

# 8x8 ContactNow



## The Intelligent, Energetic and Easy-to-use Cloud Contact Centre Solution for Teams

ContactNow enables teams to quickly and cost effectively deploy contact centre capabilities without the cost or complexity of traditional systems. With web-based, no-compromises inbound call management and a powerful outbound campaign manager, small businesses can improve customer engagements and increase their return on investment. A rich set of analytics provides the tools to drive agent performance and improve customer satisfaction where it counts.

### Create effortless customer engagements

Set up in minutes with an intuitive, online drag-and-drop IVR tool that makes complex call routing easy. Ensure inbound calls are sent to the right agent and routed quickly to drive more revenue and increase customer satisfaction.

### Improve employee productivity

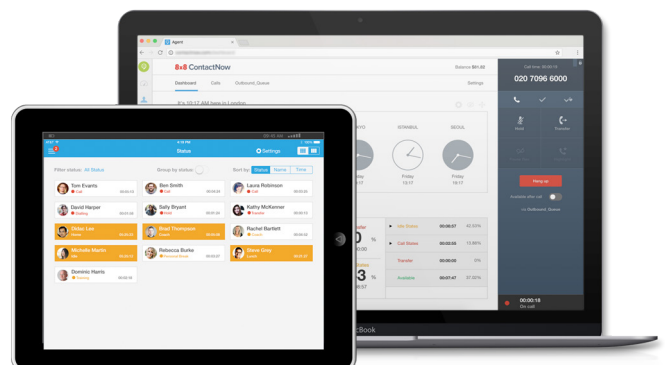
Use the intuitive, web-based user interface with advanced controls to allow your agents to make, receive, or transfer calls and communicate with your customers. Predictive, progressive, and preview dialer options allow you to tailor outbound campaigns to your evolving business and agent needs.

### Make better decisions through actionable insights

Monitor your contact centre’s traffic and agent performance with the pre-configured and rich suite of reports covering customer information, overall activity, and agent performance.

### Take your contact centre with you

Whether you’re walking the office floor, working from home or away on business you can always access your live dashboard, real-time status reporting and instant messaging anywhere you can get online.



## Instant Benefits

- Set up and deploy within minutes
- Real-time reporting

## Easy and Intuitive

- Drag-and-drop web-based interface
- No IT or contact centre expertise required
- Easy administration

## Comprehensive Features

- Add additional capacity as your business grows
- A no-compromises inbound calling solution
- Powerful outbound campaign manager
- Monitoring app for iPad

## With ContactNow it is really easy to obtain detailed reporting about your business.

- 1. Daily and Hourly breakdowns:**  
Obtain information on how your contact centre is operating on a daily or hourly basis with in-depth analysis and data.
- 2. Call reports and recordings:**  
Gain access to all call recordings and data on both inbound and outbound call stats.
- 3. Outcome reports:** Track the resolution of each call by analysing the outcomes selected by agents
- 4. Agent stats:** Offers full time tracking for your agents to monitor their performance throughout the day.
- 5. Campaign analysis:** Get powerful insights into the success rate of all your businesses campaigns.
- 6. Performance overview:** Compare your statistics over time, spot patterns in your activities and react to changing customer needs.

## Features

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**Inbound Call Management (inbound ACD):** Our versatile call answering system helps you use your agents' time effectively lowering the cost of servicing your customers.

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**Automated Outbound Dialling:** Make light work of outbound campaigns - no matter what their size. Our powerful outbound dialler helps you optimise your outbound calling process whilst complying with regulations.

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**Broadcast:** Broadcast dialling is the easiest way to send a message out as quickly as possible. You can simultaneously dial as many numbers as you need, then play a recorded message on answer.

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**Interactive Voice Response (IVR):** ContactNow's IVR technology allows you to create a telephone menu and call routing system to maximise resources and save customer effort. Our intuitive drag and drop IVR builder makes the task of creating a customised IVR simple and easy.

