8x8 Global Cloud Communications

8x8 Contact Center

Release Notes

Contents

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:

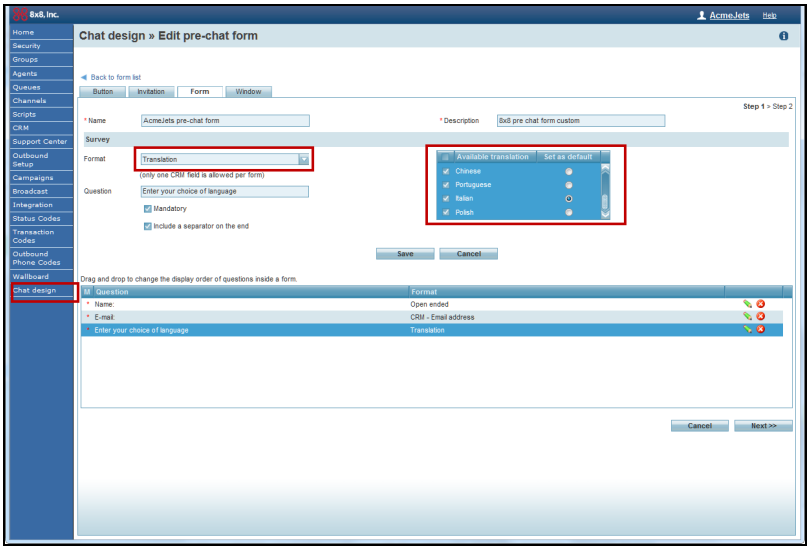
- Configure a pre-chat form in the embedded chat flow.
- Offer language choice for customers in the pre-chat form.
- Include the pre-chat form in the chat script that controls the chat flow.
- Indicate primary and secondary languages of agents.

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.

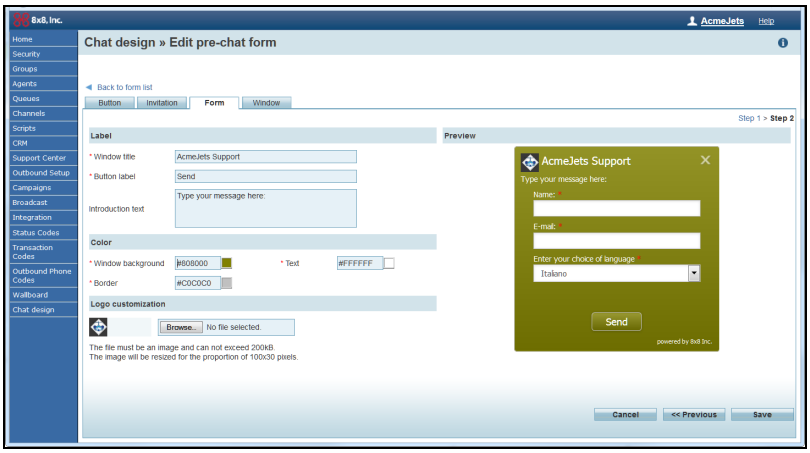
1. Log in to 8x8 Configuration Manager.
2. Navigate to **Chat Design**.
3. Click the **Form** tab.
4. Select to edit an existing pre-chat form or create a new pre-chat form. For details, refer to Designing a Pre-Chat Form.
5. To add a question, from the **Format** choices, select **Translation**. This 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.

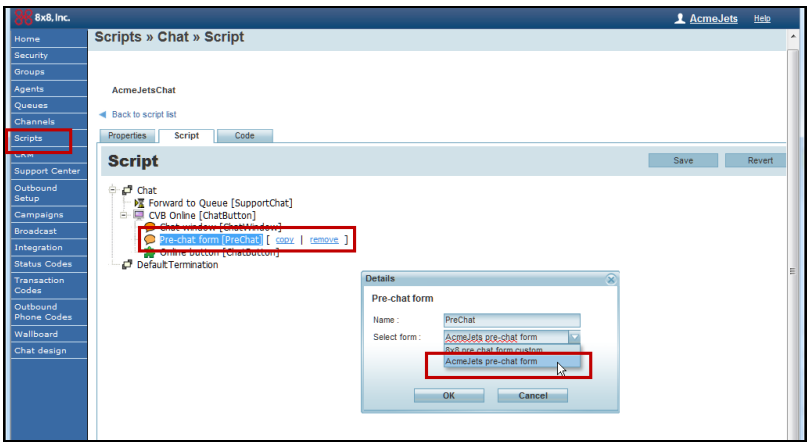
7. Enter the question such as - Select a language you wish to chat in.
8. Click **Add**. The question is added to the form.
9. Add more questions as desired.
10. Click **Next** to define the visual details of the form.
11. Add the desired visual requirements such as window title, background color, font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

