



8x8

Improving tenant satisfaction and safety with modern communications.

Increase tenant satisfaction with a design-led approach.

The intuitive, design-led interface that powers the 8x8 Contact Center™ streamlines tenant interactions and offers agents a simple, efficient, and engaging way to deliver positive experiences.

Developed with universally familiar and friendly design patterns, agents can resolve enquiries faster. Automated workflows and streamlined navigation empower your agents to provide frictionless tenant experiences and maximise feedback from tenant satisfaction surveys.

Make each interaction more tenant-centric.

Expectations around customer service continue to rise. With multiple communication channels, together on a single pane of glass, 8x8 is perfect for today's omnichannel contact centre environments. Plus, tenant data is intelligently stored and readily accessible, empowering agents to handle interactions more efficiently.

Agents can connect with experts simply and effectively across the organisation, process arrears collections and use video to assess and provide remote fixes to service requests.

Supervisors and team leaders can quickly manage workflows to adapt to unexpected situations, while speech analytics ensure behaviour and compliance targets are met.

Key benefits

- Maximise tenant safety and satisfaction with omnichannel experiences and call and sentiment analysis.
- Deliver a higher quality of service with real-time video for remote fixes and self-service environments.
- Optimise workflows with cross platform call analysis.
- Connect the contact centre with the rest of the organisation for faster problem solving, better collaboration and lower TCO.
- Create operational efficiency with 50+ apps out of the box, including Microsoft Teams.
- Drive compliance and reliability with 8x8, the only vendor to offer a platform-wide 99.999% uptime SLA, UK ring-fenced data and a single governance, security, compliance, and data privacy policy.

New tenant onboarding is faster and easier with an omnichannel environment and self-service options. Tenants can choose how to connect with landlords, and agents have a single view of all interactions to reply in context.

Rent collection, arrears and recharge processes are faster and more efficient with secure PCI/DSS payment processing and simple workflows for delivering reminders and alerts.

Repairs and service requests can be fulfilled remotely. Burst pipes and damp are easily investigated, and tenants can be guided through simple fixes such as boiler resets with 8x8 Remote Fix™, reducing unnecessary call-out charges.

Compliance property checks are quickly arranged and appointment reminders sent via SMS with text-to-speech for maximum reach and to reduce the need for unnecessary return visits.

Tenant feedback is easily obtained with automated surveys, and satisfaction rates are improved with speech and sentiment analysis to guide agents through interactions for best possible outcomes.

Metrics and reports provide valuable insights into trends, with granular detail including: call metrics, abandoned and answered calls, call duration and end-to-end journey analytics. Customisable reports and call recordings can be delivered regularly or generated on demand to give supervisors the information they need to identify training and performance requirements and make informed decisions for continuous improvement.

Integrations are plentiful with open APIs and 50+ out-of-the-box integrations, including CRM, Teams and internal ticketing systems, providing a consistent experience across internal teams and customer-facing contact centres.

Find out more about [8x8 solutions for housing associations](#)

