defined Variables

These are variables defined by users. You can initialize these variables with a certain value and modify them later.

To access these objects:

1. Log into 8x8 Configuration Manager.
2. Go to **Scripts**.
3. Add a new script for phone channel.
4. Select a node and the ADD link.

- From the drop-down menu of objects, select **Set Variable**.

Insert object

IVR object : Set Variable

Object tag :

Variable : [+ Add new](#)

Only user variables (starting with _) are available to be set. System variables (starting with \$) cannot be overwritten.

Value :

For String variables, only "+" operation is valid. It will concatenate the operands.

Type \$ to list the system variables or type _ to list user variables.

For simple assignment of a number, string, or variable, fill in just the first input field and leave the others blank.

Expression Preview : =

Expression Outcome :

OK Cancel

- Enter a name to indicate the use of the object.
- Select a pre-defined variable from the drop-down list or create a new variable.
- Select a value for the variable and save.

How do I create a new variable?

- To create a new variable, click **Add new** link in the Set Variable Insert object dialog box.

Insert object

IVR object : Set Variable

Object tag :

Variable : [+ Add new](#)

Only user variables (starting with _) are available to be set. System variables (starting with \$) cannot be overwritten.

Value :

For String variables, only "+" operation is valid. It will concatenate the operands.

Type \$ to list the system variables or type _ to list user variables.

For simple assignment of a number, string, or variable, fill in just the first input field and leave the others blank.

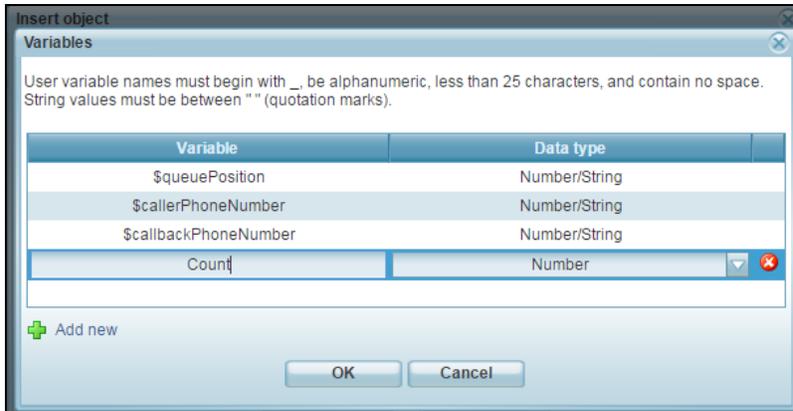
Expression Preview : =

Expression Outcome :

OK Cancel

- Enter a variable name. You must begin the variable name with an underscore.

3. Select the data type. It can be **String**, **Number**, or **String/Number** type.

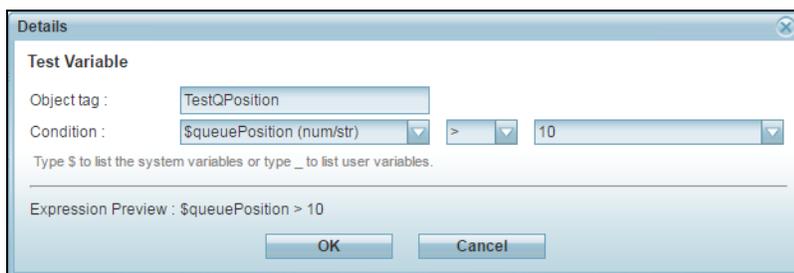


4. Click **OK** to save.

Test Variable

The Test Variable object allows you to test an already defined variable and test it against a set value. To test a variable, select either a system variable or a user-defined variable, test it against a specific value. For example, test how many calls are ahead of a call using the system variable \$QueuePosition. If there are more than ten calls ahead of this call, announce the position to the caller, and offer the caller to receive a call back. If there are fewer than 10 calls ahead of this call, continue the caller in the queue.

To access the Test Variable object within the script, click **Add** next to a node and select the Test Variable object from the Insert Object list.



Randomize

The Randomize object allows us to randomly pick callers and offer a different treatment from the regular. For example, in a customer survey program, you may want to randomly select 50% of callers, direct them to a survey. You will need

