

8x8 Certified Contact Center for Microsoft Teams

Sales, service and support agents can quickly connect and collaborate with other Microsoft Teams-enabled experts to resolve customer issues faster

8x8 Contact Center for Microsoft Teams provides a full suite of omnichannel contact center functionality integrated with Teams to simplify customer engagement workflows and ignite collaboration across your organization.

With 8x8 Contact Center for Microsoft Teams, managers and supervisors can stay ahead of changing customer expectations with complete voice and digital channel support, intelligent routing, and proactive self-service options—everything needed to resolve problems quickly and create exceptional customer experiences.

Extend Microsoft Teams into your contact center

- Accept incoming calls in Microsoft Teams and empower agents to manage the customer interactions, capture call details and key metrics
- Reduce high abandon rates and dropped calls using top-quality, global voice services
- Get full analytics into calling quality, performance metrics, activity history, call recordings and speech analytics across the entire enterprise

Key Features:

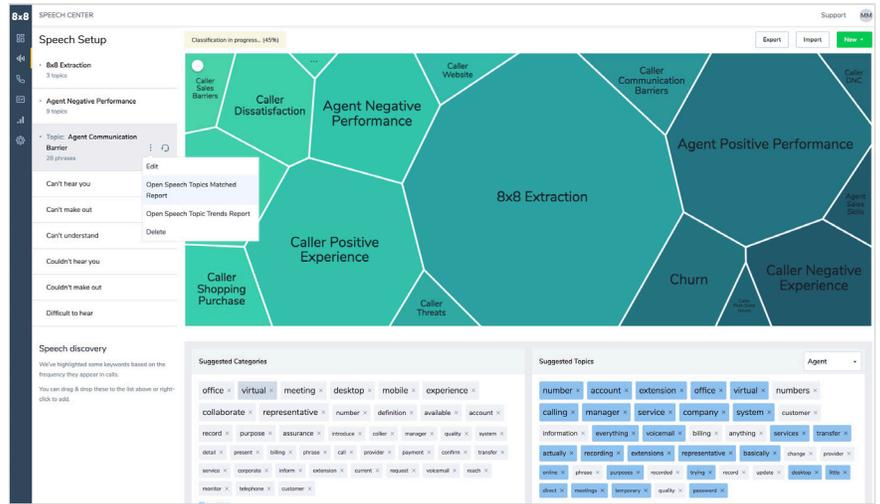
- Integration leveraging Microsoft's Direct Routing
- Unlimited voice calling to 47 countries
- Accept incoming calls in Microsoft Teams and empower agents to manage the customer interactions, capture call details and key metrics
- Full reporting and analytics into call quality, performance metrics, activity history, and speech analytics across the entire contact center
- Support for regulatory compliance initiatives with 8x8 Call Recording

Key Benefits:

- Empower agents to collaborate with the rest of the business to improve customer experience delivering the expertise they seek, while also expediting resolution times
- Improve agent engagement and empowerment as they effortlessly connect with the rest of the organization
- Foster greater communication between your contact center agents to build a stronger team and better teamwork

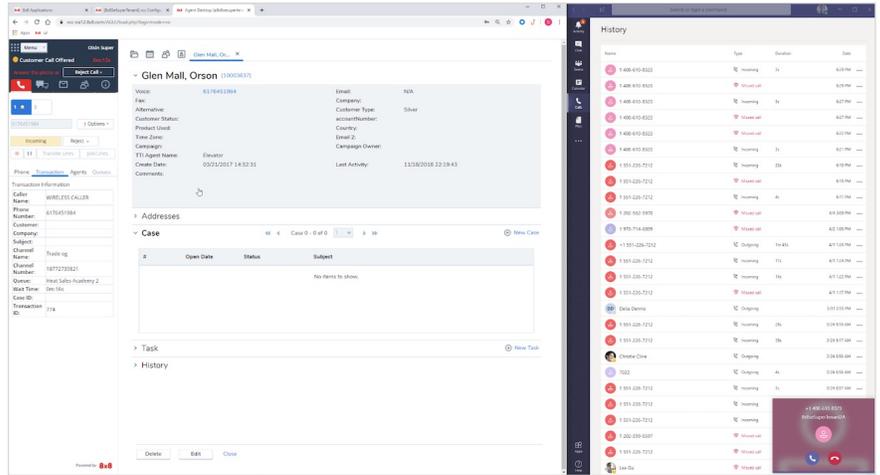
Manage service quality & quickly identify trends across interactions

- Collect valuable customer and employee insights as you analyze 100% of calls with Speech Analytics
- Improve agent engagement through targeted coaching with integrated recording and evaluation available in 8x8 Quality Management
- Identify key patterns for training opportunities to improve CSAT and upsell/cross-sell



Minimize IT Burden

- No download or installs
- No change to the native Microsoft Teams user experience for desktop, mobile and web apps
- Use Teams as the single collaboration client
- No maintenance or updates required by IT
- A single communications vendor for contact center and telephony



For more information, call **1.866.879.8647** or visit **8x8.com**.



8x8, Inc. (NYSE: EIGHT) is transforming the future of business communications as a leading Software-as-a-Service provider of voice, video, chat, contact center and enterprise-class API solutions powered by one global cloud communications platform. 8x8 empowers workforces worldwide to connect individuals and teams so they can collaborate faster and work smarter. Real-time analytics and intelligence provide businesses unique insights across all interactions and channels so they can delight end-customers and accelerate their business. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, Twitter and Facebook.

