

8x8 Contact Center

Release Notes



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What's new in the 8x8 Contact Center 8.4 release?

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

Audience

The release guide informs 8x8 Contact Center customers about the features and changes introduced in this release.

See our 8x8 Contact Center 8.4 release for [Unified Login](#) users.

See our 8x8 Contact Center 8.4 release for [Unified Login with 8x8 Work](#) users.

Features

The key features and improvements in this release are:

- [Improved login time for agents](#)
- [Increased chat window capacity](#)
- [Ability to clone tasks in Local CRM](#)
- [Streamlined Access to 8x8 Analytics for Contact Center](#)

You can also access the list of our [fixed bugs](#) addressed in the release.

Added Features and Enhancements

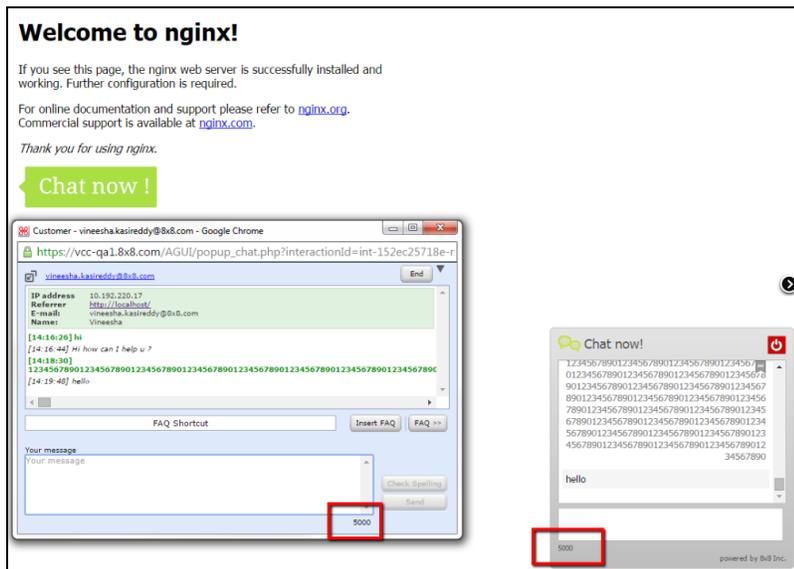
In this release, we have made the following improvements and enhancements for agents and supervisors:

Improved login time for agents

The time it takes to log in to 8x8 Agent Console has been greatly improved in this release.

Improved chat window capacity

We have increased the chat window capacity to 5000 characters. This enhancement allows users to communicate large bodies of text, such as FAQs, via the chat window. For details, refer to the 8x8 Agent Console Guide to learn about [Chat Interactions](#).





Note: Chat interactions via Support Center are limited to 500 characters on the customer side.

Ability to clone tasks in Local CRM

In 8x8 Agent Console with the ability to clone tasks, agents can replicate tasks quickly with a click on the task form. The new feature allows agents to clone a task creating a new task ID and associate each cloned task ID with the same original inbound transaction ID.

Features

- If an agent tries to delete a parent task, a warning is shown to inform the user that the parent task and its information are being permanently deleted.
- Only one parent level is allowed for each cloning task.
- Transaction ID is cloned, but a new task ID is generated every time you clone.
- A new task ID is created and all field values in the task form are cloned except history, date and time created, and last modified date.
- The parent task shows all tasks being cloned from the parent listed under the **History** tab.
- The child task shows a link to the original task, and next to the task number.
- If a parent task is deleted, the child task shows the parent task in the history, but the link to the parent task is removed from the top.
- The agent can only see the clone button if the administrator has enabled the agent to edit and create tasks under **Users > Internal CRM** in 8x8 Configuration Manager.

Use Case

The receptionist at a dental clinic uses tasks to create appointments. Once he creates an appointment for a family member through a task, he can copy the task to create appointments for the rest of the family. Using the clone feature, agents can increase their efficiency, eliminate manual work of entering data, and speed up the process.

