

# 8x8 Contact Center

Release Notes

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## What's new in the 8x8 Contact Center 8.1.4 release?

The 8.1.4 Release Notes for 8x8 Contact Center offer you the information required to get started with the new features and enhancements of the latest release. Please refer to the product documentation for additional details.

In this release, we introduce:

- [Multilingual Support for Chat](#)
- [Single Sign-On Access for Zendesk Integration](#)
- [Local CRM Enhancements](#)

## Multilingual Support for Chat

An insurance customer in Rome, Italy, initiates a chat with a support representative in New York. Using the automatic translation tool, the agent is able to handle the chat request in English while the customer uses his native Italian. The tool translates chat conversations between customers and agents, giving them the flexibility to communicate in their respective native languages. If this chat is handled by an agent who happens to speak Italian, he can choose to handle the conversation without the aid of the translation tool.

8x8 Contact Center now introduces multilingual support for chat. With this enhancement, customers can choose to chat in any of the **supported languages**. Agents can handle customer chats in any of the supported languages they speak or use automatic translation tool. Each 8x8 Contact Center agent is associated with a primary and one or more secondary languages of fluency.

- If the chat request is in one of these languages, agents can chat in the requested language.
- If the chat request is not in their primary or secondary language, agents can use automatic translation tool.

### **With Multilingual support for chat:**

- Administrators can provide language choice in embedded chat.
- Customers can choose to chat in a language of their choice.
- Agents can handle customer chats in any of the supported languages.

## Supported Languages

8x8 Contact Center offers chat translation support for:

- Chinese
- English
- French

- German
- Italian
- Japanese
- Polish
- Portuguese
- Russian
- Spanish

## Limitation

Exclusion is not supported in this release.

## Configuring Multilingual Support for Chat

To configure multilingual support for chat, administrators must:

- Configure a pre-chat form in the embedded chat flow.
- Offer language choice for customers in the pre-chat form.
- Include the pre-chat form in the chat script that controls the chat flow.
- Indicate primary and secondary languages of agents.

### Step 1: Configure a pre-chat form to offer language choice.

In your embedded chat flow, you must add a pre-chat form which offers language choice for customers. Using this form, customers select a language to chat in. Follow the steps described here to design a pre-chat form.

1. Log in to 8x8 Configuration Manager.
2. Navigate to **Chat Design**.
3. Click the **Form** tab.
4. Select to edit an existing pre-chat form or create a new pre-chat form. For details, refer to [Designing a Pre-Chat Form](#).
5. To add a question, from the **Format** choices, select **Translation**. This offers customers a language choice question. A list of languages supported for chat translation shows up.

6. Select the language choices that you want to offer your customers to chat in.

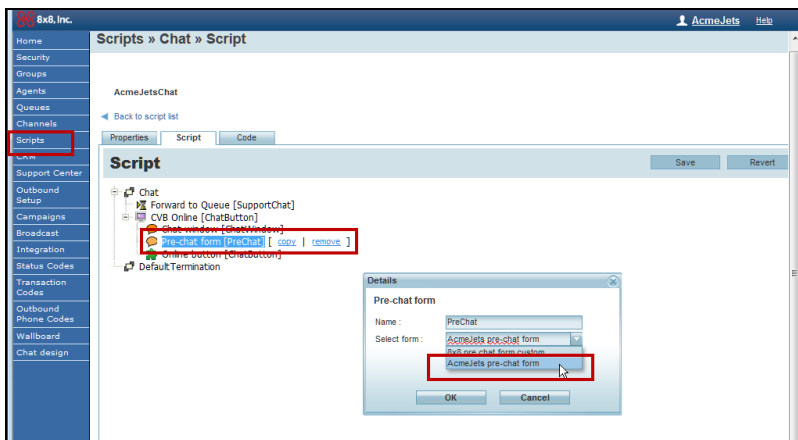
You can set a default language for translation.

7. Enter the question such as - Select a language you wish to chat in.
8. Click **Add**. The question is added to the form.
9. Add more questions as desired.
10. Click **Next** to define the visual details of the form.
11. Add the desired visual requirements such as window title, background color, font color.
12. Click **Save**. Your custom pre-chat form is now ready with the chat translation choice.

**Step 2: Add or edit the chat script to include pre-chat form.**

In this step, you must make sure the pre-chat form is included in the chat flow, which is controlled by a chat script. So, you must include a pre-chat form with the language choice in the chat script.

1. Navigate to **Scripts**.
2. Edit or add a chat script. For details on designing a chat script, [click here](#).
3. Under the CVB Online object, click **[ add ]**.
4. From the menu, select the pre-chat form you just created with the chat translation option.



5. Save the script.



**Note:** Your chat script must contain a chat button to initiate chats, a pre-chat form to indicate language choice, a chat window for typing chat messages, and a chat queue to forward the chat requests.