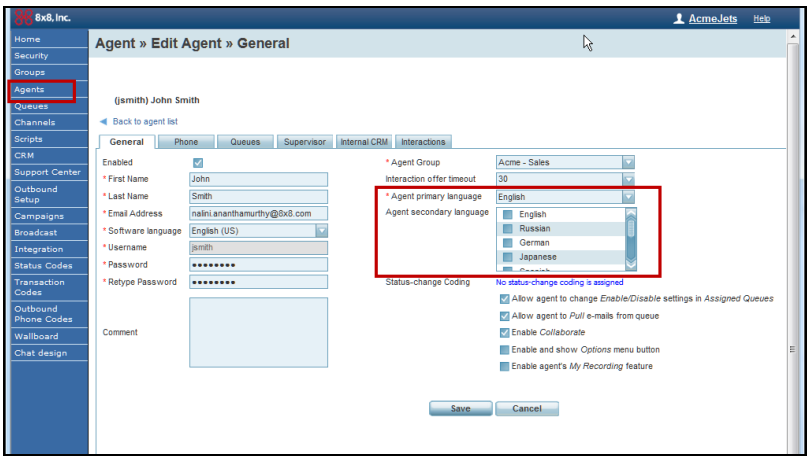
Step 3: Define primary and secondary language for agents.

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:

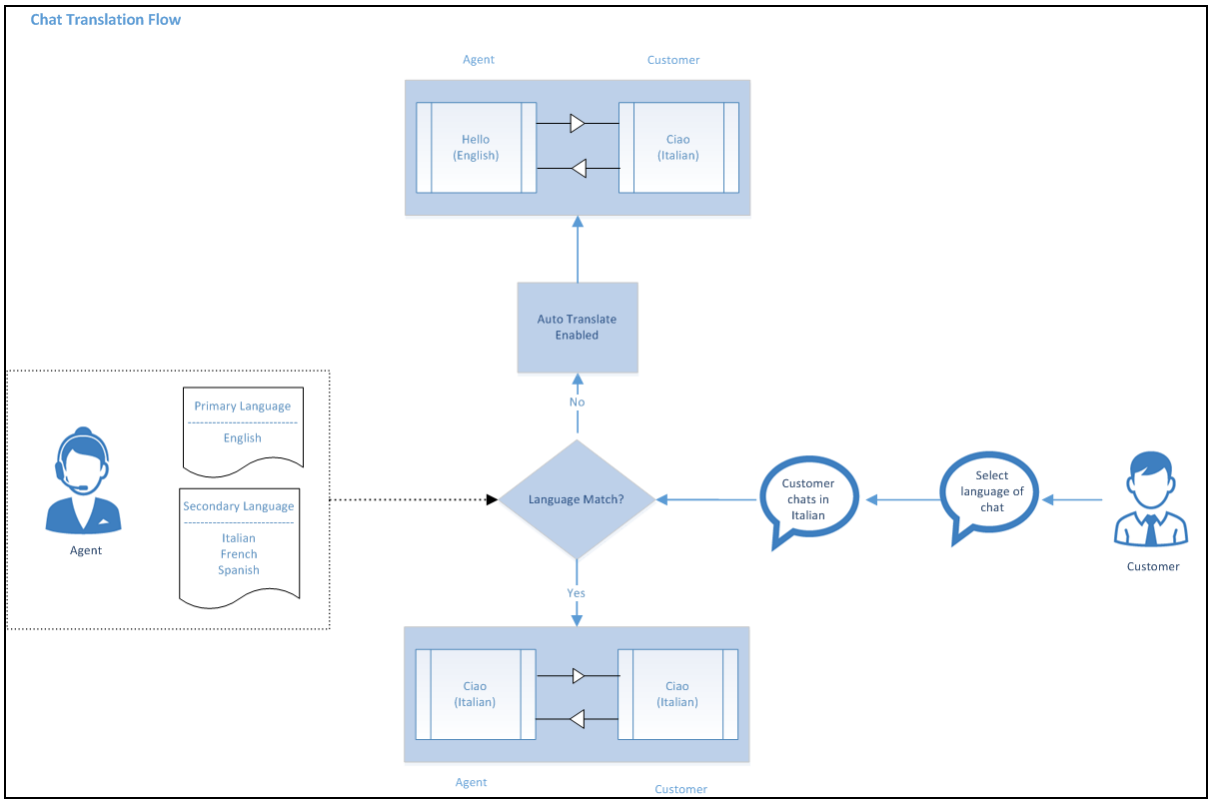
1. Navigate to **Agents** in the configuration menu.
2. Select to edit an agent.
3. In the General tab, notice two new fields:
   - **Primary Language**: Select a language of primary fluency. This is the default language of chat for agents.
   - **Secondary Language**: Select one or more languages of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



