

8x8



Video Elevation

Increase FCR and reduce costs with visual guidance.

8x8 Video Elevation is a one-way video interaction channel natively embedded in 8x8 Contact Center. It empowers agents to instantly see customer-reported issues during live calls—no app download or installation required. Whether it's diagnosing product damage, helping with device setup, or offering visual onboarding, 8x8 Video Elevation eliminates the back-and-forth and reduces costly field visits.

Video Elevation turns voice-only conversations into high-touch, visual interactions. Agents can capture stills, geolocation, or toggle camera views—all with the customer's permission—to diagnose and resolve issues faster. It's native to 8x8 Contact Center, requires no additional software, and works seamlessly across devices. The result: faster resolutions, lower handling times, and a standout customer experience.

High-impact support. Low-effort experience.

During a call, agents send an SMS link to the customer, who opens it to instantly activate their mobile phone camera. The agent sees the issue in real-time and stays on the call to guide resolution—no app, no download, just instant visual support.

Key benefits

- Reduce resolution times with live video troubleshooting
- Boost customer satisfaction with personalized support
- Eliminate costly in-person visits
- Capture still images and GPS data (with permission)
- No downloads or installs needed—just a browser and a tap
- Facilitate global support by reducing potential language barriers

Real-Time Visual Assistance, Built In.

8x8 Video Elevation is a native digital interaction channel that lets agents see what customers are seeing—right in the moment. It's ideal for triaging physical issues, offering assembly help, verifying damage for claims, or guiding through software and device setup. With one-click mobile access and no apps required, it's intuitive for users of all skill levels.

Get Eyes On the Problem—From Anywhere.

8x8 Video Elevation lets you see the problem, solve it faster, and skip the truck roll. Whether you're in retail, healthcare, insurance, or roadside support, it's a smarter way to support your customers. Upgrade your CX with visual clarity built right in.