6. Assign this script to the desired chat channel.

### Step 3: Define primary and secondary language for agents.

Selecting a primary and one or more secondary languages for agents indicates their ability to chat in these languages. Automatic translation is available to agents based on their primary and secondary languages:

- If the language of chat request matches agent's primary language, automatic translation is disabled.
- If the language of chat request matches agent's secondary language, automatic translation is available but turned off. Agent can turn it on.
- If the language of chat request doesn't match agent's languages, automatic translation is turned on by default.

**To indicate languages of fluency for agents:**



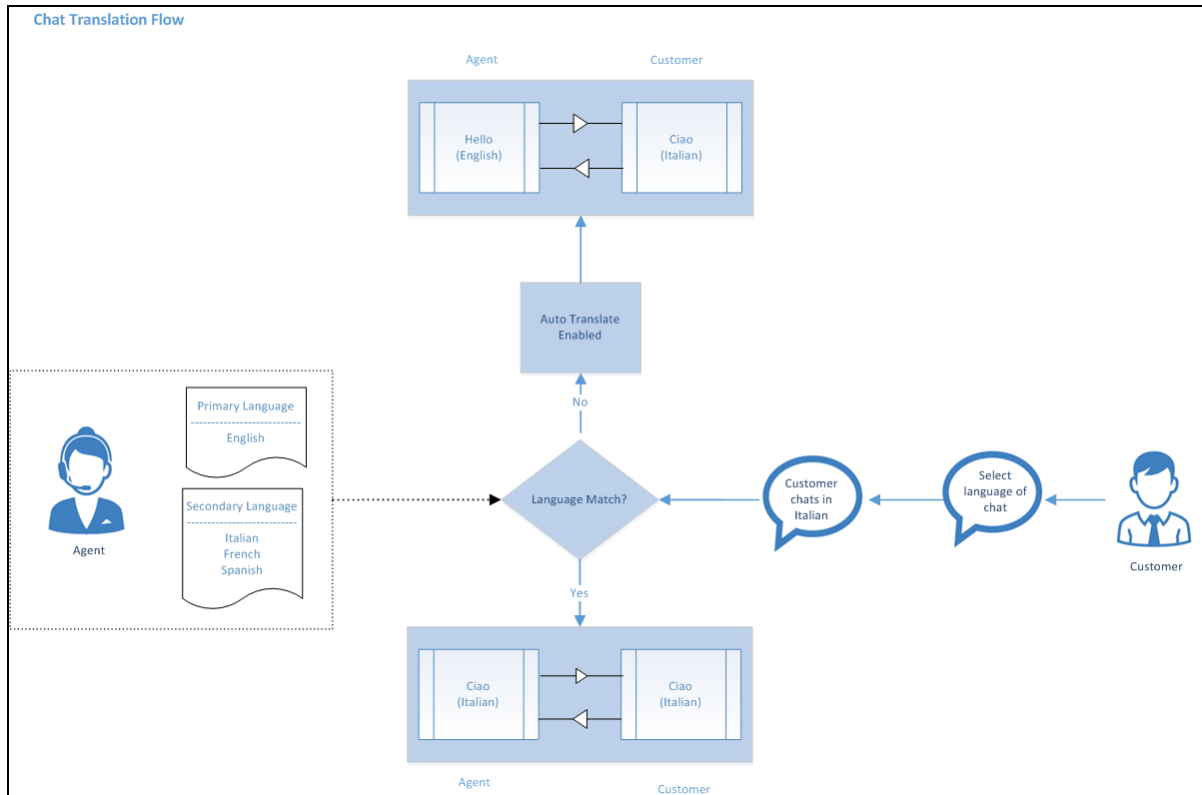
1. Navigate to **Agents** in the configuration menu.
2. Select to edit an agent.
3. In the General tab, notice two new fields:
  - **Primary Language:** Select a language of primary fluency. This is the default language of chat for agents.
  - **Secondary Language:** Select one or more languages of secondary fluency. If a chat request is in any of the secondary languages, they can chat in this language or use the automatic translation tool.

The screenshot shows the 'Agent » Edit Agent » General' configuration page for an agent named '(jsmith) John Smith'. The left sidebar contains a navigation menu with 'Agents' highlighted. The main content area has tabs for 'General', 'Phone', 'Queues', 'Supervisor', 'Internal CRM', and 'Interactions'. The 'General' tab is active, displaying fields for 'Enabled' (checked), 'First Name' (John), 'Last Name' (Smith), 'Email Address' (naini.ananthamurthy@8x8.com), 'Software language' (English (US)), 'Username' (jsmith), and 'Password' (masked). A red box highlights the 'Agent primary language' dropdown (set to English) and the 'Agent secondary language' list (containing English, Russian, German, and Japanese). Below these, there are checkboxes for 'Status-change Coding' and 'No status-change coding is assigned'. At the bottom, there are 'Save' and 'Cancel' buttons.

