

8x8 Contact Center

Release Notes



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What's new in the 8x8 Contact Center 8.4 release (with Unified Login)?

In the 8x8 Contact Center 8.4.4 release, we have introduced new enhancements, and features that benefit agents, supervisors, and administrators. The release guide gives an overview of the enhancements and discusses changes in behavior to help you with the transition. See the changes in behavior when [configuring users](#).

Audience

The release guide is for 8x8 Contact Center users who have access to 8x8 Unified Login, and discusses features and changes introduced in this release.

Features

Unified Login: Ability to log in to 8x8 Contact Center with a common username and password.

For Administrators

Administrators for 8x8 Contact Center tenants have the following new and improved capabilities:

- **Access the default user group:** Use the default group to create an agent quickly.
- **Introduced Users:** A user in 8x8 Contact Center can be an administrator or an agent or both. You can now use a single username and password to log in to 8x8 Contact Center as an administrator and/or an agent.
- **Enhanced Security:** Password setup is now performed only through system generated emails.
- **Enhanced Dial Plans:** System-configured dial plans now support extension-to-extension dialing.

- **Improved access to Channels and Scripts:**
 - Improved Access: Channels and scripts are organized by media type for better access.
 - Channel Type: Channels are classified as agent channels and service channels.
 - Scripts: New default scripts are available to enable direct agent routing.

For Agents

Agents who serve 8x8 Contact Center tenants have the following new and improved capabilities:

- **Improved Agent-to-Agent Dialing:** Dial another agent using a system-assigned extension number. This feature requires the right settings in dial plans.
- **Improved Login Time for Agents:** The time to log in to 8x8 Agent Console has been greatly improved.
- **Improved Chat Window Capacity:** We have increased the chat window capacity to 5000 characters.
- **Ability to Clone Tasks in Local CRM:** Agents can replicate tasks quickly with a click on the task form, creating a new task.
- **Streamlined Access to 8x8 Analytics for Contact Center:** Supervisors and agents can now launch 8x8 8x8 Analytics for Contact Center from 8x8 Agent Console, eliminating the need for a separate login.

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

Unified Login (Unified Login users)

We are moving you to a simple and easy-to-remember login URL. With this release, use <https://login.8x8.com> to log in to 8x8 Contact Center applications. Whether you are an administrator, a supervisor, or an agent, you can sign in to any of these roles with a single username and password. This eliminates the need to log in to each application separately. We continue to support the old login URLs for a brief period. We ask you to bookmark the new login URL to help you with the transition.

Change of Behavior

Login credentials: as you are aware, your username is of the following format-`loginID@tenantname`. For example, `jsmith@AcmeJets`. Previously, we allowed you to append the tenant name in the login URL for convenience.

Example: `https://vcc-na4.8x8.com/AGUI/login.php?tenant=AcmeJets`

In the Unified login process, we do not support appending the tenant name in the URL any more. You will need to log in as `loginID@tenantname`.



Note:

After being promoted to 8.4 release, admins are required to create agents and administrators with unique **Usernames**. This eliminates the need for authenticating users with tenant names. For example, if you created a new user with username Robert in the tenant AcmeJets, the new user logs in using `<Robert>`. Adding the tenant name is not a requirement any more.

Access the default Agent Group

A default agent group called **Ungroup** is introduced. The default group allows you to create agents quickly without requiring you to create a group beforehand. You can create agents quickly by assigning them to the default agent group.

The image shows two screenshots from the 8x8 interface. The left screenshot displays the 'Group List' table, and the right screenshot shows the 'User » Add User » General' form.

