



8x8

8x8 Resolve

Critical communications for the workforce that keeps things running.

Most organisations have no reliable way to reach the people who keep them running. Shift workers, warehouse staff, retail associates, and field technicians make up 70–80% of the workforce in many industries, yet they have no corporate laptop, no reliable email access, and no consistent connection to the systems that run the business. When something goes wrong, they are the last to know.

IT, HR, and operations teams patch together manual call trees, WhatsApp groups, and email lists to fill the gap. These tools fail at exactly the moment they are needed most.

The critical communications solution built for your entire workforce.

8x8 Resolve makes it simple to reach every employee, resolve every event, and move on.

Simple to set up: AI builds escalation workflows from a natural language description.

Simple to use: Employees receive and acknowledge alerts on the channels they already use, with no app to download and no corporate login required.

Simple for what comes next: 8x8 Resolve automatically triggers contact center queues so teams focus on fixing the problem, not communicating about it.

For more information, call 1 866 879 8647 or visit 8x8.com.

Key benefits

- **Reach every employee, everywhere:** Delivers across SMS, Voice, WhatsApp, and the 8x8 Work app with no corporate login or separate app required. Designed specifically for deskless and digitally isolated workers.
- **Guaranteed cut-through:** If an employee doesn't acknowledge on one channel, 8x8 Resolve automatically escalates to the next.
- **Always-accurate targeting:** Dynamic recipient groups sync automatically with Microsoft Entra ID, Google Workspace, Okta, and Workday. No manual list management.
- **Two-way intelligence:** Employees report incidents conversationally via SMS or WhatsApp. An AI agent collects the details and drafts a structured incident for admin review. (Planned)
- **Full audit trail:** Every communication is logged, timestamped, and exportable..
- **Flexible pricing:** Priced per contact stored, with free and paid tiers that admins toggle per employee.
- **Platform you already trust:** Built natively on 8x8's CPaaS, UCaaS, and CCaaS infrastructure. No third-party vendors. No separate contracts. No integration projects.

Reach, Logic, Resolution on one platform.

8x8 Resolve gives operations, IT, HR, and facilities teams a single hub to orchestrate critical communications across every employee and connect each event directly to the action needed to resolve it.

- **Reach:** Employees are contacted across 8x8 Work, SMS, Voice, and WhatsApp with no dependency on a corporate login, email address, or app engagement.
- **Logic:** Sequential workflow engines escalate automatically across channels until acknowledgment is confirmed. Workflows trigger from webhook, scheduled time, or inbound SMS and voice.
- **Resolution:** Employees report incidents conversationally via the company's SMS number or WhatsApp account. An AI Studio agent asks clarifying questions, drafts a structured incident, and notifies the relevant team once the admin approves.

Vertical Fit

- **Retail:** POS failure, store closure, safety incidents, and urgent staffing updates: teams notified in seconds, without manual coordination.
- **Healthcare:** Code Blue alerts, EHR downtime notifications, and emergency staffing recalls via compliant CPaaS voice and SMS delivery.
- **Manufacturing:** Safety alerts, production line disruptions, and shift communications to workers with no corporate email or laptop.
- **Social Housing:** Field tradesperson reach, post-incident compliance records, and duty of care audit trails for regulatory requirements.
- **Utilities:** Outage coordination, field safety notifications, and OFGEM duty of care compliance.
- **Education and Campus Safety.** Campus lockdowns, staff coordination, and urgent operational updates across SMS, voice, and WhatsApp.

Capabilities

- **Multi-Channel Orchestration:** Simultaneous broadcast across SMS, Voice, 8x8 Work, and WhatsApp with cascading escalation rules and channel prioritisation.
- **AI-Powered Incident Reporting:** Conversational AI agent captures, structures, and routes employee-reported incidents via 8x8 Resolve-enabled channels. (Planned)
- **Dynamic Targeting:** Recipient groups based on role, department, and location, auto-synced via HRIS including Microsoft Entra ID, Google Workspace, Okta, and Workday.
- **API-Driven Workflow Automation:** Event-triggered communications from external systems including, Workday, and custom HRIS platforms.
- **Real-Time Delivery Dashboard:** Live tracking of message delivery, opens, acknowledgments, and response rates across all channels and recipients.
- **Full Audit Trail:** Exportable logs with complete communication history per event, built for regulatory and post-incident review.