4. Save the agent's language settings.

## Multilingual Chat Flow

The multilingual chat flow can be represented as follows:



1. A customer visiting a website initiates a chat by clicking the chat button.
2. A pre-chat form is presented to the customer to indicate language choice.

**Welcome to AcmeJets Support**

We are here to serve you and make your journey smooth. If you have any questions, we have skilled reps waiting to assist you.

Get started by clicking on the chat button.

**Chat now !**

**AcmeJets Support** X

Type your message here:

Name: \*

E-mail: \*

Enter your choice of language \*

Italiano

Send

powered by 8x8 Inc.

3. Customer fills in the form, selects a language to chat in, and submits the chat request.
4. The request enters the chat queue in 8x8 Contact Center and is offered to an agent.

5. On receiving a chat, the Control Panel indicates the language of choice for the chat.

The screenshot displays the 8x8 Control Panel interface. At the top, there is a 'Menu' dropdown and the agent's name 'John Smith'. Below this, a status bar indicates 'Customer Chat Offered' with a timer at '0m:15s'. Two buttons, 'Accept Chat' and 'Reject Chat', are visible. A row of icons for phone, chat, email, and other functions follows. A search bar is present, along with tabs for 'Identification' and 'Waiting'. The 'Customer List' section shows a single entry: '? Hyde, Leena' with green and red status icons. Below this are tabs for 'Chat', 'Transaction', 'Agents', and 'Queues'. The 'Transaction Information' section is expanded, showing a table of details. The 'Language' field is highlighted with a red box and contains the value 'Italian'. Other fields include Customer, Company, Subject, Channel, Queue, Wait Time, Transaction ID, E-mail, and Name. The bottom of the interface features the 8x8 logo and the text 'Powered by 8x8, Inc.'.

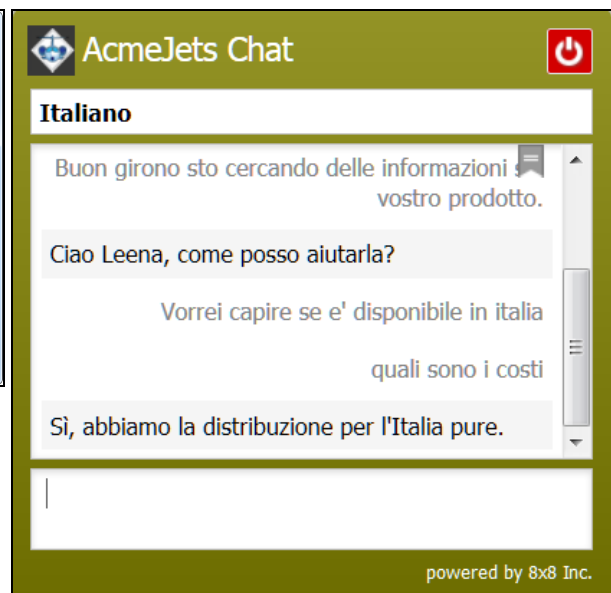
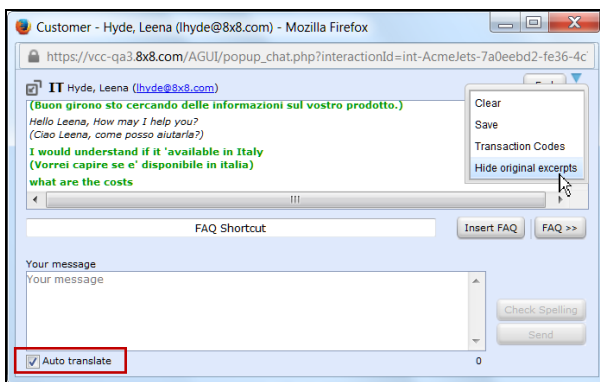
Transaction Information	
Language:	Italian
Customer:	Hyde, Leena
Company:	N/A
Subject:	N/A
Channel:	AcmeJetsChatChannel1
Queue:	Support Chat
Wait Time:	2m:00s
Transaction ID:	554
E-mail:	lhyde@8x8.com
Name:	Leena

- On accepting the chat, agents can process the chat using their language of fluency or use the automatic translation tool.



**Note:** Automatic translation is available only in the absence of language match or a secondary language match. In case of primary language match, automatic translation is disabled.

- By using the translation tool, messages from the customer are translated to agent's primary language and vice-versa.



# Configuring 8x8 8x8 Contact Center for Single Sign-On Integration with Zendesk

8x8 Contact Center supports open Computer Telephony Integration (CTI) with Single Sign-On (SSO) access from the native Zendesk environment. Zendesk users can launch 8x8 8x8 Contact Center app with just a click and reap the benefits of the integration.