Group List Table:

Group Name	Description	# of Agents	Assigned Outlines List	My Hierarchies	Enabled	Set As Default
Acme_Support	technical publications	0	-	yes	<input type="checkbox"/>	<input type="checkbox"/>
Acme_Support	-	0	-	yes	<input type="checkbox"/>	<input type="checkbox"/>
Customer Support	support	0	-	yes	<input type="checkbox"/>	<input type="checkbox"/>
OPOL Test	OPOL Test	24	OPOL code1	yes	<input type="checkbox"/>	<input type="checkbox"/>
OPOL	OPOL	0	OPOL code1 21	yes	<input type="checkbox"/>	<input type="checkbox"/>
Ungroup	The system default group	0	OPOL code1	yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>

User » Add User » General Form:

Fields shown in the form include:

- Enabled:
- * First Name: John
- * Last Name: Smith
- * Email Address: jsmith@acme.com
- * Software language: English (US)
- * Username: jsmith
- Internal Id: [Empty]
- Copy Details From: [Dropdown]
- * User Role: Agent
- Is Agent
- Is Admin
- * Agent Group: ungroup
- Comment: [Text Area]

Buttons at the bottom: Reset Password, Save, Cancel.

Introduced Users

The configuration of agents, supervisors, and administrators is now grouped under the **Users** tab in the navigation menu. This allows you to assign privileges of an agent and administrator to the same user, eliminating the need for separate login credentials. Use this tab to add users of all three types:

- Agents
- Administrators
- Supervisor



Supervisor	Agent	Admin	First Name	Last Name	Username	Group	Enabled	Locked	Recordings Enabled	
	✓		Rob	Shasta	ROBSHASTA	Customer Support	yes	no	yes	 
	✓ (2)		John	Smith	JOHNSMITH841	Customer Support	yes	no	yes	 
	✓		Sarah	Thomas	SARAH	Customer Support	yes	no	yes	 
	✓		Tina	Yang	TINAY	Customer Support	yes	no	yes	 
	✓	✓ (2)	Shana	Rao	SHANAR	Customer Support	yes	no	yes	 

While adding a user, you get to determine if the user is an agent or an administrator, or both. For an administrator, you can also select the desired role.

The screenshot shows the 'User » Edit User » General' configuration page for a user named Rob Shasta. The form is divided into several tabs: General, Properties, Phone, Queues, Supervisor, Internal CRM, and Interactions. The 'General' tab is active. The form contains the following fields and options:

- Enabled:**
- * First Name:** Rob
- * Last Name:** Shasta
- * Email Address:** rshasta@acmejets.com
- * Software language:** English (US)
- * Username:** ROBSHASTA
- Internal Id:** ag227682
- * User Role:** Agent, Admin (highlighted with a green box)
- Is Agent:**
- Is Admin:**
- * Agent Group:** Customer Support
- * Admin Role:** System Default
- Comment:** (empty text area)
- Buttons:** Reset Password, Save, Cancel

Change of Behavior

We have moved the function of creating and configuring administrators from the **Security** tab to the **Users** tab.

For a detailed review of changes in configuring users, refer to [Changes in Configuring Users](#).

Changes in Configuring Users

With the combined configuration of agents and administrators, please note the following changes while creating new users:

Managing User Login Credentials

The Username field continues to be used for logging in, which serves as a unique key for authentication.

- **For existing agents:** With migration, the username appends the tenant name to the existing username for uniqueness. For example, if the username was jsmith in 8.1, the username gets the value jsmith@<tenantname> in 8.4.

The screenshot shows the 'User » Edit User » General' configuration page for a user named John Smith. The 'Username' field is highlighted with a green box and contains the value 'jsmith@AcmeJets'. Other fields include First Name (John), Last Name (Smith), Email Address (jsmith@AcmeJets.com), Software language (English (US)), Internal Id (irane), User Role (Agent), and Agent Group (Customer Support). There are also checkboxes for 'Is Agent' and 'Is Admin', and buttons for 'Reset Password', 'Save', and 'Cancel'.

Change of behavior

While logging in, existing agents must enter their username in the following format: jsmith@<tenantname>.



Note: We do not support appending the tenant name to the login URL.

- **For new users:** When you create a new user, it is mandatory to pick a unique username. After successfully creating a user, the system generates an email and communicates the credentials to the user. New agents do not need to append the tenant name to the username. This change is only for new agents created after 8.4.1 release.