4. Save the agent's language settings.

Multilingual Chat Flow

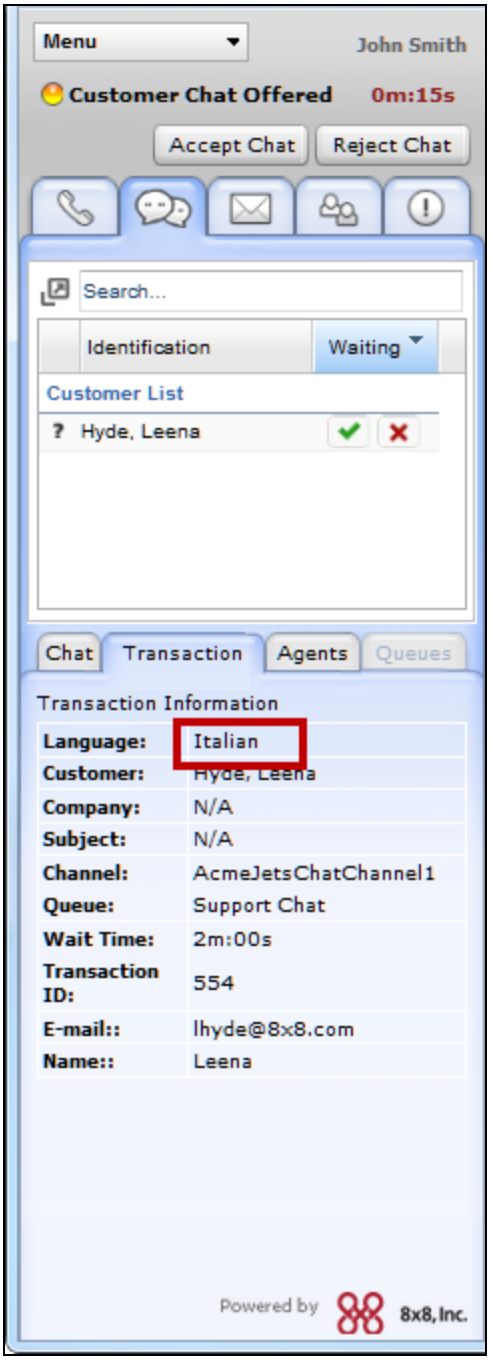
The multilingual chat flow can be represented as follows:



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.

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.

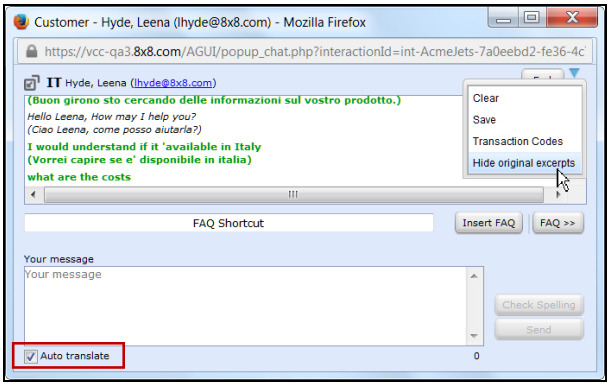
5. On receiving a chat, the Control Panel indicates the language of choice for the chat.



6. 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.

7. 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

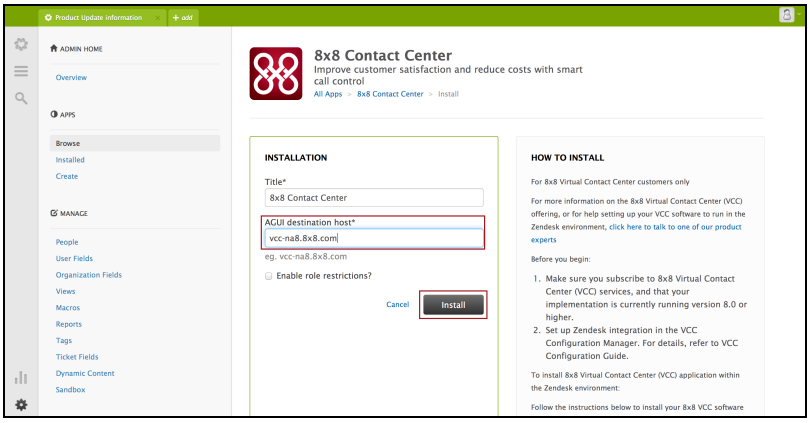
- Zendesk CRM with an admin account
- Administrative access to 8x8 8x8 Contact Center account
- Internet Explorer 9 and 10
- Chrome
- Firefox

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.