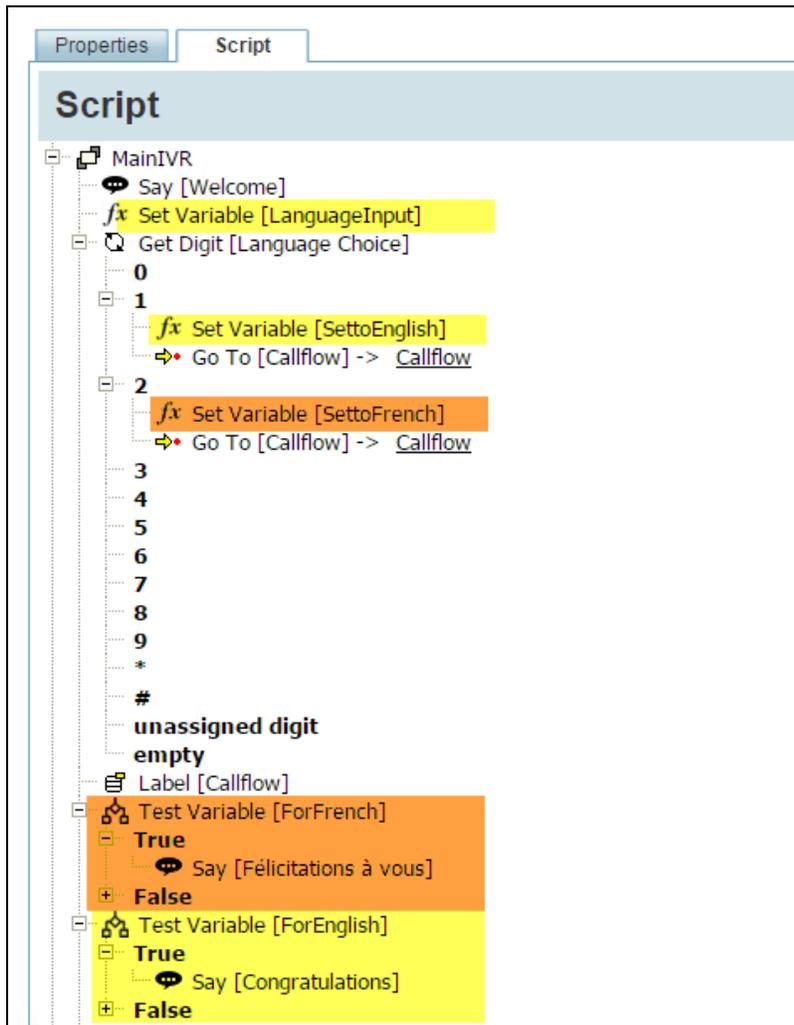
to use the randomize object that randomly picks callers and offers a specific treatment based on the path chosen.

Use Cases

We have discussed a few sample use cases that demonstrate the use of variables in IVR scripts.

Use Case 1: Reward Callers Based on Language Selection

In this use case, a company serving language enthusiasts is running a campaign to reward its customers. The objective is to identify the language spoken by callers and offer them a suitable reward. For callers speaking in English, offer a language kit to learn French. For callers speaking in French, offer a language kit to learn English. The call flow is driven by the language selection of the caller. Callers are prompted to select a language in the IVR, then the system stores their language selection in a variable, and uses it for further treatment.

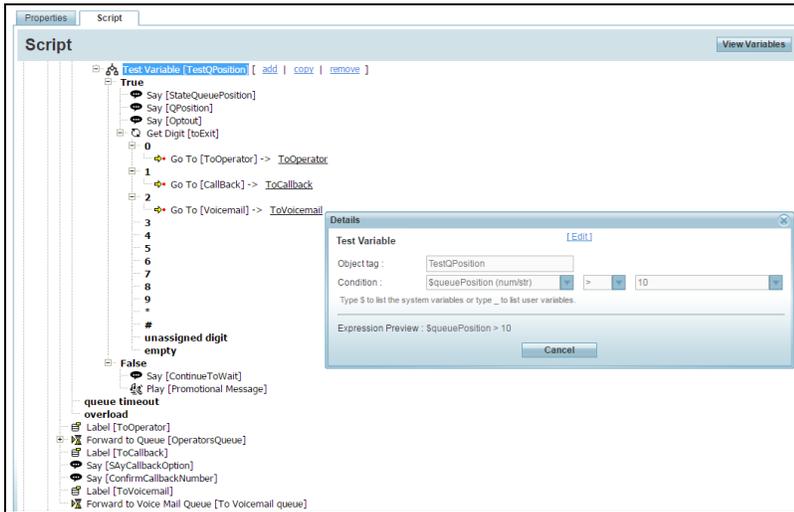


Use Case 2: Determine the Queue Position of a Caller and Offer Suitable Choices

In this use case, we want to offer callers suitable choices based on the queue position. While callers are informed of their queue position, we offer them choices for further action.

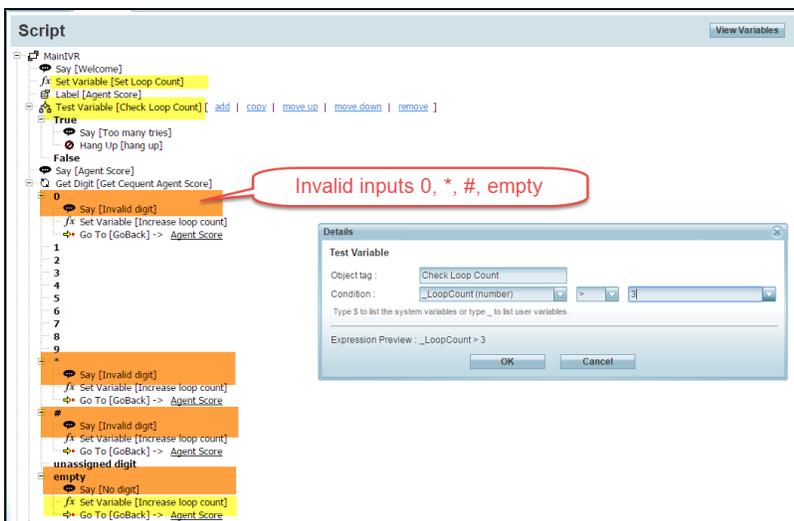
- If the queue position is greater than 10, offer to call back when an agent is available.
- If the queue position is less than 10, play promotional messages and retain callers in the queue.

The following script demonstrates how you can use the test variable object to accomplish the desired result.