User » Edit User » General

Tina Yang

Back to user list

General Properties Phone Queues Supervisor Internal CRM Interactions

Enabled * User Role Agent

* First Name Tina * Is Agent

* Last Name Yang * Is Admin

* Email Address tinay@acmejets.com * Agent Group Customer Support

* Software language English (US) * secondary language

* Username TINAY

Internal Id ag228523

Comment

Reset Password Save Cancel

- **For Developers:** Internal ID is a new data field used by developers for APIs.

Setting Up Password

The ability to manually set a password is removed. Passwords are now system-generated only. As a result, the password field is removed from the **General** tab.

Agent » Edit Agent » General

(rshasta) Rob Shasta

Back to agent list

General Phone Queues Supervisor Internal CRM Interactions

Enabled * Agent Group Acme - Sales

* First Name Rob Interaction offer timeout 25

* Last Name Shasta * Agent primary language English

* Email Address eightbyeighttest@gmail.com * secondary language

* Software language English (US) * Password

* Username rshasta * Re-type Password

Status-change Coding No status-change coding is assigned

Allow agent to change Enable/Disable settings in Assigned Queues

Allow agent to Pull e-mails from queue

Enable Collaborate

Enable and show Options menu button

Enable agent's My Recording feature

Comment Shasta12

Save Cancel

Removed in 8.4

Assigning Roles to Administrators

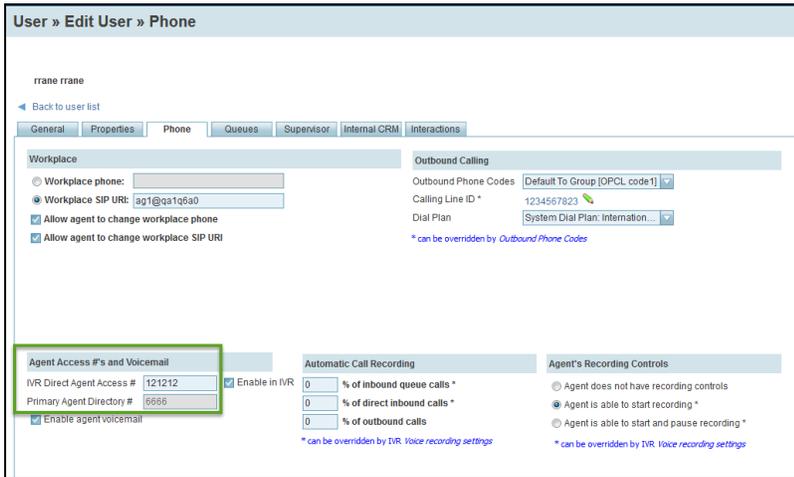
Previously, assigning roles to administrators was done from **Security > Administrators** or **Security > Roles** tab. This capability is now moved to the **Users** tab. You can now assign an administrator role while creating a new user. If you assign an admin role to a user, then the option to select a specific admin role shows up. You will continue to define the roles in the **Security** tab.

Grouping Agent Properties

Some of the agent properties such as Interaction Offer Timeout, primary and secondary language have moved from the **General** tab to the **Properties** tab.

Set up Phone Properties

Support for Direct Agent Access (DAA): DAA number is a number configured to reach an agent directly. At the time of promotion, if your tenant has configured DAA numbers for agents, they will be migrated as well. Additionally, a primary agent directory number is assigned to every agent automatically. This can be used in IVR if enabled in **Agent > Phone**.



The following table summarizes the impact of DAA changes after the 8.4 upgrade.

Direct Agent Access Number	8.1	8.4
Direct Agent Access Number	Yes	DAA number is migrated. A new Primary Agent Directory number such as 6000 is assigned. This is not editable.
Direct Agent Access Number	No	A new Primary Agent Directory number such as 6000 is assigned. This is not editable. This number functions as an agent channel associated with a default agent script. The agent-to-agent dialing is now routed through the script. <div style="border: 1px dashed gray; padding: 10px; margin-top: 10px;">  <p>Note: To enable agent-to-agent dialing, you must first upgrade your dial plan. See Understanding Tenant Dial Plans for details.</p> </div>

