8x8®

Increase tenant satisfaction.

Omnichannel experiences that delight teams and tenants.

The demand for social housing is increasing, adding workloads to already stretched teams.
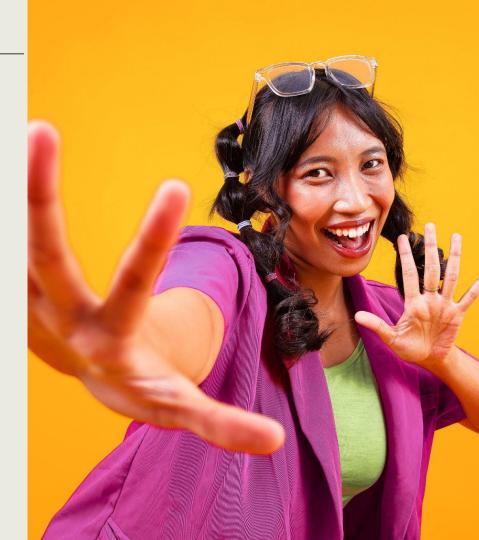
Contact centres must adapt.

90,000 new social rent homes need to be built every year— for the 10 years —to house every homeless household.
(Shelter)

Embrace omnichannel.

For housing associations, great communication isn't just nice to have—it's mission-critical.

That's why leading teams are empowering both staff and tenants with omnichannel for seamless access to voice, chat, SMS, and video.

These channels don't just improve communication, they transform the way housing associations operate, driving faster responses, better collaboration and a safer, more informed tenant experience.

Enhance tenant engagement.

Increasing tenant engagement through omnichannel experiences lays the pathway for faster resolution and higher levels of satisfaction for both tenants and agents.

Reduce frustration.

Using video to guide tenants through boiler fixes and accurately diagnose leaks and damp in real time to deliver a faster resolution, reduce frustration, call-outs and costs.
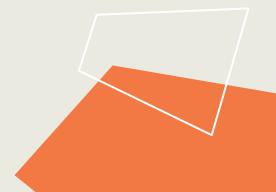
Increase accessibility.

Voice and digital AI-powered self-service environments increase accessibility and convenience. Deflecting calls and providing valuable conversation summaries and insights, while enabling a seamless agent hand-off for more complex enquiries.

Embrace convenience.

Two-way SMS and chat apps are a fast and cost-effective way to communicate and increasingly being adopted for the convenience they offer.

The best part.

Omnichannel interactions can be seamlessly passed between agents and departments in context for continuity.

Consolidate interactions.

More often than not, tenants will happily jump between chat apps to reach out to you, just as they would with their friends.

The onus, therefore, is on you to pick up conversations where they were left off, no matter how many times channels are switched.

Try to manage this without a cloud-based, omnichannel platform where your agents can easily log information all in one place and there is only one outcome.

64%

of IT and CX leaders believe cloud communications is the technology that will have the greatest impact on customer service and engagement. (8x8 2030 Vision report)

Unwrap the cloud.

Cloud communications break down traditional barriers to CX, adding a level of flexibility and agility that is not possible with traditional, legacy systems.

The 8x8® Platform for CX effortlessly consolides every interaction from voice and video to chat apps, SMS and WhatsApp, into a single interface. Agents can easily access interaction history and internal notes to provide conversations with context for seamless customer experiences.

And, 8x8® Contact Center™ integrates with Microsoft Teams**, synchronising calendars and presence to maximise your investment and improve communication throughout the organisation.

Deliver service in the digital world.

Forward-thinking customer service leaders are embracing AI and automation alongside the power of omnichannel experiences to maximise tenant safety and satisfaction.

8x8 Contact Center with 8x8® Agent Workspace™ provides a single interface to seamlessly and effectively handle all customer interactions.

Easy-to-use collaboration tools and AI-powered insights and automation enable housing associations to deliver faster resolutions to tenant enquiries.

Power tenant engagement.

Delivering tenant satisfaction requires more than just a conversation.

- Analytics.
  Deliver real-time coaching and important performance metrics including pick up time, abandoned calls, and call recordings for continuous improvement.
- Workflow management.
  Drag-and-drop technology allows team leaders to manage queues, automated next actions, alerts and tenant satisfaction surveys.
- 8x8® Remote Fix™
  Integrated video improves repair times, reduces costs.
- Automate reminders.
  Simplify the processing of arranging regular visits and reduce unnecessary return visits with SMS automated reminders.
- Process payments.
  Help tenants stay on top of their payments with secure PCI/DSS payment processing.
- Self-service.
  Give tenants access to the services 24/7.

An effective contact centre is critical to deliver tenant services and will continue to be a time-consuming struggle for those without the right technology in place.

30%

of interactions will be handled by a virtual assistant that would otherwise have be handled by a human agent, by 2031.
(Gartner)

90%

of text messages are read within 3 minutes and are 5x more likely to be read than emails.
(PCMag)

39%

of tenant service calls were successfully resolved by video.
(Platform Housing)

Why housing associations choose 8x8.

1. **Maximise tenant safety and satisfaction.**
   An omnichannel environment with speech analytics, video integration and automation for routine tasks and surveys.

2. **Improve quality of service.**
   Performance metrics with call recording for coaching and intelligent IVR for workforce management.

3. **Drive operational efficiency.**
   A single cloud-native platform for all, UC and CC users, with CRM integration secure payment and video integration.

4. **Mitigate risk.**
   Secure UK ring-fenced data, a 99.999% uptime SLA with out-of-hours support option and automation.

5. **Purchase with confidence.**
   8x8 solutions are listed to purchase on Crown Commercial Services G-Cloud and NS3 (RM6116) frameworks.

Find out more about 8x8 solutions for housing associations

Conquer complexity with 8x8.

Say goodbye to fragmented data, siloed teams, and disconnected communication, and say hello to 8x8. Connect your teams and patients and make smarter, empowered decisions with integrated AI tools and insights to create real results.

For more information contact 8x8.com