## Benefits

- Ability to launch 8x8 Contact Center from the comfort of Zendesk.
- Reduced sign-in time while working in Zendesk environment with Single Sign-On access.
- No need for external user ID and password authentication.
- Ability to disable the automatic login.
- Out-of-the-box integration with minimal configuration.
- Increased agent productivity with integrated data management.
- Ability to inform the agents about the caller by popping the caller's account information as soon as a call is offered.


## Requirements

- Zendesk CRM with an admin account
- Administrative access to 8x8 8x8 Contact Center account
- Internet Explorer 9 and 10
- Chrome
- Firefox

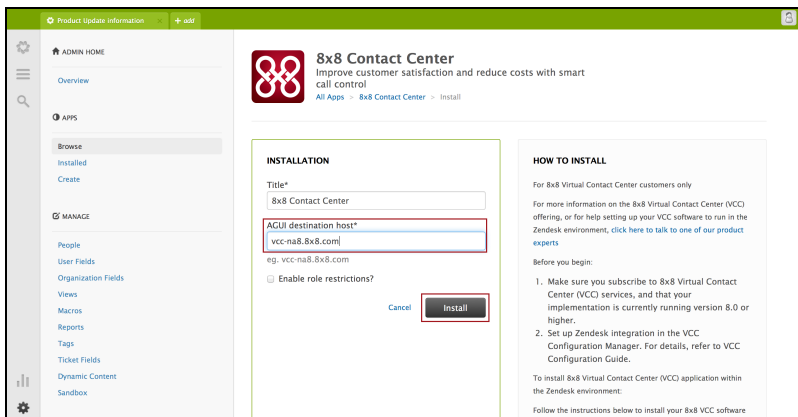
## Configuring Single Sign-On Integration

Setting up Zendesk for Single Sign-On integration with 8x8 8x8 Contact Center requires you to:

### Step 1: Install the Integration Package


1. Log in to Zendesk account as an Administrator.
2. Click **Admin**  at the left bottom of the page.
3. Click Zendesk **Marketplace** link.
4. Select **8x8 Contact Center app** from the list.
5. At the prompt, enter your 8x8 Contact Center tenant URL.

For example: vcc-na8.8x8.com.

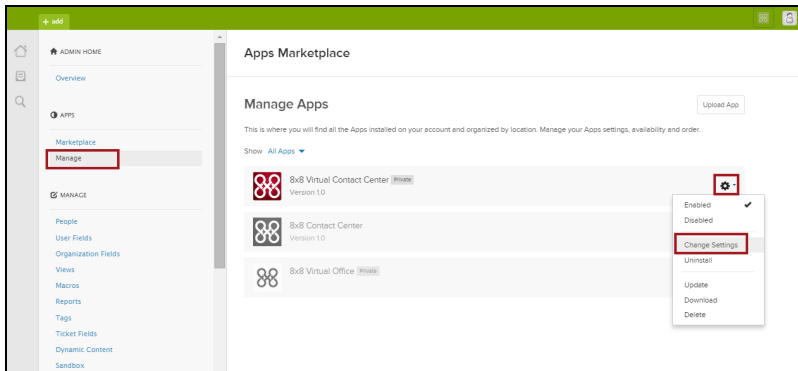



6. Click **Install**.  
Once the app is installed, 8x8 app icon appears in the header bar.

### Step 2: Configure Single Sign-On Settings

1. Log in to Zendesk account as an Administrator.
2. Click **Admin**  at the left bottom of the page.

- Click **Manage** link to open the **Manage Apps** page.



- Click the **Settings**  next to the 8x8 app.
  - Select **Change Settings** from the menu.
- The **Installation** page opens.

### INSTALLATION

Title \*

AGUI destination host \*

eg. vcc-na8.8x8.com

Tenant's name

Set tenant's name to enable Single Sign On.

☐ Enable role restrictions?

[Cancel](#) [Update](#)

- Enter 8x8 8x8 Contact Center for the **Title**.
- Enter your 8x8 Contact Center tenant URL for **AGUI destination host**.



8. Enter your **Tenant's name** for the SSO to be enabled.



**Note:** If you do not provide the tenant name, SSO is disabled. The 8x8 Contact Center app asks for your credentials the next time you log in.

### Step 3: Enable Screen Pop Setting

1. Log in to the 8x8 Configuration Manager.
2. Navigate to **Integration > Screen Pop** tab.
3. Check **Enable Screen Pop** option.

4. Select Zendesk as the **Target Type**.
5. Enter the **Service Name**.

The service name is the web address where your help desk is hosted as in <https://subdomain.zendesk.com>.  
Example: [acmejet.zendesk.com](https://acmejet.zendesk.com).

6. Enter the **Login URL**. Append /access/login to the service URL as in  
https://subdomain.zendesk.com/access/login.  
Example: https://acmejet.zendesk.com/access/login
7. **Save** your configuration settings.


The screen pop configuration in the 8x8 Configuration Manager is now complete.