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**Tools and Reports:** Real-time reporting and control over every part of your contact centre solution allowing you to make effective decisions and implement them immediately.

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**Call Recording:** Record every telephone call your contact centre receives as standard, with 100% reliability.

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**CRM Integrations:** With ContactNow you can integrate your contact centre solution with a third-party CRM such as Zendesk or Salesforce.

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**CRM Sync Interface:** Automatically sync your data from your CRM system to your ContactNow contact centre.

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**Email:** Allow customers to contact you via email and be able to manage their interactions.

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**SMS:** SMS is the most versatile way to get important information out to your customers quickly. Being able to instantly send messages means customers are always kept up-to-date.

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**Configurable Agent Screens:** Agents have the ability to customise their screen and add relevant widgets to their work display.

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**'Click to dial' browser extension:** Go from browsing the web to making a call in one easy click. Once the plug-in has been installed phone numbers will be automatically highlighted for quick calling.

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**Instant Messaging:** Increase customer satisfaction by enabling real time conversations to share knowledge and information with colleagues. Speed up the decision making process on customer queries with managers and supervisors.

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## Features

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**Setup Wizard:** Building your company a contact centre is really easy with our intuitive setup wizard.

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**Bulk Agent Upload:** Upload a CSV file of all your agents and their details to enable a faster creation of your contact centre and its' members.

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**Mobile App:** Keep up-to-date with what's happening in your contact centre from anywhere. CN Monitor is available to download on the Apple App Store.

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**Admin Configuration/ Admin Change Log:** Manage and alter your contact centre without IT intervention, with all changes being logged on the system.

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**Geographic/ Non Geographic Numbers:** Purchase separate numbers for your business that are either geographic or non geographic.

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**'Call me back' web plug-in:** To eliminate the number of customers waiting on hold, the 'call me back' plug-in gives callers the option to receive a returned call when the next agent is available.

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**Scheduled Call back:** Capture customer details and schedule a call in ContactNow. Your customers will never get put off by being kept on hold.

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**Granular Permissioning for Agent:** Have total control of all your staff by giving each team and individual the right level of access.

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## Dialling Modes

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**Blended Dialling:** ContactNow's dialler balances your agents' workload so that outbound campaigns are dialled effectively while inbound queues are kept under control.

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**Preview Dialling:** Preview dialling gives your team the information they need to serve customers efficiently with a complete history of previous customer interactions and notes to review before calling them.

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**Progressive Dialling:** Help your staff work through their workload by automatically dialling the next customer when they finish a call.

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**Predictive Dialling:** Start talking to customers as soon as they are available. Your team can spend as much time as possible on productive calls by using predictive dialling to reduce inactive periods and maximise talk time.

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## Flexible Plans

8x8 ContactNow offers a flexible pay-as-you-go financial model along with monthly recurring plans. Adding additional capacity is easy, allowing you to scale up or down to expand your business based on customer demand.

## Interactive Voice Response (IVR)

One of the most exciting features of ContactNow is the ability to build an IVR system, simple or complex, instantly and seamlessly. Using a drag and drop tool, our IVR makes managing complex call plans really easy. To deal with customer enquiries more effectively call flows can be updated, re-routed and dynamically altered, based on agent skills and abilities. Within minutes you can build your own IVR from a library of components and link them by dragging connectors between each action to create an optimum combination for your business.

## EasyCallback

Free your customers from waiting on hold and let EasyCallback queue for them. Then automatically call them back as soon as an agent is available. EasyCallback offers callers the option to hold their place in the queue. They simply press 5 on their phone to register for a call back. Optionally offer customers the opportunity to be dialled back on a number that is right for them.



*The main benefit that we've received from the service is that when our analysts are receiving calls they get know who the person is on the end of the line instantly, so that saves us about 30 seconds on every single call we take.*

—**Jake Diamond**, Head of Infrastructure Support, Sky

For more information, call **0800 088 2646** or visit **[8x8.com/uk](https://8x8.com/uk)**