Use Case 3: Get Valid Agent Scoring from Customers

In this use case, the objective is to get a valid scoring (1 to 9) for agents serving customers. The script must allow a maximum of four tries for a valid input. If the caller exceeded four tries and failed to provide a valid input, then disconnect the call. In this script, we store the number of tries in a user defined variable called *Loop-Count*. With each try, the user input is validated. If the caller entered an invalid input (0, *, #, and empty), then the caller is prompted for another input until the number of tries exceeds the maximum allowed. After each invalid input, the loop count is increased by 1. After the fourth try, the value of loop count is tested true and hence the call is disconnected.



Local CRM Improvements

We have introduced the following customization abilities in the Local CRM for our customers' convenience and better usability. We have categorized the existing CRM fields into:

- **System Predefined Fields:** These are view only system fields. You cannot edit or delete them. They are marked by **yes (System)** under Predefined column in 8x8 Configuration Manager.
- **Predefined Fields:** These are view and edit only system fields. You cannot create new predefined fields or delete them. They are marked by **yes** under Predefined column in 8x8 Configuration Manager.
- **Custom Fields:** You can add, view, edit, or delete these custom fields. They are marked by **no** under Predefined column in 8x8 Configuration Manager.

Order	Customer Fields	Label	Internal Id	Data Type	Predefined	Unique	Read Only	Hidden	Used in Out...
-	customers.account_number	Account Number	-	-	yes(System)	no	no	no	no
-	customers.first_name	*First Name	-	-	yes(System)	no	no	no	no
-	customers.last_name	*Last Name	-	-	yes(System)	no	no	no	no
-	customers.email	Email	-	-	yes(System)	no	no	no	no
-	customers.password	Password	-	-	yes(System)	no	no	no	no
-	customers.generate_password	Generate Password	-	-	yes(System)	no	no	no	no
-	customers.voice	Voice	-	-	yes(System)	no	no	no	no
-	customers.fax	Fax	-	-	yes(System)	no	no	no	no
-	customers.alternative	Alternative	-	-	yes(System)	no	no	no	no
-	customers.restrict_customer_access	Restrict Customer	-	-	yes(System)	no	no	no	no
1	customertype	Customer Type cf_contacttype	Picklist(1)		yes	no	no	no	no
2	callattempt1	Call Attempt 1	cf01	Text(30)	no	no	no	no	no
3	Address1	*Address	cf02	Text(30)	no	no	no	no	no
4	Referencenumber	Ref No	cf03	Text(10)	no	no	no	no	no

Note: Drag and drop to change display order of fields on Agent Desktop.

Ability to view the system predefined fields.

You can view the system predefined fields in 8x8 Configuration Manager, but cannot edit or delete them.

To view the system predefined fields:

1. Log in to 8x8 Configuration Manager.
2. Go to **CRM > Fields**.

The system predefined fields are visible under all tabs: **Customer Fields**, **Case Fields**, **Follow-up Fields**, and

Task Fields.

CRM » Fields

Fields | Escalation Rules | Properties | Import

Field Lists

Customer Fields | Case Fields | Follow-up Fields | Task Fields

Add Customer Field: Customer Field

Order	Customer Fields	Label	Internal Id	Data Type	Predefined	Unique	Read Only	Hidden	Used in Outbo...
-	customers.account_number	Account Number	-	-	yes(System)	no	no	no	no
-	customers.first_name	*First Name	-	-	yes(System)	no	no	no	no
-	customers.last_name	*Last Name	-	-	yes(System)	no	no	no	no
-	customers.email	Email	-	-	yes(System)	no	no	no	no
-	customers.password	Password	-	-	yes(System)	no	no	no	no
-	customers.generate_password	Generate Password	-	-	yes(System)	no	no	no	no
-	customers.voice	Voice	-	-	yes(System)	no	no	no	no
-	customers.fax	Fax	-	-	yes(System)	no	no	no	no
-	customers.alternative	Alternative	-	-	yes(System)	no	no	no	no
-	customers.restrict_customer_access	Restrict Customer Access	-	-	yes(System)	no	no	no	no
1	callattempt1	callattempt1	ctf1	Text(30)	no	no	no	no	no
-	customertype	Customer Type	ct_contacttype	Picklist(1)	yes	no	no	yes	no

Note: Drag and drop to change display order of fields on Agent Desktop.

Save Order | Reset

Ability to mark a CRM field as mandatory.

You can now define any existing or new predefined and custom field as mandatory. Mandatory fields can be added to **Customer**, **Case**, **Task**, and **Follow-up** objects. When creating new customer records or cases in 8x8 Agent Console for example, agents must enter data into the mandatory fields such as Name, Email, or Address. Mandatory fields cannot remain blank.



Note: System predefined fields are view only and cannot be edited.

To mark a predefined or custom field as mandatory:

1. Log in to 8x8 Configuration Manager.
2. Go to **CRM > Fields**.
3. Open **Customer Fields**, **Case Fields**, **Follow-up Fields**, or **Task Fields**.
4. Click to add a custom field or to edit an existing field.
5. Enter the field properties and maximum length if needed.
6. Select the **Mandatory** check box.

- Click **Save**.