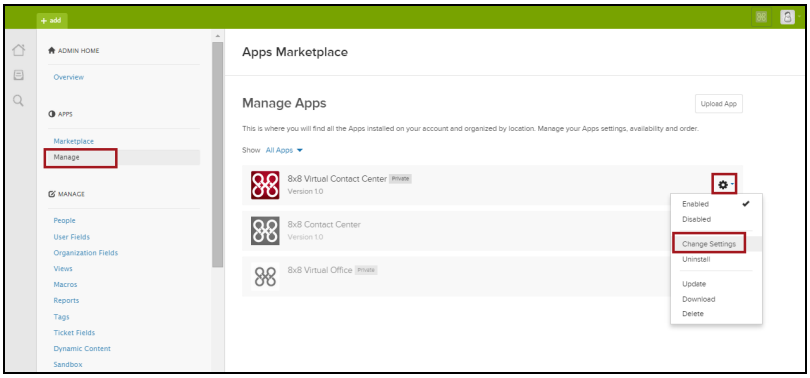


6. Click **Install**.
   Once the app is installed, 8x8 app icon appears in the header bar.

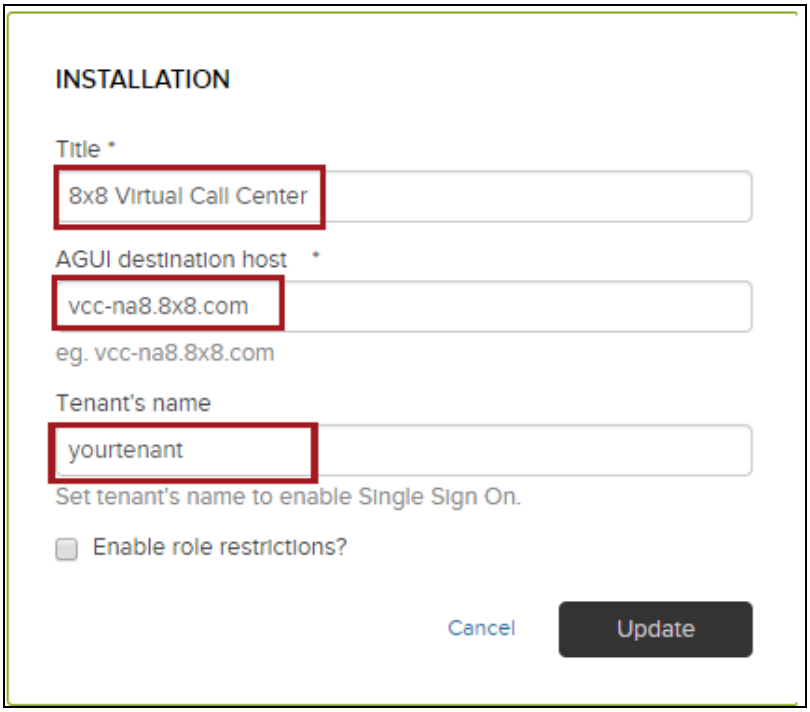
Step 2: Configure Single Sign-On Settings

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

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



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



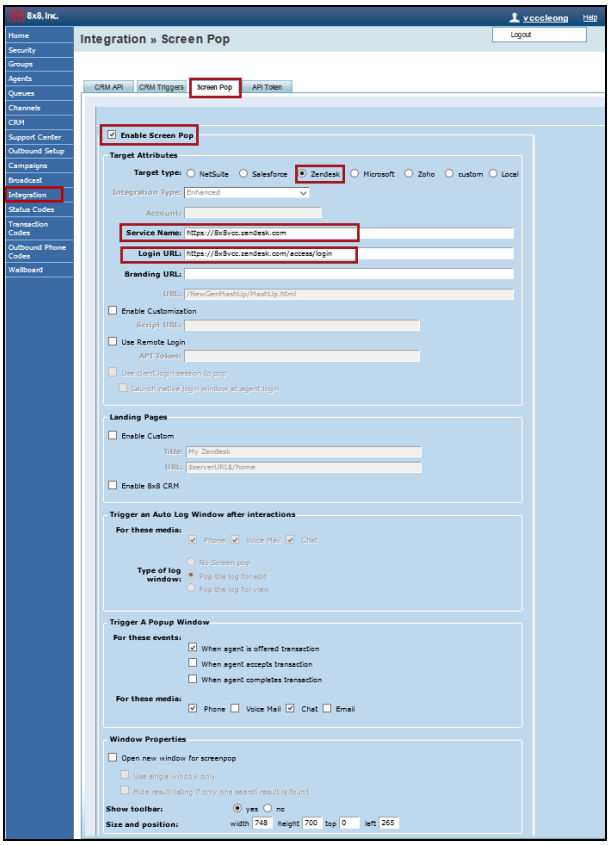
6. Enter 8x8 8x8 Contact Center for the **Title**.
7. Enter your 8x8 Contact Center tenant URL for **AGUI destination host**.