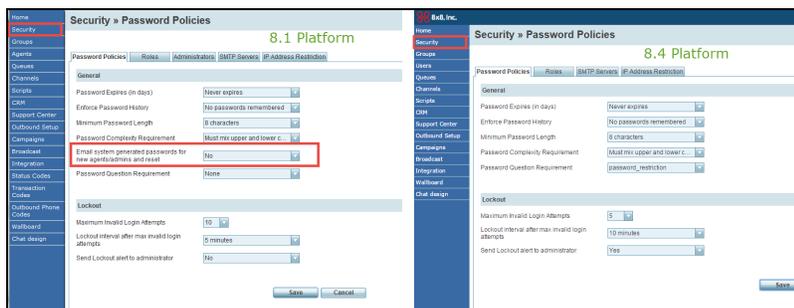
Ability to control DAA in IVR: A new control is introduced to enable either Direct Agent Access or Primary Agent Directory number in IVR.

What's New: Improved agent-to-agent dialing with Primary Agent Directory number. The new Primary Agent Directory number serves to reach another agent in 8x8 Agent Console. In 8.1 environment, to call another agent, you had to click

the **Agents** tab, select the agent, and place a call. With this improvement, you can dial the 4-digit number in the phone box and hit **Dial** to place the call.

Enhanced Security

Setting and resetting password for agents or admins is performed via system generated emails and is no longer manually controlled by admins. Earlier, the Primary Administrator could define passwords manually or turn on the option to generate passwords automatically. With this change, new users receive an email notification for all password requirements.



Enhanced Dial Plans

The ability to dial agent-to-agent is now added in the system dial plans. If you are using a system dial plan, it is upgraded to allow extension-to-extension dialing. If you are using a custom dial plan, you need to modify the plan if you wish to permit extension-to-extension dialing.

Enhanced Channels and Scripts

Enhanced Usability: Channels are grouped by media in separate tabs. With this improvement, you can track your channels easily.

Status	Channel Name	Type	Linked to agent	Calling Name Display	Public Number	Script Name - Public	PBX #	Script Name - PBX No.	
disabled	525-2112	service	TINAY	-	5252112	ivr script default	6019	tr	
enabled	534-2345	service	-	-	5342345	phonescript_oct23		tr	

Please note that we have introduced a few new fields and renamed a few more in the **Channels** tab.

What are the new fields?

- **Type:** Indicates if this is a service channel or an agent channel.
- **PBX Number:** This is the system assigned number used for agent-to-agent dialing. Channels linked to agents will get a PBX number on migration. Adding and linking a new channel to an agent - adds the PBX number to the channel.
- **Calling Name Display:** Refers to the calling name display.
- **Script Name Public Number:** Indicates the IVR script associated with the agent public number. Directs external callers to the agent.
- **Script Name PBX Number:** Indicates the IVR script associated with agent's PBX number for agent-to-agent dialing.

What are the renamed fields?

- *Enabled* is renamed to *Status*: Indicates if the channel is enabled.
- *Phone Number* is renamed to *Public Number*: Indicates the phone number or the DID of the channel.

Enhancements in Scripts

Enhanced Usability: Scripts are grouped by media in separate tabs.

Script name	Enabled	Category	Last modified	Comments
ivr script default	yes		05/14/2015 14:42:38	Migrated ivr script default
New Phone Script	yes		05/18/2015 12:28:53	
Agent Extension script	yes		09/07/2015 00:00:10	
New phone script2	yes		09/28/2015 00:21:10	
new phone script3	yes		09/28/2015 00:21:29	

New default scripts

We have introduced two new default scripts that allow direct agent routing.