The screenshot shows the 'CRM » Add a Custom Field' configuration window. It includes tabs for 'Fields', 'Escalation Rules', 'Properties', and 'Import'. Under 'Field Lists', there are sub-tabs for 'Customer Fields', 'Case Fields', 'Follow-up Fields', and 'Task Fields'. The main section is titled 'Add New Custom Field (Customer)'. It features a 'Data Type' section with radio buttons for Text, URL, Number, Date, and Pick List. Below this is the 'Field Properties' section with the following fields and options:

- * Field Name: Address1 (with a green asterisk) and a checked 'Mandatory' checkbox (highlighted with a green box).
- * Display Label: Street (with a green asterisk).
- Default Value: (empty text box).
- * Maximum Length: (empty text box) characters (with a green asterisk).
- Value Must Be Unique: (unchecked checkbox).
- Read Only: (unchecked checkbox).
- Hidden: (unchecked checkbox).

At the bottom right, there are 'Save' and 'Cancel' buttons, with the 'Save' button highlighted by a green box.

In 8x8 Agent Console, a red asterisk appears next to the mandatory field indicating a value must be added.

Ability to hide CRM fields

You can now hide any existing or new predefined and custom field. The hidden fields can be part of **Customer**, **Case**, **Task**, and **Follow-up** objects.

To hide a CRM field:

- Log in to 8x8 Configuration Manager.
- Go to **CRM > Fields**.
- Open **Customer Fields**, **Case Fields**, **Follow-up Fields**, or **Task Fields**.
- Click  to add a custom field or  to edit an existing field.
- Enter the field properties and maximum length.
- Select the **Hidden** check box.

7. Click **Save**.

CRM » Add a Custom Field

Fields | Escalation Rules | Properties | Import

Field Lists

Customer Fields | Case Fields | Follow-up Fields | Task Fields

Add New Custom Field (Task)

Data Type: Text URL Number Date Pick List

Field Properties

* Field Name: mytask Mandatory

* Display Label: My Task Value Must Be Unique

Default Value: Read Only

* Maximum Length: 15 characters Hidden

Save Cancel

Ability to customize the display order of the CRM fields.

You can now change the display order of CRM fields. The CRM fields appear under **Customer**, **Task**, **Case**, and **Follow-up** objects in 8x8 Agent Console. This feature is available to both custom and predefined fields. The system predefined fields cannot be moved. For example, in Customer Fields you can only move **customertype** which is a predefined field, in addition to the custom fields you have created.

To customize the display order of the CRM fields:

1. Log in to 8x8 Configuration Manager.
2. Go to **CRM > Fields**.
3. Select a predefined or custom field and drag it to the desired row, then drop.

The new order appears in 8x8 Agent Console.

CRM » Fields

Fields | Escalation Rules | Properties | Import

Field Lists

Customer Fields | Case Fields | Follow-up Fields | Task Fields

Add Customer Field: Customer Field

Order	Customer Fields	Label	Internal Id	Data Type	Predefined	Unique	Read Only	Hidden	Used in Outboos...
-	customers_account_number	Account Number	-	-	yes(System)	no	no	no	no
-	customers_first_name	*First Name	-	-	yes(System)	no	no	no	no
-	customers_last_name	*Last Name	-	-	yes(System)	no	no	no	no
-	customers_email	Email	-	-	yes(System)	no	no	no	no
-	customers_password	Password	-	-	yes(System)	no	no	no	no
-	customers_generate_password	Generate Password	-	-	yes(System)	no	no	no	no
-	customers_voice	Voice	-	-	yes(System)	no	no	no	no
-	customers_fax	Fax	-	-	yes(System)	no	no	no	no
-	customers_alternative	Alternative	-	-	yes(System)	no	no	no	no
-	customers_restrict_customer_access	Restrict Customer	-	-	yes(System)	no	no	no	no
1	callattempt1	callattempt1	c#01	Text(30)	no	no	no	no	no
2	customer_type	Cus_Customer_Type	c#_contacttype	Picklist(1)	yes	no	no	no	no
3	Address1	*Address	c#02	Text(30)	no	no	no	no	no
4	Referencenumber	Ref No	c#03	Text(10)	no	no	no	no	no

Note: Drag and drop to change display order of fields on Agent Desktop.

Save Order Reset

Co-Browsing via Chat

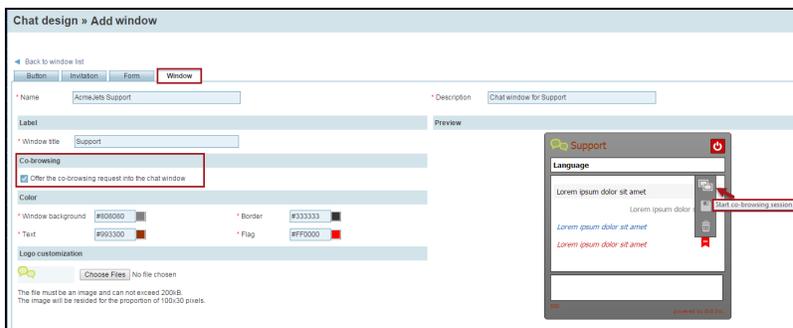
In this release, we have enhanced Co-browsing by allowing you to initiate it via chat. Agents and customers can request and/or allow co-browsing sessions via chat. For information on how to enable Co-browsing, refer to the [main help on Co-browsing](#).

Step 1: Enable Co-Browsing in 8x8 Configuration Manager

To enable co-browsing for a chat session, administrator must enable this feature in 8x8 Configuration Manager .

To enable co-browsing during a chat:

1. Log in to 8x8 Configuration Manager.
2. Navigate to **Chat Design**.
3. Open **Window** tab.
4. Open an existing Chat window.



