



Optimize Your Workforce

See Every Interaction. Optimize Every Shift.

Over 50% of contact center leaders cite staffing as a top challenge — yet most evaluate less than 5% of interactions manually, leaving compliance risks and coaching gaps invisible. Rising customer expectations and agent burnout make the cost of disconnected workforce tools higher than ever.

8x8 Workforce Engagement Management unifies forecasting, scheduling, quality management, and interaction analytics on one platform. Organizations gain complete visibility across every shift and every interaction — so workforce decisions drive measurable improvements in service quality, agent retention, and customer satisfaction.

One Platform. Measurable Results.

Organizations see schedule adherence improve 20–30% within 90 days with 8x8 WFM. Verint WFM users achieve 10–15% labor cost reductions. Calabrio WFM reduces attrition by 20–30%. And 8x8 AQM replaces manual sampling with 100% interaction coverage without adding headcount.

As AI absorbs routine workload, human agents handle more complex, demanding interactions. Effective workforce planning, quality management, and coaching matter more, not less. 8x8 ensures organizations are equipped to support their human workforce at the exact moment the stakes are highest.

Key benefits

- **Full interaction coverage** – Score 100% of calls automatically, zero blind spots.
- **Smarter scheduling** – AI forecasting puts the right agents on every shift.
- **Lower attrition** – Flexible, self-service scheduling keeps agents engaged.
- **Faster coaching** – AI scoring delivers feedback before behavior becomes habit.
- **One platform** – WFM, QM, and analytics unified

One Platform to Grow with You.

WEM capabilities layer directly onto the 8x8 Contact Center, sharing the same data model as routing, reporting, and agent workspaces — no bolt-on complexity, just one platform that grows with the organization.

A WEM Solution for Every Stage

8x8 WEM is a tiered portfolio — from entry-level WFM to enterprise-scale interaction intelligence. Organizations start where they are and expand when ready, with every solution natively integrated into the 8x8 Contact Center.

WFM, QM, and Analytics share one platform and one data model. Fewer vendors, lower TCO, and an interaction data foundation that supports — rather than undermines — AI investment.

Real Results. Real Organizations.

LSH Auto cut wait times by 50%. BCU Credit Union saved \$100K with automated QM. Texas County & District Retirement System uses 8x8 to forecast staffing needs seamlessly.

Key verticals:

- **Retail:** AI-powered forecasting and automated quality coverage keep service levels consistent through seasonal spikes, when manual QA and spreadsheet scheduling break down most.
- **Healthcare:** Automated QA and WFM help healthcare contact centers maintain compliance across 100% of patient interactions while managing fluctuating volumes without overstaffing.
- **Financial Services:** Compliance-driven scheduling and transcript-backed quality evaluations ensure every agent interaction meets regulatory standards — at scale, without manual sampling gaps.
- **Academia:** Education focused contact centers manage unpredictable enrollment and support volume spikes with WFM forecasting, while AQM ensures consistent service quality across every student and parent interaction.
- **Manufacturing:** Distributed field support and customer service teams use 8x8 WEM to align staffing with production cycles and equipment issue surges, while automated QM maintains compliance and coaching consistency across locations.

WEM Solution Suite.

- **8x8 Workforce Management** – Native WFM; automated forecasting, scheduling, intraday management; included at no added cost.
- **Calabrio WFM** – Agent self-service, shift bidding, mobile access; built for midmarket retention.
- **Verint WFM** – AI forecasting, compliance scheduling, multi-site optimization; built for enterprise scale.
- **8x8 AQM** – 100% interaction scoring, all question types, answer-reference mapping; every pricing tier.
- **8x8 Voice, Text & Sentiment Analytics** – Sentiment, topic tagging, root cause analysis; natively embedded.
- **8x8 Auto QM & Interaction Analytics** – Predictive CSAT, 28+ emotions, 1,200+ categories, real-time Agent Assist.

Complete Visibility for Your Team

Whether you are replacing manual scheduling, eliminating QA blind spots, or building an enterprise-grade optimization program, 8x8 meets you where you are. Talk to an 8x8 expert to see how WEM can work for your team.

“8x8 helps us identify if we’re on target serving our customers. And having it all in one place will make for better calibration between sites, so we can be consistent about scoring calls companywide.”

Mark Groveunder Senior Vice President
of IT and Services

Acer