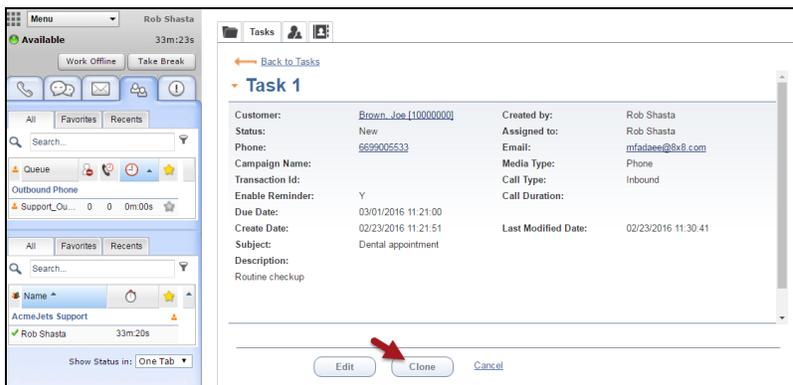
The history entry of the cloned task shows:

- The date and time the task was created.
- The agent who created the task.
- If the task is a cloned task.
- Description such as the parent task number.

Within an individual task, a **Clone** button is introduced. Click the button to clone the task.

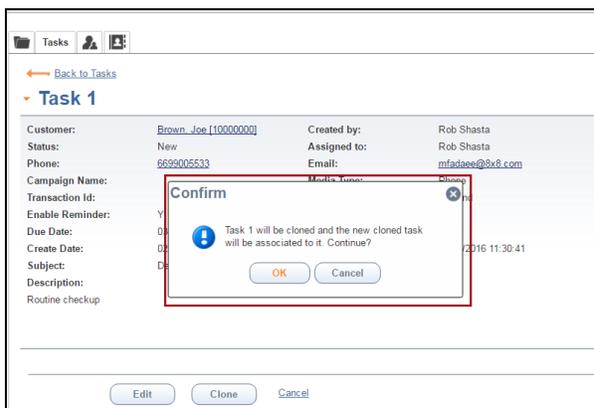
To clone a task:

1. In the 8x8 Agent Console, click the **Tasks** tab.
A list of your open tasks appears.
2. Open an existing task from the list.



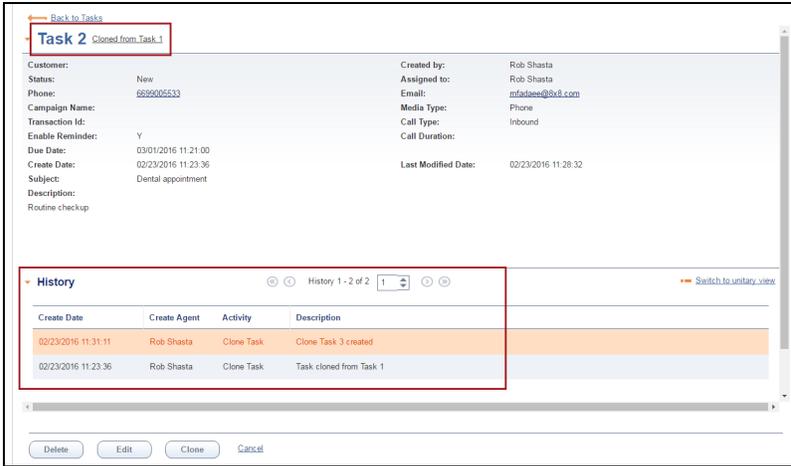
Note: If you wish to create a new task, you need to save it first before being able to clone.

3. Click the **Clone** button.
A confirmation window pops up.

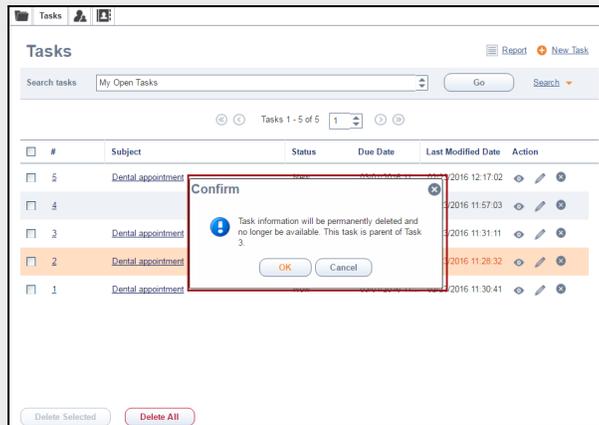


4. Click **OK** to confirm cloning.
The edit task page opens with the information already populated.
Note that the task number indicates it is cloned from another task.
5. Click **Save**.
The cloned task appears in the list.