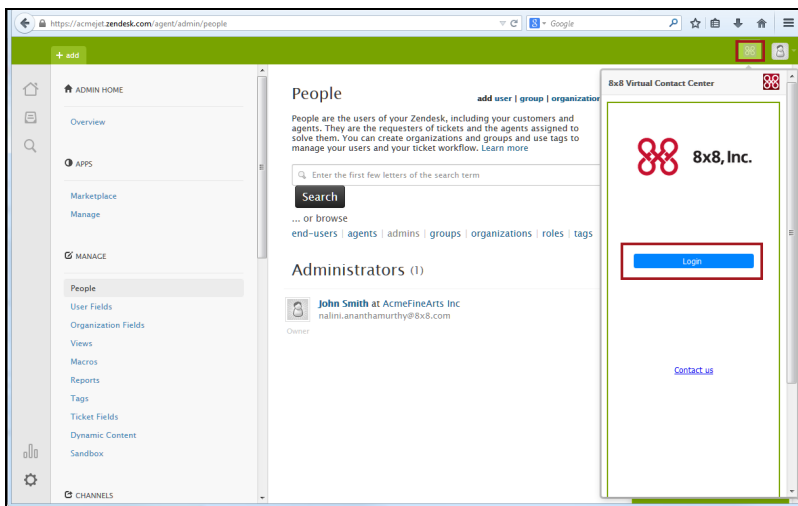
#### Step 4: Map the Zendesk user to 8x8 Contact Center

For Zendesk users to log in to 8x8 Virtual Call Center, you must ensure agent accounts in 8x8 Contact Center are configured using the same email ID as the corresponding Zendesk user login.

1. Log in to Zendesk application.
2. Click **Profile** and locate the agent's email address.
3. Log in to 8x8 Configuration Manager and click **Agents** tab.  
Make sure the agent's email address matches the Zendesk user ID.

#### Step 5: Launch the Zendesk App

1. Log in to your Zendesk account.
2. On the top right hand corner of the Home screen, click the 8x8 app .  
The application launches.



3. Click **Login**. You are logged in automatically.



**Note:** The Single Sign-On access logs you in. You are not prompted for 8x8 Contact Center credentials speeding the log in process.

4. The app launches placing you **On Break** status.  
For more information on agent status, refer to the [Quick Start Guide](#).
5. Change your status to **Available** or **Work Offline**.

## Disable Automatic Login

When you log into Zendesk, the app launches automatically by default. If you wish to launch it manually, you can disable the automatic login setting in the Agent Profile.

### To configure agent's automatic login:

1. Log in to 8x8 Agent Console.
2. Select **Profile** from menu in the Control Panel.

3. In the **External setup**, clear the **Auto Login for Single Sign On** check box.
4. Click **Save**.

Disabling the auto login requires you to initiate the app manually. Click the link to log in to 8x8 Contact Center.

## No External User ID and Password Authentication

The Single Sign-On access eliminates the need to store Zendesk log in credentials in 8x8 Contact Center. The Authentication tab is disabled in 8x8 Agent Console Profile page.

**My Profile** (AcmeJets) AcmeJets (jsmith) Smith, John

Direct Agent Access :4455 Prompt Timeout : 30 sec Cluster id : vmqac3:1:1  
Personal Voice Mail : enabled Language : English (US) Version - Package : 8.0.0  
Default CLId : 4086750258 Dial Plan : North American Numbering Plan (NANP) Revision : 26083

**Personal**

\* First Name : John Phone Number : 14086750258  
\* Last Name : Smith SIP Phone URI : jsmith@sevenone.com  
\* Email Address : naim@8x8.com Make Verification Call Use the call to setup personal voice mail

**Personalization**

Date Format : MM/DD/YYYY Email Signature : John Smith, Sales Representative, AcmeJets, Inc.  
Default Signature : ( No Default Signature )  
Default "From" : John Smith  
Notification Sound : Ringing  
Play Notification Interaction Offered - Alert Sound

**Security**

Old Password : Security Question :  
New Password : Security Answer :  
Retype Password :

