

8x8 Feature Highlights - Winter 2022

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New 8x8 features are available!

Unified Communications

Meeting Summary - Hosts can review participant engagement and easily access meeting details and in-meeting actions like recording, chat, and polls after a meeting has ended. [See What's New](#) →

Breakout Rooms - Hosts can now split meeting participants into separate sessions for smaller, focused discussions. [Watch Video](#) →

Frontdesk Enhancements - 8x8's latest generation call handling experience continues to evolve. With support now added for multiple call parking modes, shared notes, and directory filter options, 8x8 Frontdesk is a worthy successor to its legacy Switchboard Pro solution. [Learn More](#) →

8x8 Work for Web: Available on Citrix Marketplace - 8x8 Work for Web is now available to our customers and geared for demanding call handling environments such as contact centers. Now also available on the Citrix Marketplace. [Go to Citrix Marketplace](#) → [Watch Video](#) →

Globalization

Philippines PSTN Replacement Services - Industry-first integrated cloud contact center and phone solution for multinational companies in the Philippines. As the region's premier hub for outsourced business services, the Philippines is the latest country where 8x8 can uniquely provide its flexible, reliable, and high quality PSTN replacement services for multinational organizations looking to extend their investment in the highly-skilled and well-resourced local workforce. [View Capabilities](#) →

Panama PSTN Replacement Services - 8x8 has expanded the availability of its services for customers with operations, offices, and personnel in Panama, the strategically-located commercial hub for the shipping and international logistics industries. [View Capabilities](#) →

Contact Center

Enhanced Reporting for Contact Center Analytics - The addition of overnight time range filtering enables users to easily and automatically generate overnight reports. This reduces manual overhead for night shifts and ultimately saves time. Also, new historical widgets can be used to enable data filtering through new criteria, such as queue and media. This provides customers with more granular dashboards showing agents and agent groups across specific queues for added flexibility for reporting.

Deep Linking - New Deep Links between Quality Management & Speech/Text Analytics and the Customer Experience application have been added to advance the 8x8 vision for unified analytics and to improve the overall user experience. With these links users can easily navigate from Quality Management & Speech/Text Analytics to the Customer Experience application with fewer clicks, saving time and adding convenience.

Voicemail and Post Call Survey Analytics - Provides added focus on the voice of the customer by adding voicemail and post call survey data to Quality Management & Speech/Text Analytics.

Users can now discover, filter, evaluate, and visualize the voice of the customer opportunities derived from contact center voicemails and post call surveys.

Configurable Direct Agent Routing (DAR) - Ability for 8x8 customers who make significant use of Direct Agent Routing (DAR) to ensure their agents have sufficient time to do necessary post processing. DAR post-processing timeout settings are now available in three areas: (1) Agent level, (2) Agent group level, and (3) Tenant level.

Chat API - New API allowing chatbot vendors or other 3rd parties to connect to agents using 8x8 CC to improve digital self serve options. Now users have the ability to connect 8x8 CC to preferred chatbot vendors, route CC queries using your own mobile apps or custom web widgets, and customize routing and chatbot options before passing through to an agent.

Improved Email Authentication - New and improved email authentication method for MS Exchange to enhance basic authentication and provide additional security. This provides the most up-to-date way of communicating with major email providers.

Embeddable Communications and APIs

8x8 Connect: Support Portal - Access guides, articles, and FAQs, or raise a support ticket and track conversations history easily on the 8x8 Connect portal. Users can resolve issues efficiently and seamlessly with zero redirects. [Watch Video →](#)

8x8 Connect: language localization - To support global teams, 8x8 Connect is now available in seven languages: English, Indonesian, Simplified Chinese, Thai, Japanese, German, and Spanish. This will improve accessibility for users, especially local businesses, who want to manage marketing campaigns in their preferred languages. [Watch Video →](#)

Security & Compliance: SOC2 and HIPAA - The 8x8 Embeddable Communications and API Platform adheres to global privacy laws and security standards, achieving internationally recognized certifications including SOC 2 Type II compliance and HIPAA compliance. This demonstrates 8x8's commitment to the protection of all user data and assures users that security is our priority.

Jitsi as a Service: Improved Overview on Participant Engagement - Now, users are able to search the participant list to see participants, the dominant speaker, and how participative each participant is. This gives users a better overview of the overall and individual engagement of participants in the meeting.