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.

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.

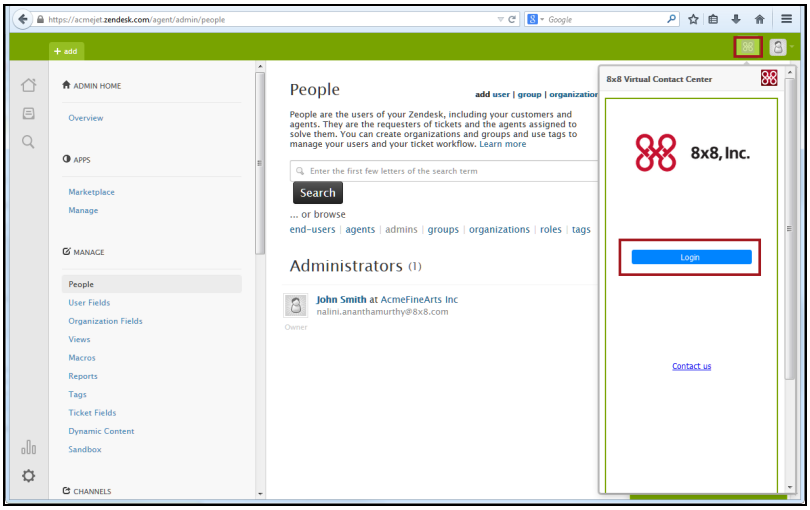
Step 4: Map the Zendesk user to 8x8 Contact Center

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.

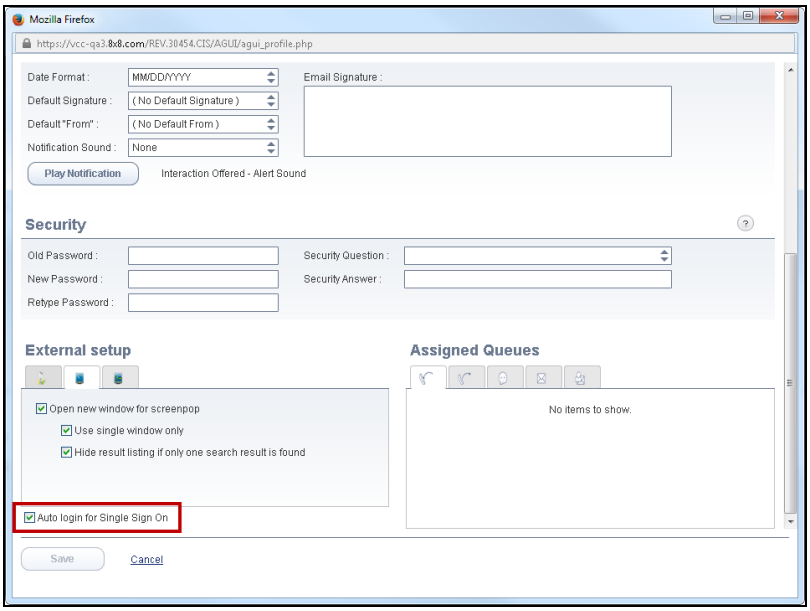
4. The app launches placing you **On Break** status.
   For more information on agent status, refer to the Quick Start Guide.
5. Change your status to **Available** or **Work Offline**.

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:

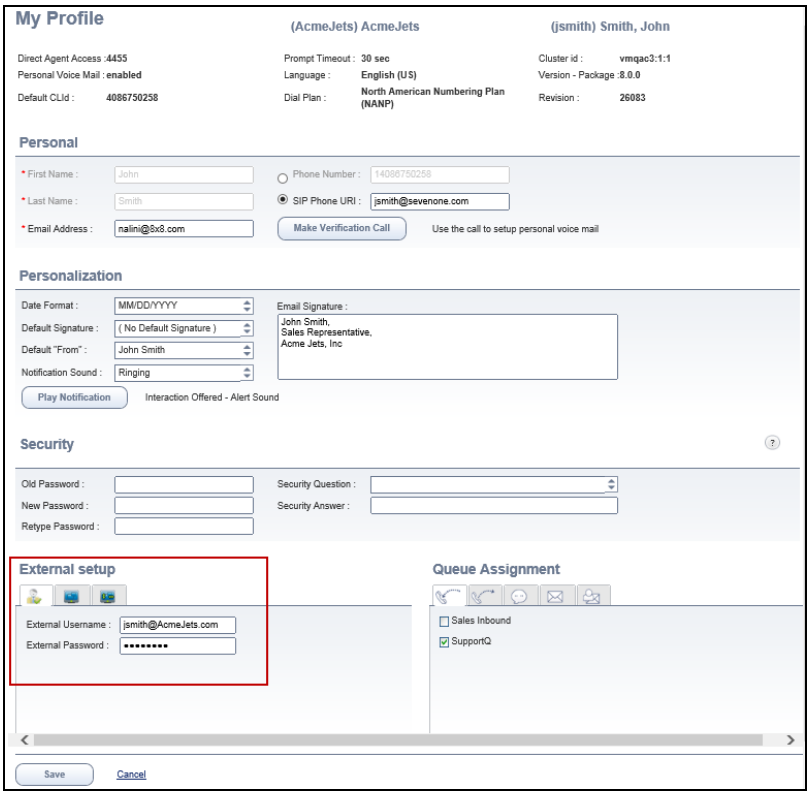
1. Log in to 8x8 Agent Console.
2. Select **Profile** from menu in the Control Panel.



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.



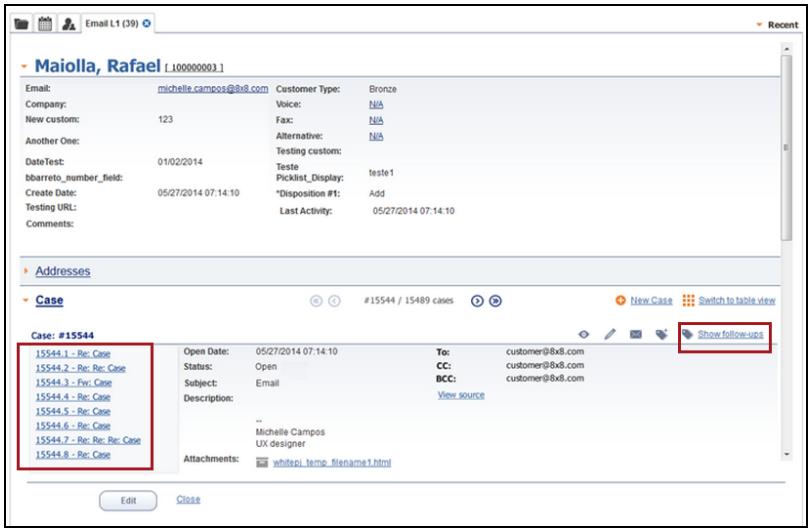
Enhancements to Local CRM

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.

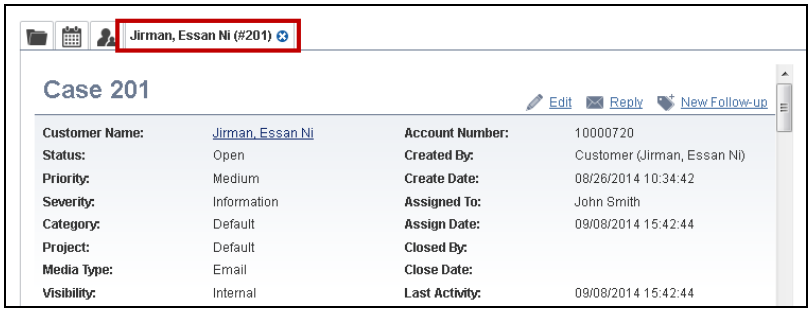
- View the list of follow-up records for the case.
- Click a list item to view the details of each follow-up record.
- Click **Show follow-ups** link to reply to a particular follow-up record.



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.

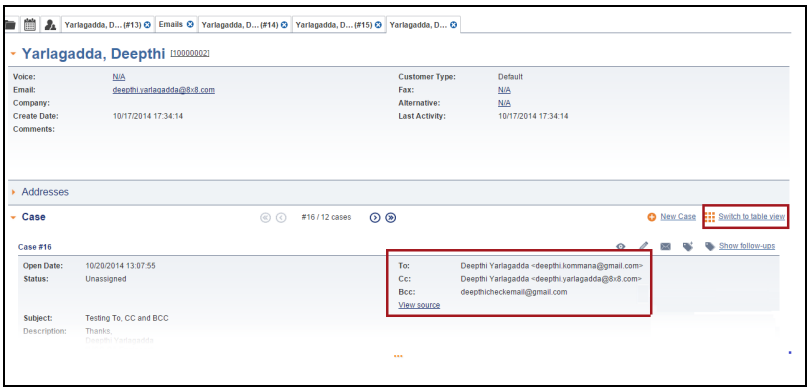


Ability to View the Email Fields: To, Cc, Bcc, and View Source from the Customers tab

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.