**External setup**

External Username : jsmith@AcmeJets.com  
External Password : \*\*\*\*\*

**Queue Assignment**

☐ Sales Inbound  
☒ SupportQ

Save Cancel

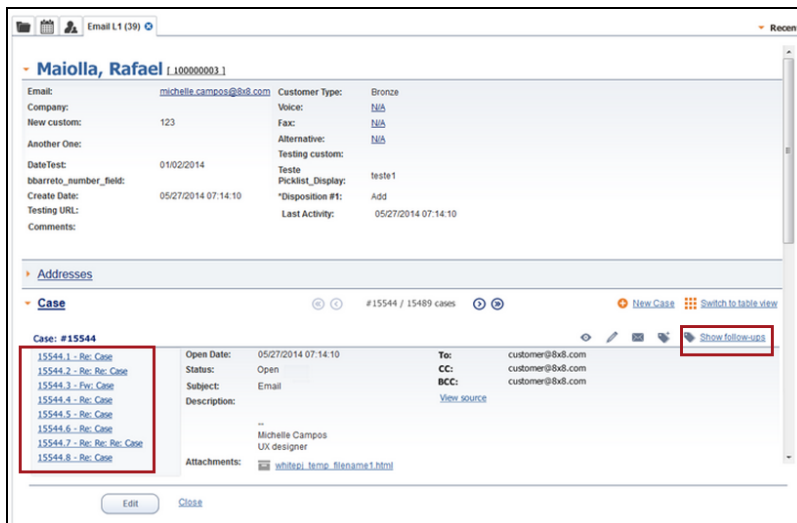
## Enhancements to Local CRM

We have introduced some changes to the Local CRM in 8x8 Agent Console to enhance your experience.

### Ability to Access the List of Follow-up Records

From a customer record, you can click the **switch to unitary view** and see the list of follow-up records for the case. This helps you find records quickly.

- View the list of follow-up records for the case.
- Click a list item to view the details of each follow-up record.
- Click **Show follow-ups** link to reply to a particular follow-up record.



### Improved Navigation by Displaying Case ID

During an inbound email interaction from a customer, the screen pop tab that presents the email, displays the case

number and customer name. If you have multiple emails opened in tabs, it helps you navigate better. Prior to this release, the tab showed the transaction ID.

Case 201		<a href="#">Edit</a> <a href="#">Reply</a> <a href="#">New Follow-up</a>
Customer Name:	<a href="#">Jirman, Essan Ni</a>	Account Number: 10000720
Status:	Open	Created By: Customer (Jirman, Essan Ni)
Priority:	Medium	Create Date: 08/26/2014 10:34:42
Severity:	Information	Assigned To: John Smith
Category:	Default	Assign Date: 09/08/2014 15:42:44
Project:	Default	Closed By:
Media Type:	Email	Close Date:
Visibility:	Internal	Last Activity: 09/08/2014 15:42:44

### Ability to View the Email Fields: To, Cc, Bcc, and View Source from the Customers tab

If a case is created as a result of an incoming email through the email channel, you are able to see **To**, **CC**, **BCC**, and **View source** fields in the details. This enhancement enables the agent to know who is included in the email while still in the Customers tab. Prior to this release, the agent had to click the Reply button to find this information.

#### To view the email fields and source of email:

1. In the 8x8 Agent Console go to **Customers** tab.
2. Select a customer and open **Case** to see the list of cases.
3. Highlight a case from the list and select **Switch to unitary view**. It opens the case details and shows **To**, **CC**, **BCC**, and **View source**.
4. Click **View source** to see the email protocol routing.

Yarlagadda, Deepthi 00000002	
Voice:	N/A
Email:	<a href="#">deepthi.yarlagadda@8x8.com</a>
Company:	
Create Date:	10/17/2014 17:34:14
Comments:	
Customer Type:	Default
Fax:	N/A
Alternative:	N/A
Last Activity:	10/17/2014 17:34:14

Case #16		<a href="#">New Case</a> <a href="#">Switch to table view</a>
Open Date:	10/28/2014 13:07:55	
Status:	Unassigned	
Subject:	Testing To, CC and BCC	
Description:	Thanks Deepthi Yarlagadda	
To:	Deepthi Yarlagadda <deepthi.kommana@gmail.com>	
Cc:	Deepthi Yarlagadda <deepthi.yarlagadda@8x8.com>	
Bcc:	deepthi.yarlagadda@gmail.com	
<a href="#">View source</a>		

You can see one case at a time. Use the pagination tools to navigate to other cases.

5. Click  to see the entire content.

### Ability to Access the Case Attachments in a Central Location

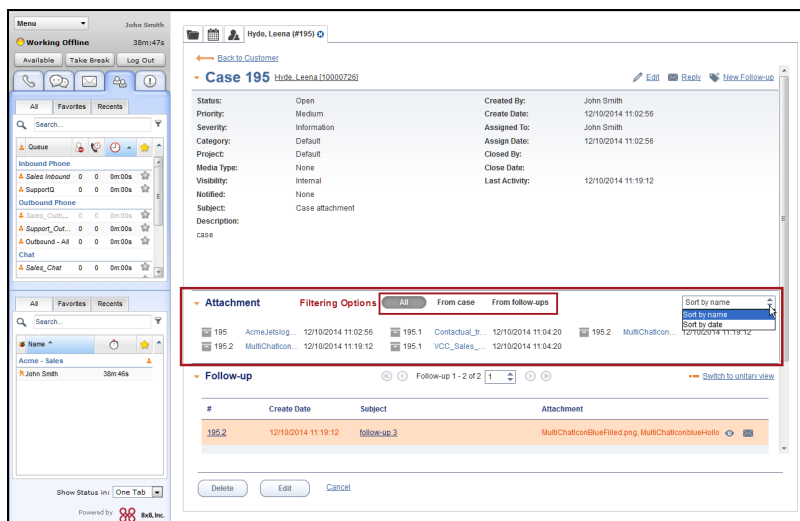
The agents can now view the attachments from the case or follow-up view. Prior to this release, each attachment associated with a case or a follow-up record could be accessed by opening the respective case. With this enhancement, the Attachment tab provides a consolidated access to all attachments related to a case and follow-ups belonging to the case.