The new task shows the link to the original task.



Note: Deleting a task or a cloned task is available to agents only if they are granted the right privileges. Your confirmation is required to delete a parent task with a cloned child.



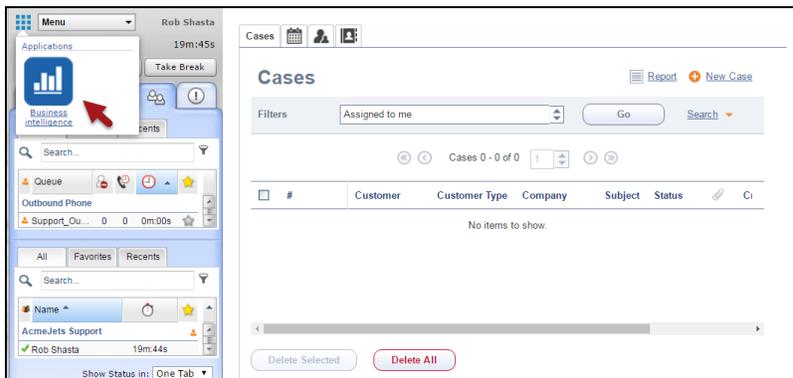
Streamlined access to 8x8 Analytics for Contact Center

Supervisors can now launch 8x8 Analytics for Contact Center from 8x8 Agent Console, eliminating the need for a separate login. 8x8 Analytics for Contact Center provides industry-leading insights about the performance of your contact center. It is more than just data. It brings powerful graphical tools that reveal actionable business information. 8x8 Analytics for Contact Center goes beyond traditional call center reporting. You can track the performance of your agents and contact center, and see how your customers are being served across all channels.

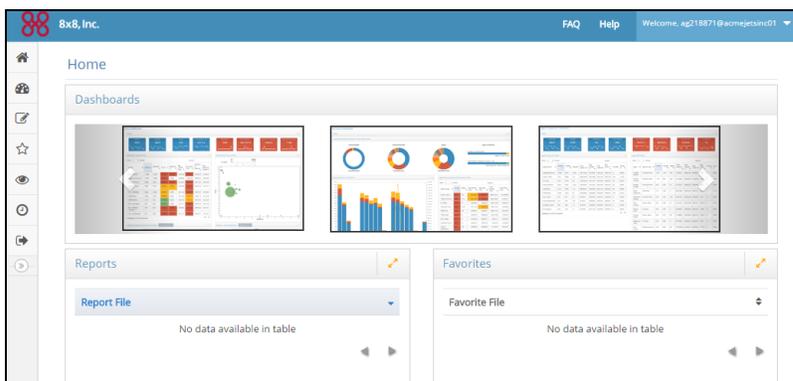
To access 8x8 Analytics for Contact Center:

1. Log in to 8x8 Agent Console.

2. Click  next to the drop-down menu.



3. Click **Business Intelligence** to launch the 8x8 8x8 Analytics for Contact Center tool. The dashboard launches in a separate browser window.



4. Use the navigation menu on the left to access dashboards and create custom reports. For more information on the capabilities of this tool, refer to the [8x8 Analytics for Contact Center Guide](#).

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.

