


# 8x8 AI Studio

**Create AI agents on a platform that grows with you.**

Organizations are under pressure to move forward with AI, and the opportunity is real. From a first conversational agent to fully agentic workflows that take autonomous action across connected systems, AI is reshaping how organizations engage customers and run their businesses.

Most platforms were built around earlier constraints. Transcription-based voice processing, proprietary development environments, and surface-specific capabilities that made sense at the time are now the limits on what organizations can automate. The platforms that have not kept pace are becoming the ones that hold organizations back. 8x8 AI Studio was built without those constraints.

**From first agent to full automation. Built for where AI is going.**

8x8 AI Studio is a modern agentic AI development environment with an integrated Builder for creating conversational and agentic AI agents, natively embedded in the 8x8 Platform. It supports conversational agents for teams taking their first steps and fully agentic workflows for those ready to go further, all on the same platform, without switching vendors or rebuilding as needs grow. Built on real-time voice APIs, conversations feel natural, and customers can interrupt, pause, and recover without breaking the flow.

## Key benefits

- **Meets you where you are** – Teams start with the agent they need today and expand at their own pace, on a single platform that grows with them.
- **No rebuild risk** – Built on a modern architecture designed for how AI works today, so organizations can grow their automation capabilities without hitting a ceiling.
- **Create without developers** – Through the integrated Builder, teams describe what they need and it creates, tests, and deploys AI agents.
- **Channels included** – Voice and digital channel integrations are pre-built into the 8x8 communications backbone, with no separate setup, no custom middleware, no integration project required.
- **Platform you already trust** – Extends the value of the 8x8 platform without new vendors, new infrastructure, or new governance complexity.
- **Lower cost, faster delivery** – Teams build and maintain agents without ongoing professional services, significantly lowering the cost of ownership and getting more AI projects delivered, faster.
- **Reduces manual workload** – Starts with high-volume routine interactions and expands to agentic resolution that completes complex outcomes end to end.

## Create through Conversation. Real-time AI. Every Channel.

Teams create everything from conversational agents to agentic workflows in natural language, with no specialized developers, scripted flowcharts, or rigid decision trees, and agents operate within a single governed environment where every voice and digital interaction feeds back in real time. Every 8x8 user can also create a personal AI agent, so adoption starts with individuals and scales naturally to the organization.

## Vertical Fit

- **Financial Services** — Enable customer authentication, account inquiry, and fraud detection workflows that complete end-to-end without live agent involvement for routine requests.

- **Retail and eCommerce** — Handle order status, returns, and customer verification at scale across voice and digital channels, with real-time CRM updates at every step.

- **Healthcare** — Automate patient intake, appointment scheduling, and record updates across voice and digital channels, freeing front-desk teams to focus on the patients in front of them.

## Capabilities

- **AI Studio Builder:** Create, test, and manage agents through natural language conversation. Describe what you need and the Builder creates, tests, and deploys it.

- **Real-time voice API integration:** Delivers voice directly into the LLM with no transcription intermediary, enabling natural, low-latency conversation across voice and digital channels.

- **Action-layer connectivity:** Connect agents to CRMs, ticketing systems, and third-party services to query data, update records, create tickets, authenticate customers, and trigger notifications without integration code.

- **Channel unification:** One agent definition runs across voice, SMS, WhatsApp, 8x8 Work Chat, and embeddable web widgets, with no SIP configuration or separate builds.

- **Persistent caller memory:** Recognizes returning callers by bringing together saved memories, past interaction summaries, and contact center history into a single caller view.

- **Real-time translation on call transfer:** Bridges language gaps as an agent hands off to a human, translating each side's speech into the other's language.

- **Advisor:** Gives human-led teams live, AI-assisted support during a call, including real-time context, checklists, and the ability to look up information or act.

- **Authenticated apps:** Build real web applications, including dashboards and customer portals, with built-in sign-in through 8x8 single sign-on, magic link, or SMS code.

- **Escalation, access controls, and governance:** Define escalation logic and handoffs with full context preserved, with access controls, defined guardrails, and governance built in. GDPR compliant and HIPAA ready.