### Benefits:

- Ability to sort attachments by name or by date.
- Ability to filter attachments by case or follow-up records.

### To view the attachments:

1. In the 8x8 Agent Console go to **Cases** tab and open a case.
2. Open the **Attachment**.



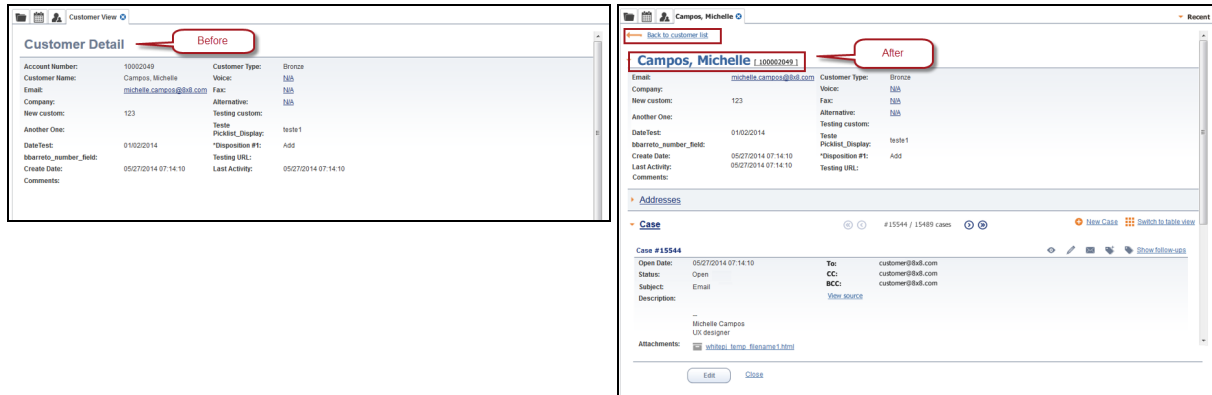
- Click **From Case** to view only attachments associated with a case.
  - Click **From Follow-ups** to view only attachments associated with all follow-up records for the case.
  - Click **All** to view all attachments associated with the case including the follow-up records.
3. Click the desired attachment to download the file.

### The Customer Name and Account Number Appear as a Link in the Title

The customer name and account number are moved from the details content to its title and appear as a link to open the customer view.

To view the customer name and account number, click on any customer record in the **Customers** tab. The customer last name, first name, and account number appear as a link in title. This enhancement also helps with the navigation

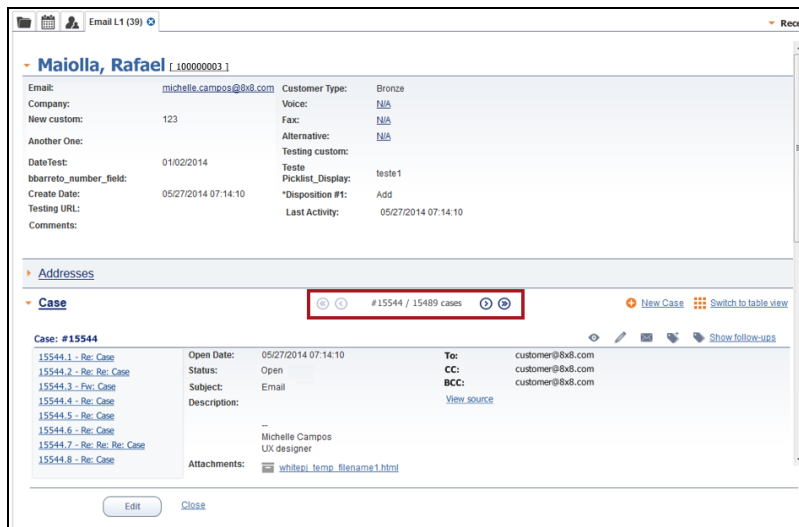
back to the Customer's information page from the Case window. **Back to Customer** button is another way to navigate to the a customer's information page.



### Improved Case Pagination in Unitary View

The unitary view pagination shows the case number/ total of cases.

To view the case number and total of cases, click on any customer record in the **Customer** tab. Select **Switch to unitary view**.