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

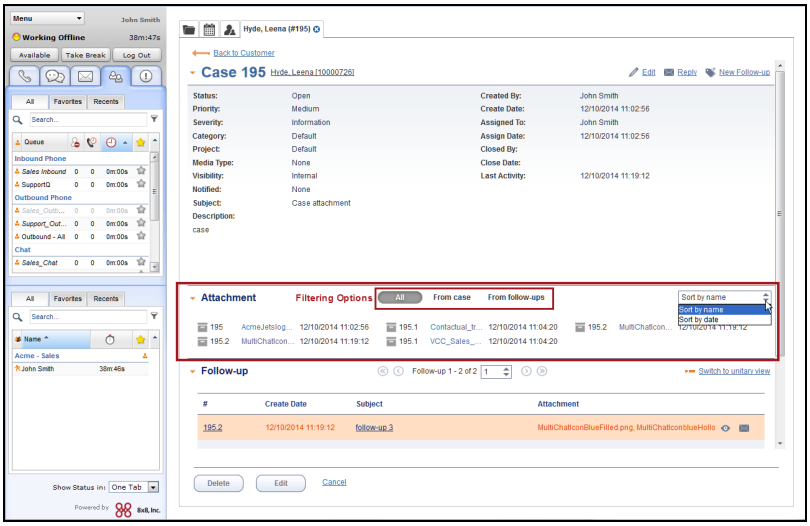
The agents can now view the attachments from the case or follow-up view. Prior to this release, each attachment associated with a case or a follow-up record could be accessed by opening the respective case. With this enhancement, the Attachment tab provides a consolidated access to all attachments related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



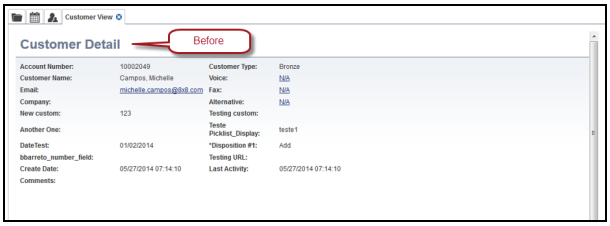
   - Click **From Case** to view only attachments associated with a case.
   - Click **From Follow-ups** to view only attachments associated with all follow-up records for the case.
   - Click **All** to view all attachments associated with the case including the follow-up records.
3. Click the desired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

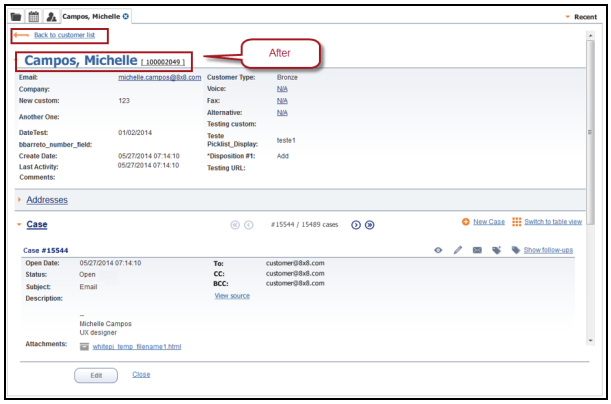
The Customer Name and Account Number Appear as a Link in the Title

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.

