



Auto Quality Management & Interaction Analytics

See, score, and act on every conversation—transforming CX with AI.

8x8 Auto Quality Management & Interaction Analytics is an AI-powered platform that analyzes 100% of your customer interactions—across voice, chat, and digital channels. It automatically scores conversations, flags risks, uncovers sentiment and root causes of customer frustrations, and fuels real-time suggestions for agents. This replaces slow, biased, manual QA processes with scalable, objective insights that improve agent performance and customer satisfaction.

Unlike fragmented analytics tools that rely on sampling and lagging metrics, 8x8 Auto Quality Management & Interaction Analytics integrates deeply with your contact center—combining automated QA, real-time coaching via 8x8 Smart Assist, and unified insights in one seamless workflow. This empowers CX leaders to reduce costs, boost customer loyalty, and coach smarter, all while eliminating guesswork.

Key benefits

- Analyze 100% of conversations, not just a sample.
- Reduce QA costs with AI-led automation.
- Improve CSAT and NPS with powerful sentiment tracking.
- Fuel 8x8 Smart Assist for better real-time suggestions.
- Uncover root causes to reduce churn and repeat contacts.

From every call to every decision—smarter CX starts here.

Whether you're aiming to elevate CSAT, reduce churn, or drive operational efficiency, 8x8 Auto Quality Management & Interaction Analytics makes it possible by delivering actionable insights and automation across your entire contact center. A deep integration with 8x8 Smart Assist means bringing together conversation analysis, agent assist, and outcome tracking—turning every team into a customer-facing team that drives growth.

AI-powered conversation analysis & coaching.

8x8 Auto Quality Management & Interaction Analytics transforms how CX and operations leaders understand, evaluate, and improve customer interactions. By applying advanced AI and machine learning to every conversation, it surfaces the trends, compliance risks, and coaching opportunities that matter most—delivering proactive insights across your organization.

Beyond post-call dashboards, the platform integrates with 8x8 Smart Assist to provide live coaching and issue detection. From sentiment shifts to missed compliance steps, every conversation becomes a chance to elevate performance and protect your brand.

Transform your CX—get started today.

Ready to stop guessing and start knowing? With 8x8 Auto Quality Management & Interaction Analytics, you'll see the full picture of your customer interactions, automate quality, and coach your teams in the moment. Contact us to see how you can drive better outcomes, reduce costs, and build lasting customer loyalty.