5. Select **Offer the co-browsing request into the Chat window**.

Notice that the Start co-browsing session  appears in the Chat window.

6. Click **Save**.

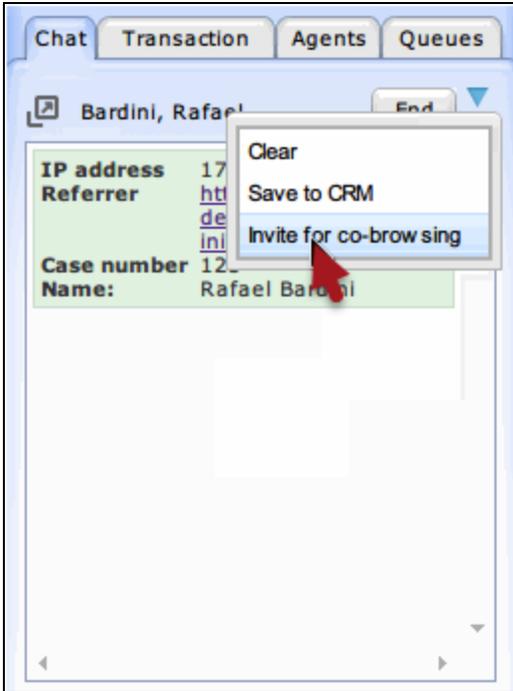
When this feature is enabled, both customers and agents can invite the other party to co-browsing during a chat session.

Step 2: Start/stop co-browsing in 8x8 Agent Console

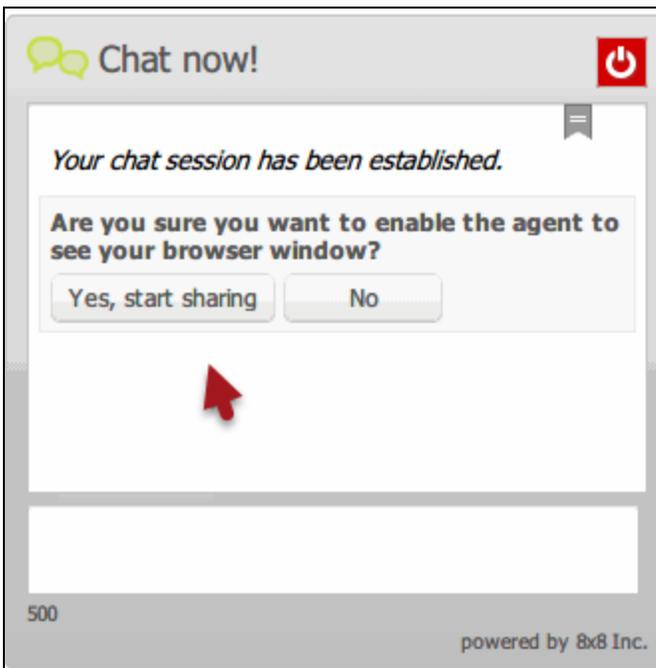
Once the administrator enables co-browsing for chat, agents can invite customers for co-browsing during a chat session in 8x8 Agent Console.

1. Log in to 8x8 Agent Console.
2. Accept the incoming chat interaction.

- 3. Open the chat interaction menu and select **Invite for co-browsing**.



The customer is prompted to accept the invitation for co-browsing and clicks **Yes, Start Sharing**.

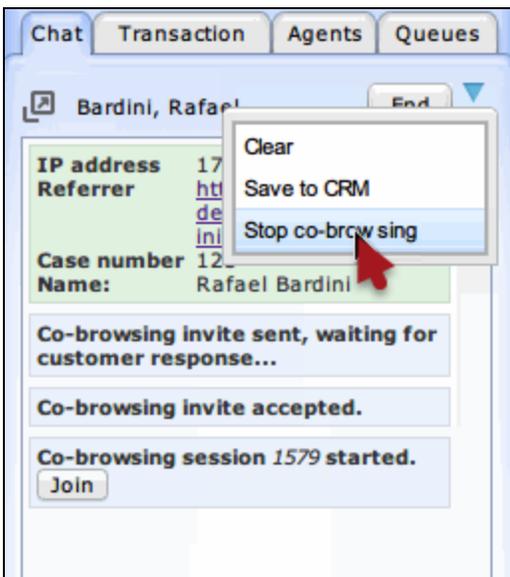


The agent is notified when the customer accepts the invite.

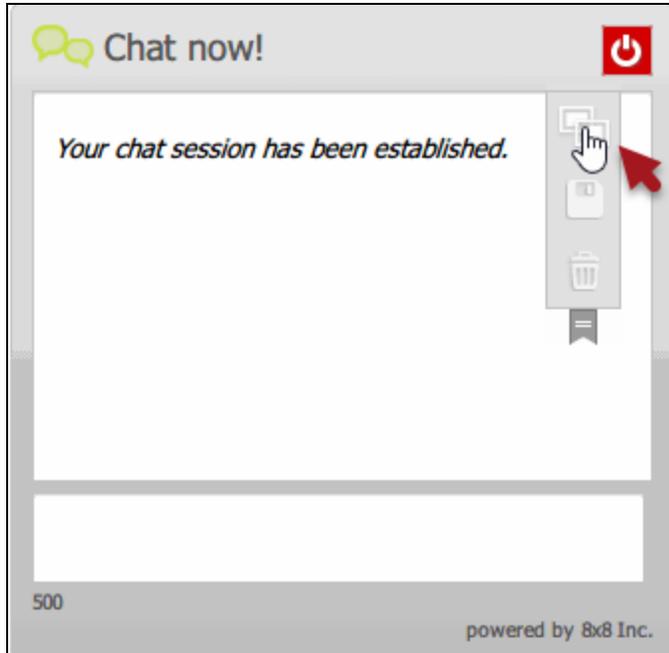
4. Click **Join** to continue.