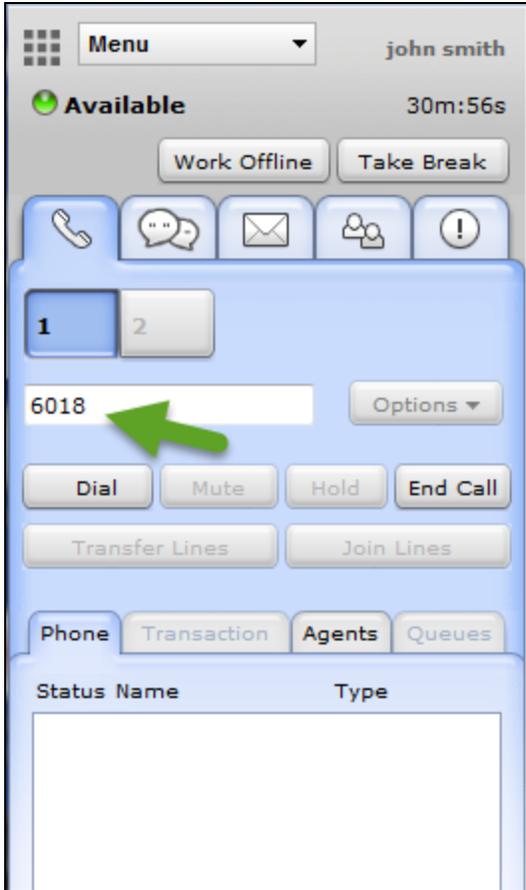
- **Default Script for an agent public number:** This script directs external callers to agents assigned to the channels.
- **Default Script for an agent PBX number:** This script supports agent-to-agent dialing.

Additionally, you have a default script for service channels.

Improved Agent-to-Agent Dialing

Dial another agent using a system assigned PBX extension number. The new PBX number serves to reach another agent in 8x8 Agent Console. In 8.1 environment, to call another agent, you had to click the **Agents** tab, select the agent, and place a call. With this improvement, you can dial the extension number from the phone box and click **Dial** to

place the call.



 **Note:** To make agent-to-agent calls, you require the right settings in dial plans.

Added Features and Enhancements

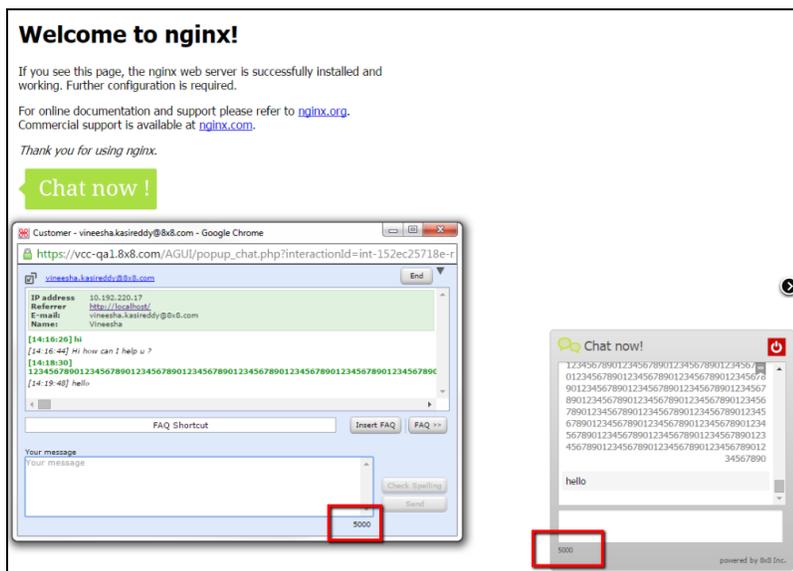
In this release, we have made the following improvements and enhancements for agents and supervisors:

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.

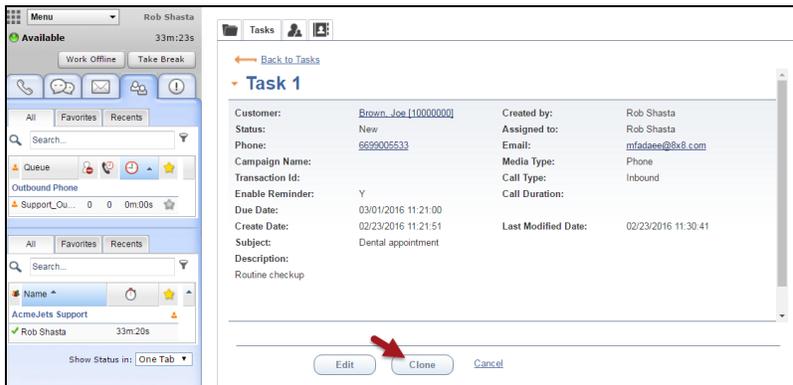
The history entry of the cloned task shows:

- 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.

