



8x8 ICA Voice Intelligent Directory

Deliver automated, human-like service.

An AI-powered speech-enabled intelligent directory that connects callers instantly.

Providing rapid, effective customer service is critical to the success of any business. Yet, when it comes to routing calls, balancing cost containment with service quality is far from easy. Traditional methods of routing force businesses to choose between customer satisfaction and operational efficiency.

- Live operators drive up costs while forcing customers to wait during peak demand.
- Automated touch-tone menus frustrate customers who may abandon calls as they struggle to navigate lengthy or confusing menus.

8x8 ICA Voice Intelligent Directory solves this problem by providing an intuitive, AI-powered, speech-enabled solution that allows customers to speak the name of the person, department, or service they wish to reach within an organization and instantly connect.

Transform the customer experience.

With 8x8's ICA Voice Intelligent Directory, businesses can deliver a fast, conversational experience that directly connects customers to the person, department, or service they need.

Callers can simply speak their request, which is then matched against a comprehensive directory which connects them within seconds due to seamless integration with 8x8 Contact Center and 8x8 Work.

Key benefits

- **Human-like, conversational experience:** Leveraging advanced speech recognition, customers simply say the name or department they need, creating a smooth, natural interaction.
- **Improved customer satisfaction:** Customers connect directly to the right person or department without the friction of a multi-step menu, making every call a positive interaction that boosts customer loyalty.
- **Improved efficiency:** Eliminate cumbersome touch-tone menus and wait times, ICA Intelligent Directory speeds up call resolution, freeing staff to focus on complex customer needs.
- **Reduced operational costs:** Automated routing reduces the need to hire additional staff.
- **Ease of use:** User-friendly, graphical no-code designer reduces dependency on IT by enabling business users to easily manage ongoing changes.
- **Powerful analytics:** Quickly identify patterns, usage level improvements, etc.