



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.

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, 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 with no transcription intermediary, conversations feel natural and customers can interrupt and engage freely.

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 platforms that hold organizations back. 8x8 AI Studio is built for where AI is going.

Key benefits

- **Meets you where you are** – Supports conversational agents for teams starting out and agentic workflows for teams ready to go further, 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.
- **Unified interaction data** – Every voice and digital interaction feeds back into the 8x8 platform in real time, giving agents the context they need to act intelligently across every channel.
- **Platform you already trust** – Extends the value of the 8x8 platform without new vendors, new infrastructure, or new governance complexity.
- **AI for every employee** – Every 8x8 user can create their own personal AI agent through the Builder, whether a call screener, personal assistant, or after-hours responder, without IT involvement or waiting for an organizational rollout.

Create through Conversation. Real-time AI. One platform.

8x8 AI Studio gives teams an integrated Builder to create AI agents that handle everything from conversational interactions to complex agentic workflows. Teams describe what they need in natural language and the Builder creates, tests, and deploys it — no specialized developers, scripted flowcharts, or rigid decision trees. Agents deploy across voice and digital channels pre-built into the platform, connect to the business systems organizations already use, and operate within a single governed environment. Every 8x8 user can also create their own personal AI agent through the Builder — 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.
- **IT Helpdesk & Internal Ops** — Automate IT support requests, ticketing integration, and internal documentation workflows, freeing teams for work that requires a human.

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.
- **Pre-built channel deployment** — Agents go live on 8x8 voice and digital channels without SIP configuration or third-party channel integration.
- **Escalation and human-in-the-loop controls** — Define escalation logic and handoff conditions with full context preserved at every transfer to a live agent.
- **Access controls and governance** — Authorized users retain full control over agent scope, boundaries, and escalation logic, with defined guardrails and governance built into the platform.