

# 8x8 Service Management

Optimizing your Business Resources Starts with 8x8 Service Management

## The support you need for your communications experience.

8x8 Service Management's offering delivers best practices, tailored configurations, and provides a single point of contact with 8x8 so your organization can expand on its opportunities. With 8x8 Service Management offering, you can ease the burden on your IT team or enhance their capabilities, leading to the seamless achievement of your organizational objectives.

For more information, please contact your Account Manager.



## Solutions Delivered

- Solution based management for Call Center (CC) and Unified Communications (UC)
- Implement and continuous fine tuning Intelligent Customer Assistant (ICA) to ensure alignment with business goals.
- Design and implement queues, channels, and call flows.
- Custom reports and dashboards.
- Design, implement, change Interactive Voice Response (IVR) flows.
- Intelligent IVR brings friendly high level automated service for customer interactions with reduced costs.
- Assist with moves, adds, changes (MAC).
- Assist with skill group assignments.
- Set up QM templates.
- Configure custom Speech Topics.

## Benefits

- Single point of contact for your 8x8 solution.
- Internal 8x8 Advocate to represent your needs.
- Reduces need for in-house administration and management.
- End-users can have access to 8x8 experts.
- Increase ROI - Get most out of your 8x8 investment.
- Industry best practices recommendations.