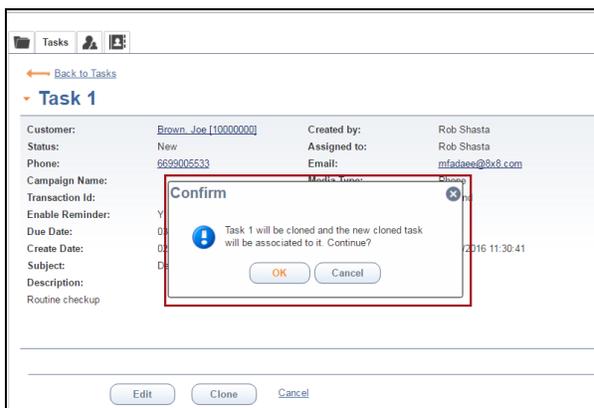
To clone a task:

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.



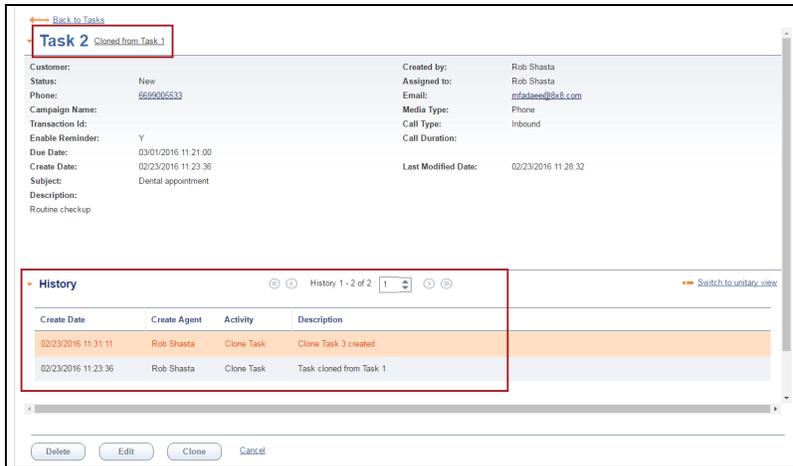
Note: If you wish to create a new task, you need to save it first before being able to clone.

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.



Customer: New
 Status: New
 Phone: 669005533
 Campaign Name:
 Transaction Id:
 Enable Reminder: Y
 Due Date: 03/01/2016 11:21:00
 Create Date: 02/23/2016 11:23:36
 Subject: Dental appointment
 Description: Routine checkup

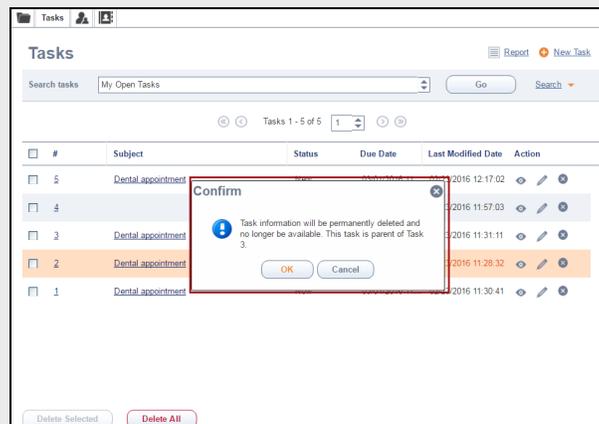
Created by: Rob Shasta
 Assigned to: Rob Shasta
 Email: mfaiaee@8x8.com
 Media Type: Phone
 Call Type: Inbound
 Call Duration:
 Last Modified Date: 02/23/2016 11:28:32

History History 1 - 2 of 2

Create Date	Create Agent	Activity	Description
02/23/2016 11:31:11	Rob Shasta	Clone Task	Clone Task 3 created
02/23/2016 11:23:36	Rob Shasta	Clone Task	Task cloned from Task 1

Buttons: Delete, Edit, Clone, Cancel

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.