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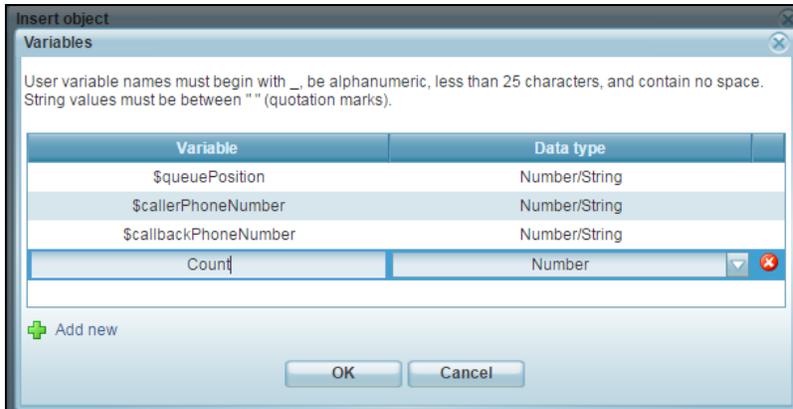
Expression Preview : =

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.

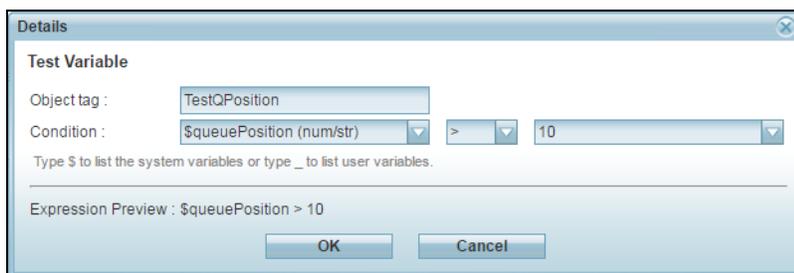


4. Click **OK** to save.

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

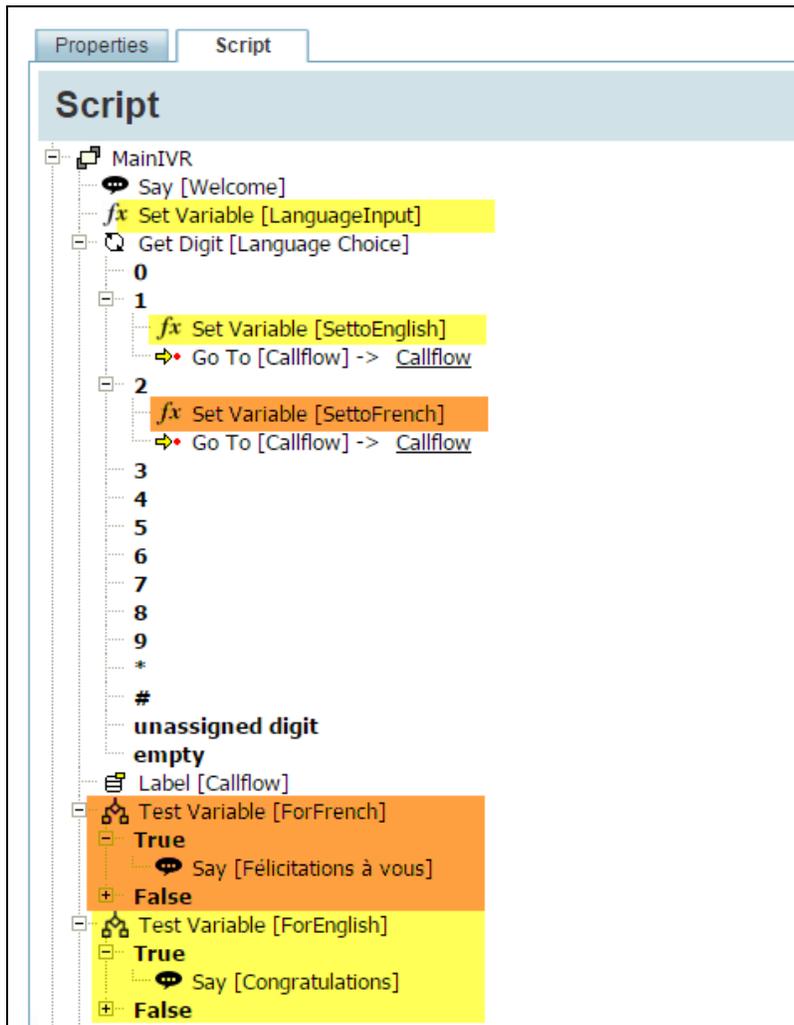
to use the randomize object that randomly picks callers and offers a specific treatment based on the path chosen.

