

8x8 Feature Highlights - Spring 2022

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Unified Communications

8x8 Conversation IQ - We've taken quality management and speech analytics, long reserved for the contact center, and made them available across the entire organization. See what Conversation IQ can do to bring consistency, professionalism, and insights to every interaction. [See Conversation IQ in action →](#)

8x8 Work is now Citrix-certified - 8x8 is now a Citrix Ready™ Unified Communications Premium partner. With this certification, users are assured of the best voice quality while using 8x8 in the Citrix environment. [Try it now! →](#)

Frontdesk Enhancements - Our next-gen call handling experience continues to evolve. We've nearly doubled call handling capacity to 10 per receptionist. Frontdesk is now available in the browser, directly inside 8x8 Work for Web. There's no better time to migrate your Switchboard Pro users to 8x8 Frontdesk. [See what's new →](#)

8x8 Work and Genesys Cloud CX Integration - This integration between the best-in-class UCaaS and CCaaS vendors makes it easier for contact center agents to collaborate and communicate with subject matter experts across the organization and deliver memorable customer experiences. [Learn more →](#)

Contact Center

Agent Workspace - It's our most innovative, intuitive, agent-friendly interface ever. Meet Agent Workspace. This design-led interface streamlines customer interactions with a more efficient and engaging way for agents to stay productive while delivering powerful customer experiences.

- Universally familiar, user-friendly digital and consumer design principles
- Powerful contact queuing and handling features that seek to enhance productivity and personalize both agent and customer engagement
- Streamlined, automated workflows that present agents with what they need, when they need it

[See Agent Workspace in action →](#)

WhatsApp for 8x8 Contact Center - WhatsApp is now supported as an interaction channel in X7 licenses! Businesses using 8x8 Contact Center can now easily communicate with customers using WhatsApp across the globe.

- Customer-initiated 2-way chat
- Agent Transcription history
- Agent Screen pop
- FAQ's
- Agent Disposition codes
- Analytics: all reporting and analytics available for supported 8x8 CC social channels will be

available for WhatsApp

- Scripting: Available scripting options that exist today for 8x8 CC social channels

[Learn more about omnichannel contact center with WhatsApp →](#)

Enhanced analytics for Contact Center - New Interactions Summary report provides an aggregated overview—a reality check— of where and how your customers are interacting with your company. Supervisors can easily identify unhealthy trends in the contact center and gain valuable information to make educated decisions to improve customer service. Analytics for Contact Center also adds total values for agents or queues to real-time monitoring. This new feature allows supervisors to sum up real-time metrics for multiple agents and/or queues for display on dashboards and wallboards. [Learn more about Analytics for Contact Center →](#)

Globalization

PSTN replacement services in Thailand and Indonesia - 8x8 can now fully replace PSTN services in 50 countries with the addition of Indonesia, Taiwan and Thailand. We remain committed to expanding our support for multinational organizations looking to extend their investment in the highly-skilled and well-resourced local workforce. [See how 8x8 leads in Asia →](#)

8x8 global services interactive look-up tool - We recently launched an interactive tool on our website to expose the range of services and rates available for the 100+ countries where users of 8x8 XCaaS solutions can be connected. You can also produce a customized rate card by selecting the list of countries that are relevant to your requirements. [Explore global coverage →](#)

Communication APIs

8x8 Connect: Automation Builder - A no-code, drag-and-drop visual builder to automate communication workflows for all your needs. With the latest addition of voice API features, you can now design meaningful, contextualized interactions across different channels all from a single platform, including SMS and chat apps. Unique features include prebuilt templates, unlimited workflow creation, and ability to integrate with your existing CRM and marketing tools. [Learn more →](#)

8x8 Connect: Contacts API - With Contacts API, user contact details can now be automatically synced between 8x8 Connect and integrated CRMs. This eliminates the hassle of manually exporting and importing files whenever you wish to run a campaign on 8x8 Connect. Contacts API also allows you to view, create, update, delete contacts or contact groups. Users on both 8x8 Connect and 8x8 Converse, no additional implementation is required - all contacts will be automatically synced. [View API docs →](#)

8x8 Connect: Support Portal Enhancements - Users on both 8x8 Connect and 8x8 Converse, no additional implementation is required - all contacts will be automatically synced. In the latest version of the Support Portal in 8x8 Connect, users are able to: Give ratings and feedback on their support experience directly from the ticket history view Access the chatbot for support article recommendations, to chat with an agent, or leave a message via contact form.

[Login to experience →](#)

[See demo →](#)

Jitsi as a Service: improved layouts, presentation screenshots, meeting moment highlights - Designed to level up your productivity during video meetings. Layout improvements during stage view: face-centering and resizable filmstrip Presentation screenshots automatically taken during a recorded meeting with active screen sharing Moment highlights: 90-seconds video

segments generated during a recorded meeting, by manual triggers or participant reactions
[Experience Now →](#)