Click **Stop co-browsing** when the session ends.



The customer can start or stop a co-browsing session by clicking  in the Chat window.



Support for Softphone

8x8 now supports Bria softphone for global reach.

To enter the softphone SIP URI, log in to 8x8 Configuration Manager, navigate to **Agents > Phone**, and enter a softphone SIP URI for the agent's workplace. Softphone SIP URI contains [UserID@Domain] such as

rshasta@acmejets.com.

Agent » Edit Agent » Phone

(Rshasta) Rob Shasta

← Back to agent list

General Phone Queues Supervisor Internal CRM Interactions Experimental Features

Workplace

Workplace phone: 6699005533

Workplace SIP URI: rshasta@acmejets.com

Allow agent to change workplace phone

Allow agent to change workplace SIP URI

Outbound Calling

Outbound Phone Codes: Default To Group [fake local]

Calling Line ID: 12345678910

Dial Plan: Tenant Default

Agent Routing and Voicemail

Enable direct access number

Direct access number: (maximum 8 digits)

Enable agent voicemail

Automatic Call Recording

% of inbound queue calls

% of direct inbound calls

% of outbound calls

Agent's Recording Controls

Agent does not have recording controls

Agent is able to start recording

Agent is able to start and pause recording

Save Cancel

Agents can also configure their own profile by entering a softphone SIP URI as their workplace SIP URI.

My Profile

(test123) test123

(Rshasta) Shasta, Rob

Direct access number: disabled

Agent Voicemail: disabled

Default CLID: 12345678910

Primary language: English

Prompt Timeout: 30 sec

Language: English (US)

Dial Plan: Legacy US and Canada NANP with digit overloading

Cluster id: vm7dewcd:1:1

Version - Package: 9.2.0

Revision: 3650

Secondary language:

Personal

First Name: Rob

Last Name: Shasta

Email Address: marzieh.fadaee@8-i.com

Current Country: Auto select

Workplace Phone: 6699005533

Workplace SIP URI: rshasta@acmejets.com

Personalization

Date Format: MMDD/YYYY

Default Signature: [No Default Signature]

Default From: [No Default From]

Interaction Sound: None

Chat Message Sound: None

Security

Old Password: Security Question:

Save Cancel

If you are a Windows user, see Windows user guides for [Bria 3](#) and [Bria 4](#).

If you are a MAC user, see MAC user guides for [Bria 3](#) and [Bria 4](#).

For Supervisors

In the latest release, supervisors have access to:

- **Real-time monitoring**

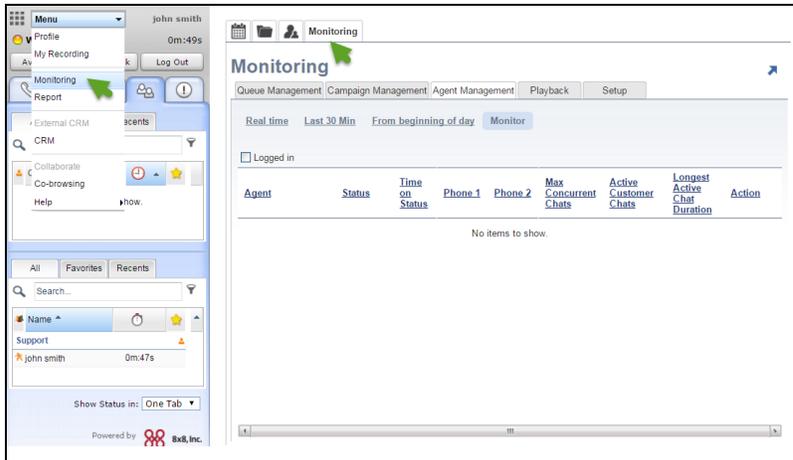
Real-Time Monitoring

Supervisors can now access the monitoring tool not only from the main menu in 8x8 Agent Console, but also from an easy-to-access **Monitoring** tab next to **Customers**, **Tasks**, and **Cases** tab. Monitoring allows supervisors to review and actively monitor agents, queues, groups, and campaigns.

To access Monitoring tab:

1. Log in to 8x8 Agent Console.

- If configured by your administrator, the Monitoring tab appears along with other Local CRM tabs. You can also access the Monitoring tool via the main menu.

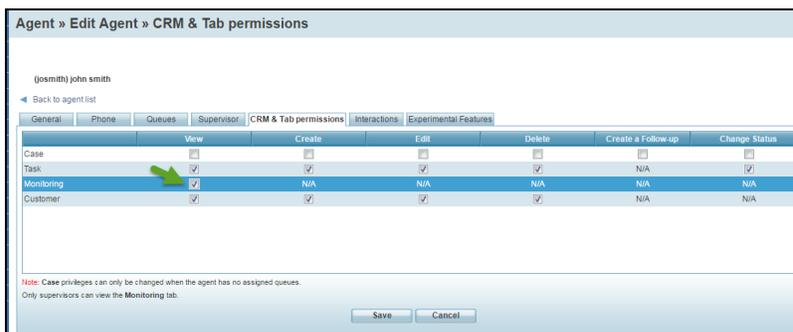


Giving Access to Monitoring Tab

As an administrator, you can enable the Monitoring tab for supervisors. You must log into 8x8 Configuration Manager and enable this option for each supervisor individually.