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.

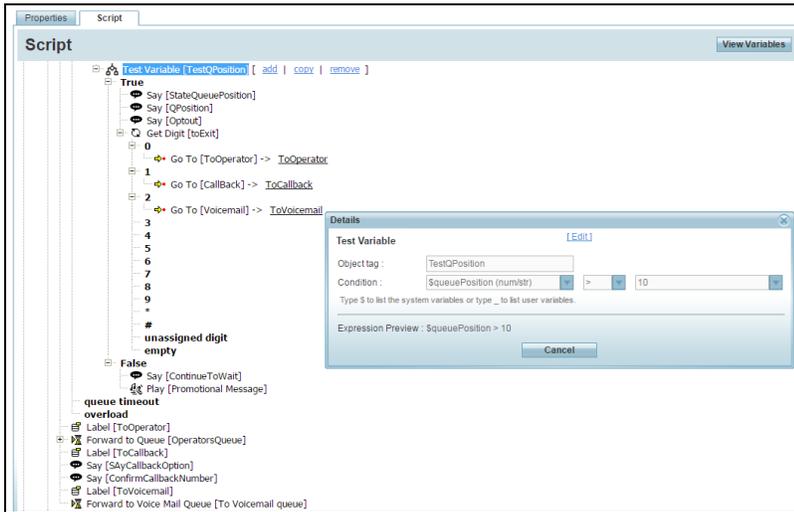


Use Case 2: Determine the Queue Position of a Caller and Offer Suitable Choices

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.

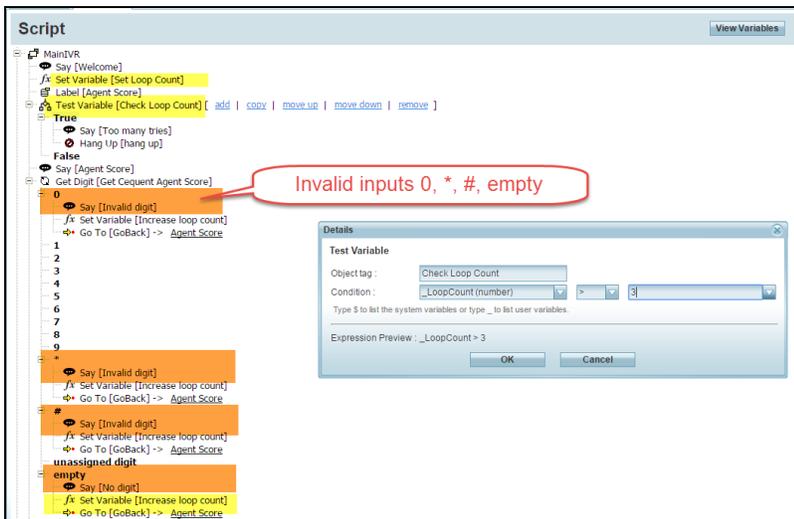
- If the queue position is greater than 10, offer to call back when an agent is available.
- If the queue position is less than 10, play promotional messages and retain callers in the queue.

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.



Bug fixes 8.4

The following bugs are fixed in this release.

Bug	Summary	Comment
VFIX-1575	Tomcat server stops responding.	Fixed Tomcat pool connection issues for memory leak.
VFIX-1371	Selected transactions codes shows as N/A in historical reporting when an agent transfers a transaction to another agent.	Transaction code is now recorded for all legs of a multi-leg call in historical reporting. The transaction codes selected by agent A is recorded. When a call is transferred, the codes selected by the agent are populated in the historical report.
VCC-9992	In Quality Rocket management application recording files not found.	Added a new event to SAPI. The Quality Rocket management application can easily locate recording files on 8x8 Contact Center servers.