

8x8 Feature Highlights - Winter 2023

Last Modified on 05/05/2023 2:00 pm EDT

Unified Communications

Mobile Admin - For the 8x8 system administrator on the move, this composed experience helps boost operational efficiency and confidence in 8x8 services by surfacing key metrics and parameters. Mobile Admin simplifies access to common operational tasks and facilitates immediate visibility into incidents and updates. [Learn More →](#)

Microsoft Dynamics 365 Integration - Deeper integration with this leading CRM platform now includes compatibility with Unified Interface, the latest generation of Microsoft's UX that enables customers to tailor CX workflows within Dynamics. Customers can also benefit from single sign-on with SAML via Azure and track leads through custom lookup and search. [Learn more →](#)

Sales Engagement Integration for Salesforce - This enriched add-on experience for Salesforce users streamlines record keeping and process automation for high-volume calling environments, and enables the deployment of customized sales cadence workflows. [Learn More →](#)

SMS Spam Blocking - In addition to a user's ability to block SMS messages to their numbers, admins can now block incoming messages from certain numbers for the entire company, helping to mitigate spam. [Learn more →](#)

Calendar Event Reminders - Multi-tasking made easy! Receive calendar event reminders in 8x8 Work several minutes before a meeting starts, and join the meeting easily with one click directly from the reminder. [Learn more →](#)

User Experience Improvements for Chat Rooms and Warm Transfers - A new warning message pops up when creating or editing a chat room if the name selected is already in use. [Learn more →](#)

The warm transfer icon is automatically disabled if the maximum number of concurrent calls has been reached. [Learn more →](#)

Contact Center

Advancing 8x8 Quality Management for Digital Interactions - For contact center quality evaluators, Quality Management and Speech Analytics have added access to all digital channel details and to all attachments within those digital channels. This allows evaluators to have all the information they need for complete and comprehensive interaction evaluations. [Learn more →](#)

Globalization

Expanded PSTN Replacement Services - 8x8's Global Reach™ now extends to 58 countries, with the new additions of Ecuador and Slovakia. 8x8 remains committed to expanding support for multinational organizations looking to extend their investment in the highly-skilled and well-resourced local workforce. [Explore 8x8 global coverage and service availability →](#)