



8x8 Workforce Management

Integrated Staffing. Immediate Impact.

8x8 Workforce Management simplifies contact center operations by replacing manual spreadsheets with automated scheduling, forecasting, and real-time adherence tools. It delivers value fast—no separate platforms, no complex deployments.

Included with 8x8 Contact Center, 8x8 Workforce Management is easy to activate with a self-service model—no IT lift, no professional services required. Supervisors gain real-time visibility into staffing needs, while agents enjoy better transparency and fewer missed shifts. It's operational agility, built in.

No Complexity. All Capability.

8x8 Workforce Management is designed to eliminate the limitations of manual spreadsheets, offering a faster, more scalable path to intelligent staffing and scheduling. With built-in forecasting and scheduling tools, it enables smarter staffing without requiring a dedicated admin or WFM specialist.

By delivering just the right capabilities—without unnecessary complexity—8x8 ensures fast time to value. You'll meet SLAs more consistently, reduce labor costs, and support agents more effectively from day one.

Key benefits

- Launch and see results fast—self-service activation, no IT or PS required
- Reduce labor costs through optimized forecasting and automation
- Improve agent satisfaction with schedule transparency and flexibility
- Meet SLAs with dynamic scheduling and real-time adherence
- Streamlined deployment—embedded in the 8x8 Contact Center platform

Capabilities

- Integrated with 8x8 Contact Center for seamless activation and unified staffing
- Forecast demand with built-in modeling and real-time data ingestion
- Manage daily operations with intraday schedule adjustments
- Monitor agent adherence in real time to maintain SLA consistency

Optimize, Empower, and Adapt.

8x8 Workforce Management empowers contact centers to operate more efficiently while improving agent experience. Real-time intraday management and built-in forecasting tools help reduce wait times and meet performance targets.

By aligning workforce data with routing and analytics, it ensures the right people are in the right place—at the right time. From better SLA adherence to reduced churn, it turns staffing into a competitive advantage.

Smarter Schedules Start Here.

Say goodbye to scheduling guesswork. With 8x8 Workforce Management, agents gain flexibility, supervisors gain control, and your business gains results. Integrated, agile, and easy to use—this is workforce management redefined.