To enable the Monitoring tab:

- Log in to 8x8 Configuration Manager.
- Go to **Agents**.
- Find the desired agent and click **Edit**.
- Open **CRM & Tab permissions**.



- Select the **Monitoring** check box.
- Click **Save**.

The next time the supervisor logs in to 8x8 Agent Console, they see the Monitoring tab.



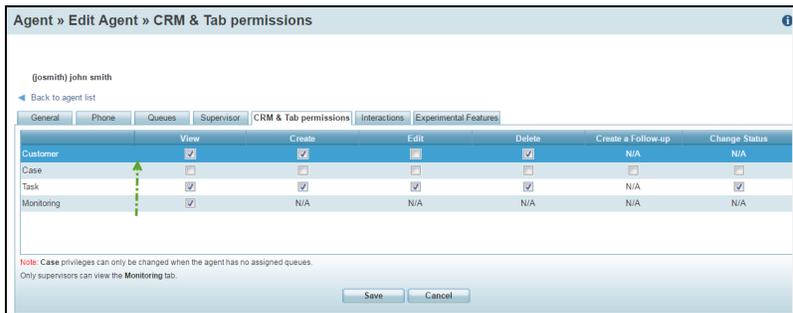
Note: By default, the **Monitoring** tab is added as the last tab in 8x8 Agent Console. You can change the order of display by dragging and dropping it in a new location.

Ability to define display order of tabs in 8x8 Agent Console

You can change the order of tabs in 8x8 Agent Console as you prefer, to optimize efficiency and convenience.

To change the order of tabs:

1. In 8x8 Configuration Manager, go to **Agents**.
2. Find the desired agent and click **Edit**.
3. Open **CRM & Tab permissions**.



4. Select a row and drag to the desired location.

The order of tabs takes effect next time the agent logs in to 8x8 Agent Console.

Ability to pop open the monitoring window

Supervisors can open the monitoring window in a separate pop-up window. Click the arrow on top-right corner of the 8x8 Agent Console Monitoring window for the pop-up window to open. To go back to the Monitoring window inside the 8x8 Agent Console, click the arrow again.

The screenshot displays the 8x8 Monitoring interface. On the left, there is a sidebar with a 'Queue' section showing 'Inbound Phone' with three queues: 'Olson 3', 'val queue', and 'res940', each with 0 agents and 0m:00s. Below this is a 'Support' section with a list of agents: 'John Smith' (1m:13s), 'Rob Shasta' (1m:41s), and 'Sales'. The main area is titled 'Monitoring' and contains a table of agents. The table has columns for Agent, Status, Time on Status, Phone 1, Phone 2, Max Concurrent Chats, Active Customer Chats, Longest Active Chat Duration, and Action. The agents listed are: ga.ga (Logged Out, 1d:12h), abul.sharma (Logged Out, 1d:05h), Ankit.K (Logged Out, 1d:12h), Sally.Upgrade (Logged Out, 1d:12h), john.smith (Waiting, 01m:13s), Rob.Shasta (Work Offline, 01m:41s), David.w (Logged Out, 1d:12h), wpi.wpi (Logged Out, 1d:12h), and agent1.agent1 (Logged Out, 1d:12h). A green box highlights a small icon in the top right corner of the monitoring area.

Agent	Status	Time on Status	Phone 1	Phone 2	Max Concurrent Chats	Active Customer Chats	Longest Active Chat Duration	Action
ga.ga	Logged Out	1d:12h	available	available	1	0	00m:00s	
abul.sharma	Logged Out	1d:05h	available	available	1	0	00m:00s	
Ankit.K	Logged Out	1d:12h	available	available	1	0	00m:00s	
Sally.Upgrade	Logged Out	1d:12h	available	available	1	0	00m:00s	
john.smith	Waiting	01m:13s	available	available	1	0	00m:00s	
Rob.Shasta	Work Offline	01m:41s	available	available	1	0	00m:00s	
David.w	Logged Out	1d:12h	available	available	1	0	00m:00s	
wpi.wpi	Logged Out	1d:12h	available	available	1	0	00m:00s	
agent1.agent1	Logged Out	1d:12h	available	available	1	0	00m:00s	

Improved Monitoring

- The monitoring data is updated even when the supervisor is on **Break** status.
- The last monitoring configuration before the supervisor logs out is saved, and is presented when they log back in.

