



Agent Assist with 8x8

Turn every agent into a top performer.

8x8 Agent Assist equips agents with real-time intelligence, smart prompts, and dynamic workflows—right within their existing tools. It removes guesswork, reduces cognitive load, and builds agent confidence from day one.

With in-the-moment coaching, automated summaries, and sentiment awareness, agents can focus on the conversation—not the backend. Whether new or tenured, every agent has the tools to succeed, handle complex scenarios, and deliver service with speed and precision.

Create exceptional customer experiences.

8x8 Agent Assist is an AI-powered guidance tool that delivers real-time guidance, dynamic scripting, sentiment insight, and automated post-call summaries—all directly within the agent's workspace. Agent Assist helps your team deliver faster, more personalized service that builds trust and loyalty in every interaction to delight customers and improve CSAT.

Agents can handle interactions faster, smarter, and with greater consistency. Deliver consistent support across voice, chat, email, and digital channels with AI-driven, context-aware prompts. Agent Assist provides unified guidance regardless of channel—so agents stay efficient and customers stay satisfied.

Key benefits

- **Real-Time Guidance:** AI suggested next-best actions and responses based on live conversation context.
- **Sentiment Analysis:** Detect customer tone and adjust scripts and agent guidance instantly to reduce escalations.
- **Next-Best Actions:** Real-time, contextual recommendations reduce agent decision fatigue and speed up resolution workflows for more efficient customer handling.
- **Dynamic Agent Scripting:** Pre-approved scripts update in real-time, ensuring accuracy and compliance.
- **CRM & Tech Stack Integration:** Integrate directly into CRMs, giving agents instant access to customer info and call context.
- **Automated Call Summaries:** Reduce after-call work with auto-generated wrap-up notes and call summarizations.
- **Omnichannel AI Guidance:** Support voice, chat, email, and digital channels, with unified guidance across all, providing consistent experiences for customers no matter how they reach out.

Optimize with AI-driven efficiency.

8x8 Agent Assist streamlines contact center operations with intelligent automation and real-time support. It reduces handle time, shrinks wrap-up work, and accelerates agent ramp-up with fewer resources. By eliminating manual effort and enabling faster resolutions, Agent Assist helps teams do more—with less—while keeping quality high.

Surface upsell and cross-sell opportunities with cues and product suggestions based on live conversation data, streamlining sales motions without manual research.

Integrate with CRM & agent workflows.

8x8 Agent Assist integrates effortlessly into existing CRMs and agent desktops, eliminating the need to toggle between systems or copy and paste notes. It keeps agents focused on the customer, not distracted by the tools.

With automated call summaries, pre-filled fields, and contextual guidance delivered in real time, agents stay in the flow—reducing errors, improving accuracy, and accelerating every interaction. From auto-suggested responses to CRM-integrated call summaries, every task is optimized for speed and accuracy.

Support omnichannel experiences.

Deliver consistent, AI-powered support across voice, chat, email, and digital channels—so agents can engage confidently, no matter where the customer starts.

With unified guidance and smart prompts tailored to each channel, agents maintain accuracy, speed, and personalization at scale. It's a seamless experience for agents—and a smooth journey for customers.

Improve agent accuracy & compliance.

8x8 Agent Assist ensures every interaction aligns with policy and regulation by delivering real-time, script-based guidance and capturing accurate conversation data, even in noisy environments or with industry-specific terminology. Agents, of any experience level, always know what to say—and how to say it.

With AI-generated summaries, sentiment analysis, and keyword tracking, compliance risks are reduced, disclosures are consistently met, and documentation is reliably captured—without slowing down the workflow.