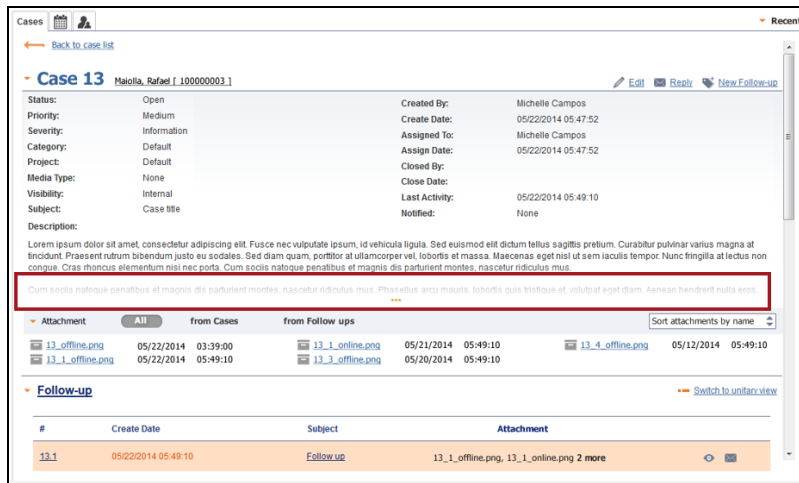


### Expandable Case View and Follow-Up View

The case view and follow-up view description and comment pane can be expanded. It avoids unnecessary blank spaces and content being pushed below the fold. Prior to this release, if a case or follow-up record had long description, you had to scroll down to view the content, with this enhancement, the description and comment panes appear

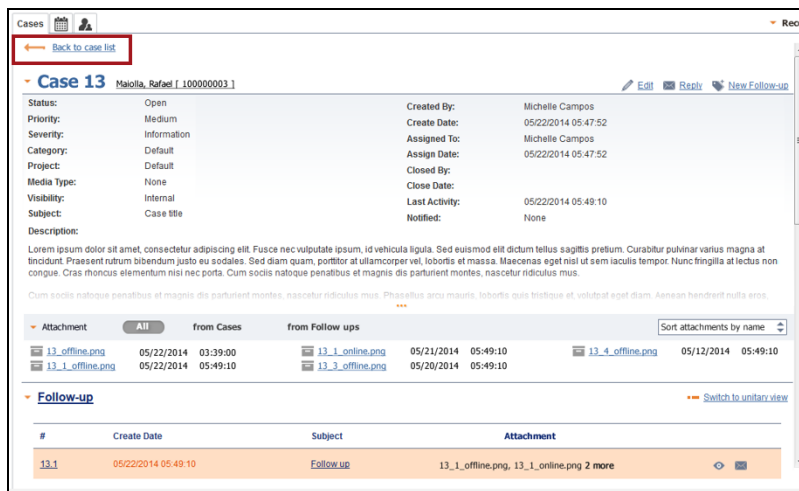
truncated/hidden with an expandable link. Click  to expand.





### Enhanced Navigation by Adding a Back Button to the Top of the Page

Adding a **Back to Customer** button to the top of the page in Customer, Case and Task tabs improves navigation among CRM records.



### Ability to View Case ID Instead of Transaction ID in the Email Tab

The screen pop tab header now displays the case ID instead of the Transaction ID that helps agents identify the cases quickly.

**Maiolla, Rafael** (#15544)

Email: [michelle.campos@8x8.com](mailto:michelle.campos@8x8.com) Customer Type: Bronze

Company: New custom: 123 Voice: [N/A](#)

Another One: Fax: [N/A](#)

Date Test: 01/02/2014 Alternative: [N/A](#)

bbarreto\_number\_field: 05/27/2014 07:14:10 Testing custom: Teste

Create Date: 05/27/2014 07:14:10 Picklist Display: teste1

Testing URL: \*Disposition #: Add

Comments: Last Activity: 05/27/2014 07:14:10

**Addresses**

**Cases** #15544 / 15489 cases [New Case](#) [Switch to table view](#)

Case: #15544

[15544.2 - Re: Re: Case](#) Open Date: 05/27/2014 07:14:10 To: [maiolla@gmail.com](#); [customer@customer.com](#); [2 more](#)

[15544.1 - Re: Case](#) Status: Open CC: [customer@8x8.com](#)

Subject: Email BCC: [customer@8x8.com](#)

Description: [View source](#)

Attachments: [whitepl temp filename1.html](#)

[Edit](#) [Close](#)

## The Ability to Change the Columns Order in Cases, Customers and Tasks Result Page

The users can configure the columns order in cases, customers and tasks result page to have them in desired order. To change the order, select and drag the column to the desired location.

#	Customer	Customer Type	Company	Subject	Status	Create Date	Action
<input type="checkbox"/>	15519	Customer.Custo	Default	Creating a case	Open	N 05/06/2014 10:09:24	<a href="#">View</a> <a href="#">Edit</a>
<input type="checkbox"/>	15248	Chewie Chewie	Default	Google	Open	N 02/28/2014 09:14:06	<a href="#">View</a> <a href="#">Edit</a>

Cases 1 - 2 of 2 [1](#)