8x8

8x8 for Education

Good communications options, across a range of digital and voice channels, are essential for optimal educational experiences and accessible learning environments.

Attract and engage the best students

Students expect seamless communication experiences through the channel of their choice, with many preferring to start conversations using chat apps.

This means, education providers must embrace omnichannel communications to attract and engage the best students.

A consistent approach to student welfare and educational progress requires a platform that brings together voice, video and chat to add context to communications throughout every stage of the student journey—from application, through clearing and graduation.

Meet changing communication needs

Throughout the academic year, communication needs fluctuate. These fluctuations are easily managed with 8x8's platform to effortlessly connect students, academics, and office teams with intuitive collaboration tools.

AI-powered self-service provides 24/7 access to FAQ's and personalised learning resources and seamless integrations with Microsoft Teams, CRM and other business systems provide academic and administration staff with the information they need to respond to enquiries faster.

During clearing, 8x8 Analytics simplifies the process of handling large numbers of enquiries. Team leaders can monitor KPIs and easily add users to manage peaks in performance, while agents can collaborate with academics and back office staff to deliver faster, first-time resolutions to ensure no student is left behind.

Key benefits

- **Collaboration.** Intuitive, easy-to-use collaboration tools connect students, academics, front desk and administration teams for a faster resolution to enquiries.

- **Analytics.** Real-time and historic insights help identify pain points and allow for better planning, automation, KPI monitoring and workforce management.

- **Remote tutorials.** Video interactions and screen sharing give a personal element to remote lessons and 121 study sessions, which can be stored for use as a revision tool.

- **Clearing**. AI-powered self-service environments, intuitive user interfaces for collaboration, and scalability to add users at peak times make clearing smoother and more accessible.

- **Reliability and security.** Keep communication safe and secure with a 99.999% uptime SLA, UK Ring-fenced data, GDPR, NPSA and SOX compliance.

For more information, call 0333 043 8888 or visit 8x8.com.

Personalise learning experiences

Students thrive with personalised learning experiences that give them the freedom to access resources and seminars from the comfort of the device, location and application of their choice.

8x8 integrates contact centre, chat and voice to deliver better student and staff experiences. A choice of channels improves accessibility and delivers context to conversations. Context allows academics and administration teams to deliver personalised, consistent, experiences and students and staff alike are able to retain records of conversations and video tutorials for reference and revision purposes.

Personalised SMS and WhatsApp messaging is a great way to ensure important information including guest speaker appearances, seminars and social events are read.

Optimise productivity

The 8x8 Contact Center enhances user and agent experiences with AI-powered insights and automation to direct calls to the right departments and contextual hand-off for chats when human intervention is required.

Forecasting traffic volumes and scheduling resources is simplified with 8x8's workforce management tools, while Supervisor Workspace provides team leaders

with customisable dashboards. Real-time data and alerts provide the information needed to monitor KPIs, take remedial action and ensure the best possible performance.
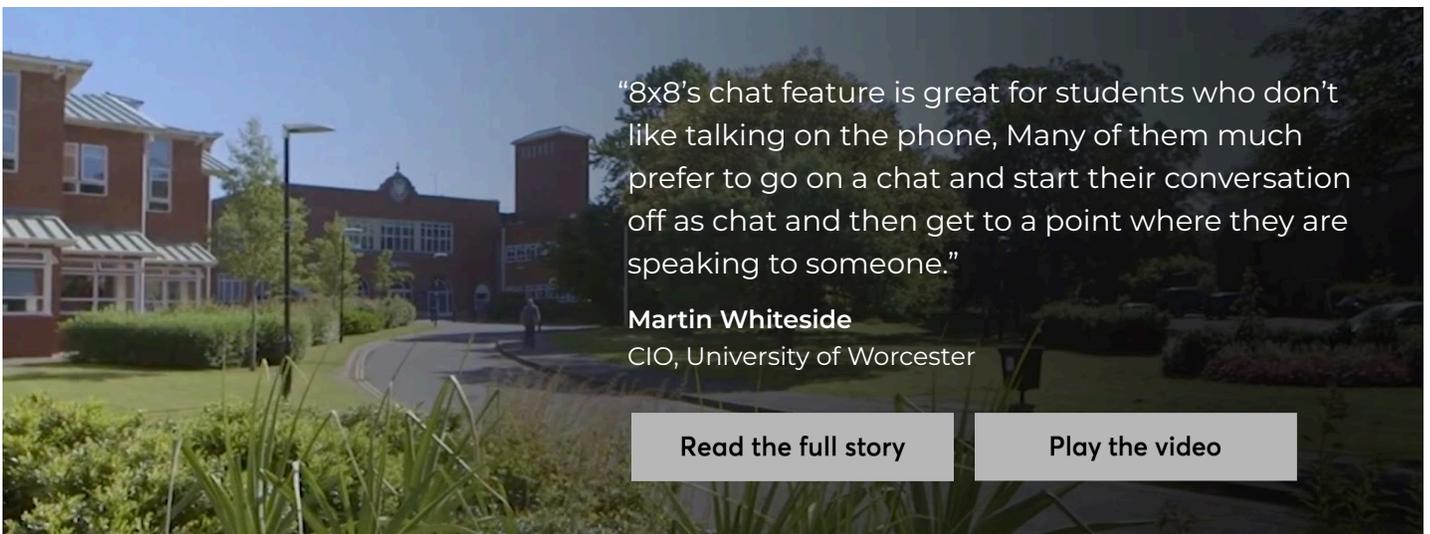
Analytics and Insights

Preparing for clearing, exam result days and the start of the academic year is straightforward with 8x8 Analytics. 8x8 Analytics provides historic information and end-to-end journey analysis across all communication channels to help plan resources and identify areas for improvement and automation.

Day-to-day, real-time reports and alerts provide front desk and contact centre team leaders with the information they need to manage call queues and ensure timely responses.

Scalable, secure and reliable

8x8 brings your communications together, with integrations to Microsoft Teams and other business systems for secure information sharing and ease of use. Centralised administration makes it easy to monitor communications and manage user profiles to support a phased roll-out or scale-up for clearing and other peak times, while a 99.999% uptime SLA, GDPR and other compliance certifications keep your communication connected and secure throughout the academic year.

"8x8's chat feature is great for students who don't like talking on the phone, Many of them much prefer to go on a chat and start their conversation off as chat and then get to a point where they are speaking to someone."

Martin Whiteside
CIO, University of Worcester

Read the full story   Play the video

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