

8x8

salesforce

8x8 Contact Center for Salesforce

Deliver faster, more personalized customer service

8x8 Contact Center's tight integration with the Salesforce environment allows your business to improve agent productivity while providing more personalized service to customers. With screen pops to deliver CRM data to the desktop, agents can see why customers are contacting your business before the interaction begins, eliminating the need to jump between screens. This means that your business can handle interactions faster while delivering more contextual and consistent experiences across every channel to meet and exceed customer expectations.

What's more, the solution is quick and easy to deploy and manage, with minimal custom development required, allowing you to enjoy a rapid ROI. Ultimately, you gain the ability to elevate your contact center operations by improving metrics in key performance indicators.

Product Highlights

- Omnichannel screen pop for all interactions across voice, email, and chat
- Integrate with Salesforce Classic, Console, and Lightning
- Click-to-dial directly from a native Salesforce account
- Perform warm/cold call transfers between agents
- Route all interactions using Salesforce data and 8x8 Contact Center skills-based routing to rapidly connect customers to the right agent
- Search CRM records from the 8x8 Contact Center app's Search tab
- Integration with 8x8 Agent Workspace to handle all interactions through a single pane of glass

Key benefits

- Personalize the customer experience
- Eliminate the need for customers to repeat themselves after a transfer
- Deliver consistent customer experience across all channels
- Engage agents through a more streamlined experience
- Minimize custom development work needed to gain a rapid ROI
- Improve agent productivity