Tasks

Search tasks: My Open Tasks

Tasks 1 - 5 of 6

#	Subject	Status	Due Date	Last Modified Date	Action
5	Dental appointment			2016 12:17:02	
4	Dental appointment			2016 11:57:03	
3	Dental appointment			2016 11:31:11	
2	Dental appointment			2016 11:28:32	
1	Dental appointment			2016 11:30:41	

Confirm

Task information will be permanently deleted and no longer be available. This task is parent of Task 3.

Buttons: OK, Cancel

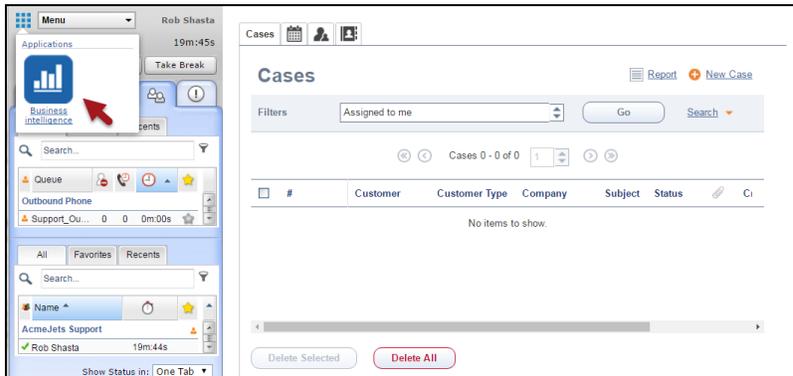
Buttons: Delete Selected, Delete All

Streamlined access to 8x8 Analytics for Contact Center

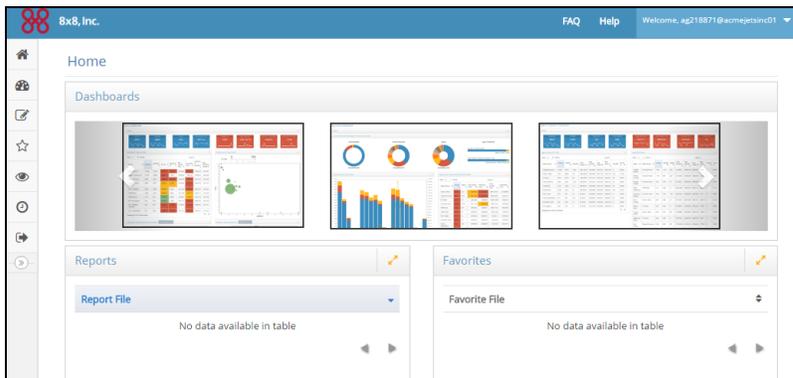
Supervisors can now launch 8x8 Analytics for Contact Center from 8x8 Agent Console, eliminating the need for a separate login. 8x8 Analytics for Contact Center provides industry-leading insights about the performance of your contact center. It is more than just data. It brings powerful graphical tools 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](#).

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.

Known issues 8.4

We have identified the following known issues in 8.4. Look for resolutions for these issues in the upcoming releases:

Issue	Comment
Agent-to-Agent Dialing	The new and improved methods of agent-to-agent dialing are not implemented in this release. Dialing the extension number from the shared directory and from the telephone field in the Control Panel will be supported in the upcoming release. We continue to support agent-to-agent dialing via the Agents tab in the Control Panel.
Agent DID Call Routing	Incoming calls for agent PBX number and DID number always get mapped to the IVR script assigned to the PBX number. If you have specified separate treatments for customer-to-agent dialing and agent-to-agent dialing, the PBX number script overrides the existing DID number script.
Warning for Emergency Calling	8x8 Contact Center dedicated extensions do not allow outbound calling and hence do not support calling the emergency services. On going off-hook, these devices currently do not hot dial to a warning message.



Note: Please notify agents using dedicated extensions that emergency calling is not supported on these devices.