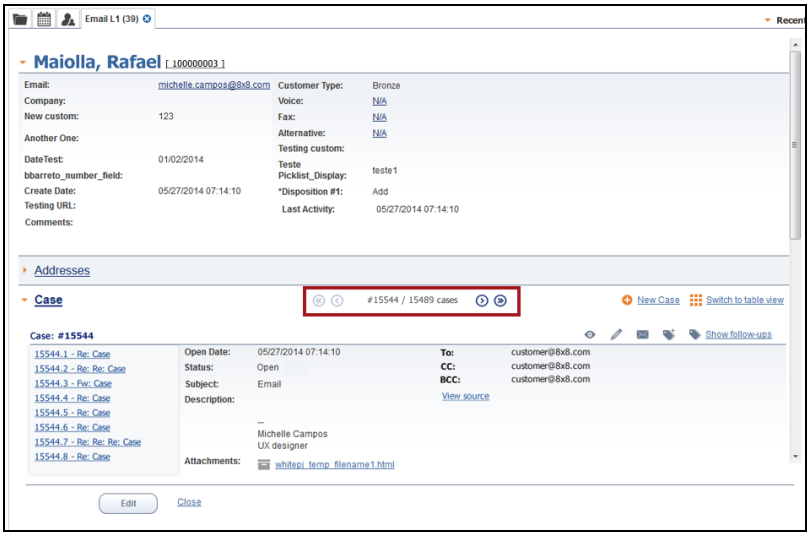




Improved Case Pagination in Unitary View

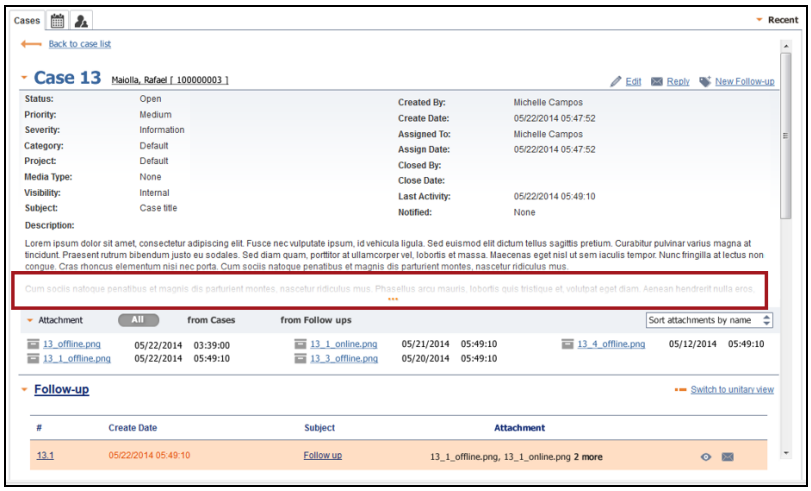
The unitary view pagination shows the case number/ total of cases.

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



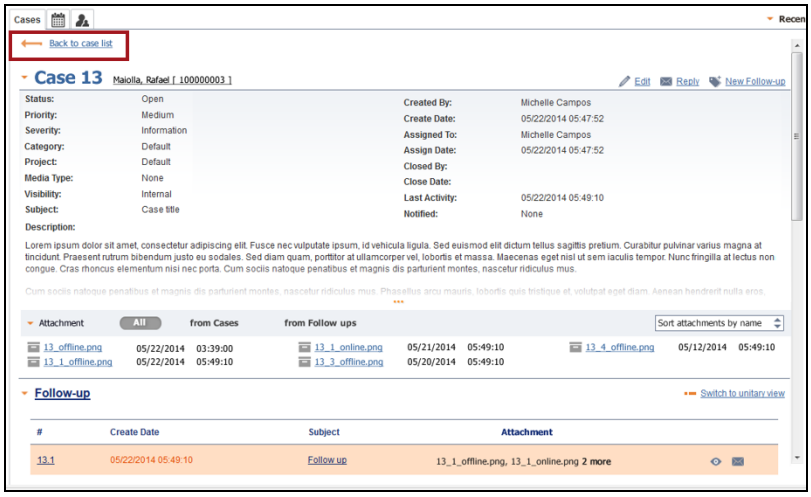
Expandable Case View and Follow-Up View

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.



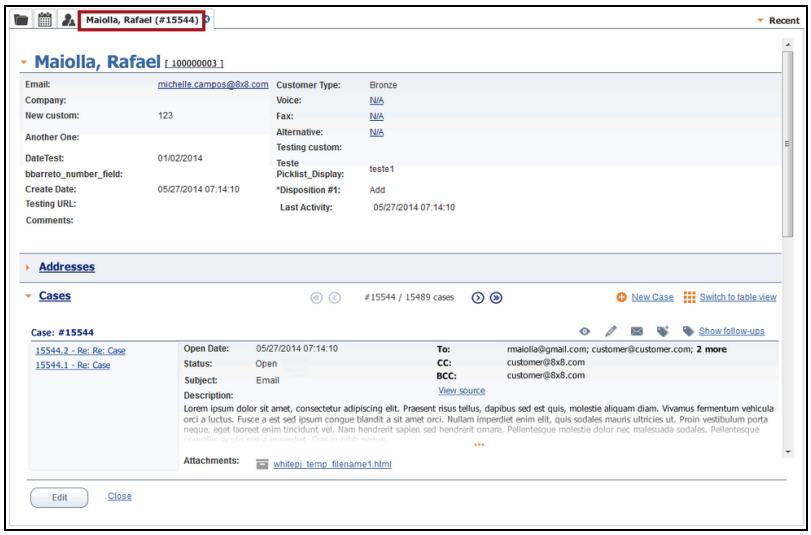
Enhanced Navigation by Adding a Back Button to the Top of the Page

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.



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.