For Agents

In the latest release, agents have access to:

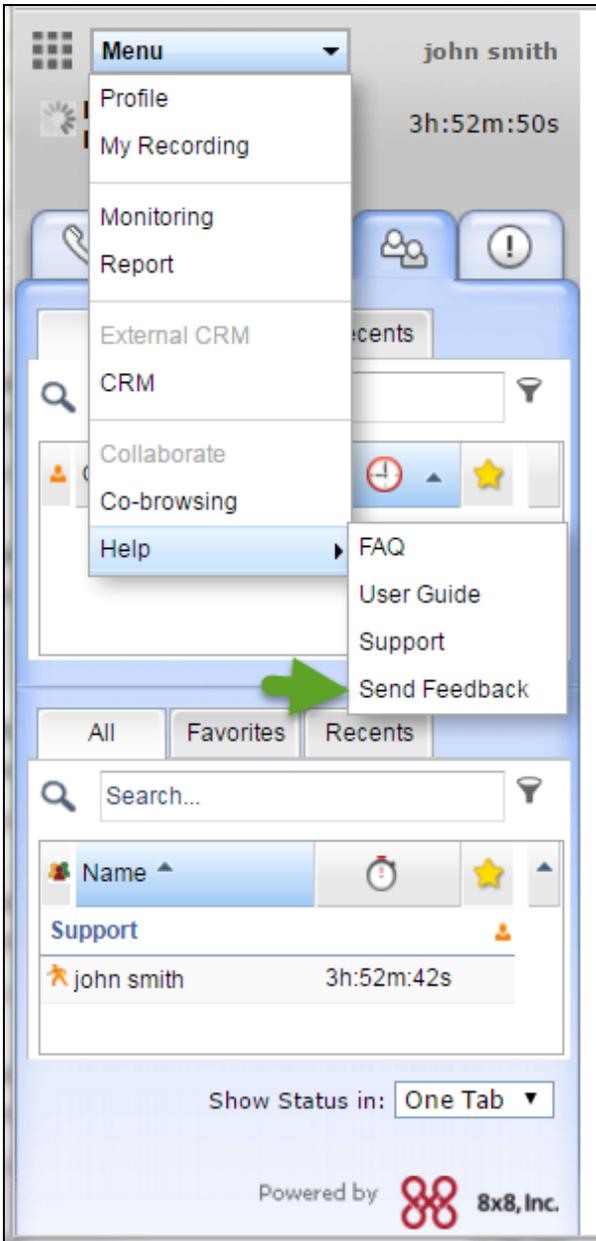
- Improved help interface
- Optimized call quality

Improved Help Interface

In 8x8 Agent Console, the new help menu provides access to FAQ questions, links to our user guides, and 8x8, Inc. Support. You can send your feedback directly, attach images or debug logs from the **Help** menu.

To send feedback:

1. Log in to 8x8 Agent Console.



2. Go to **Menu > Help > Send Feedback**.

How can we improve?
We read but do not respond to every feedback.

Report a problem
Report a problem
Enhancement ideas

[Attach a file](#) or drop here

Submit Cancel

3. Select an option from the drop-down menu: **Report a problem** or **Enhancement ideas**.
4. Write a description and click **Attach a file**.
5. Choose an image file from your computer directory.
You can also drag and drop the file to the attachment box.
6. Click **Submit**.
A log file is automatically sent to our developers.



Disclaimer: While we rely on your feedback and suggestions to improve our products, we do not guarantee a response from our developers. As always, we are committed to serving you better.

Optimized Call Quality

We now allow agents to input their location (current country), which hints the system about an agent's location and optimizes call quality and routing. Administrators can specify an agent's location in 8x8 Configuration Manager. This is reflected in the agent profile in 8x8 Agent Console. Agents have the flexibility to change the location as desired.

In 8x8 Configuration Manager:

1. Select to edit an agent from the list of users.
2. In the **General** tab, select the **Current Country** from the available options, and save.

The screenshot displays the 8x8 Configuration Manager interface for editing an agent's profile. The 'General' tab is active, showing fields for personal information (Name, Email, Username, Password) and system settings (Agent Group, Language, Status-change Coding). A green arrow points to the 'Current Country' dropdown menu, which is currently set to 'United Kingdom of Great Brita...'. The interface includes a navigation sidebar on the left and a 'Save' button at the bottom right.

When the agent logs in, they can see this country selection in their profile.

In 8x8 Agent Console:

1. Go to **Menu > Profile**.
2. Select the **Current Country** from the available options and save.

The screenshot displays the 'My Profile' configuration page for user John Smith. The page is divided into several sections:

- Header:** Shows the user's name 'john smith', status 'Working Offline', and time '0m:31s'. There are buttons for 'Available', 'Take Break', and 'Log Out'.
- Navigation:** Includes 'All', 'Favorites', and 'Recents' tabs.
- Queue:** A list of queues with columns for name, count, and time. Queues include 'Opin 3', 'val/queue', 'lwo940', 'Opin', 'newinboundQ', 'Opin2', 'Sloba Regu...', and 'one place'.
- My Profile:** Displays user information: (rr1q9a2) rr1q9a2, (josmith) smith, john. Settings include Direct Agent Access (disabled), Prompt Timeout (30 sec), Cluster id (vmqac222), Agent Voicemail (disabled), Language (English (US)), Version - Package (9.4.1), Default CLid (16502924409), Direct access number, Dial Plan (Legacy US and Canada NANP with digit overloading), Revision (40272), Primary language (English), and Secondary language.
- Personal:** Fields for First Name (john), Last Name (smith), Email Address (johns@AcmeJets.com), and Current Country (United Kingdom of Great Bri). There are also fields for Workplace Phone and Workplace SIP URI, and a 'Make Verification Call' button.
- Personalization:** Fields for Date Format (MM/DD/YYYY), Default Signature (No Default Signature), Default From (No Default From), and Email Signature (John Smith, Sales Agent, AcmeJets Inc.). There are also options for Interaction Sound, Chat Message Sound, and a checkbox for 'Show chat message browser notification'.

A green arrow points to the 'Current Country' dropdown menu in the 'Personal' section.