



Smarter Employee Productivity, Powered by AI

Practical AI, built for work.

8x8 integrates built-in, trusted AI into every interaction—so your teams stay responsive, informed, and focused on what matters most. From meetings to messages and calls, AI works behind the scenes to capture, summarize, translate, and optimize every conversation—without slowing your team down. It's practical by design, enhancing the way teams already work to drive faster adoption and better results. Designed with compliance in mind, it gives you speed and intelligence without sacrificing control or security. The result? Fewer distractions, faster decisions, and more impact across every channel.

Proven accuracy. Real results.

Every great AI experience starts with clean, trusted input. That's why transcription accuracy isn't just a stat—it's a foundation. In testing by the [Tolly Group](#) (Feb 2025), 8x8 achieved the best overall performance, with an average 4.54% word error rate across 15 English-language samples featuring diverse accents. We didn't win by chasing speed—we won by prioritizing fidelity. This level of precision improves every downstream capability, from summaries and sentiment to action items and LLM performance—ensuring AI reflects what was actually said, not just what it heard.

AI that fits your tech stack—and your strategy.

Whether it's transcription, translation, or conversation intelligence, it works out of the box and at scale. Also, with support for your preferred providers and bring-your-own (BYO) flexibility, we enable you to use the AI tools that fit your business needs—while keeping everything seamlessly integrated.

Key benefits

- Boost productivity with AI-powered post-call and post-meeting transcriptions, summaries, and action items that reduce manual work and speed up follow-ups.
- Improve collaboration across distributed teams with live translation and late-joiner summaries that keep every meeting participant aligned.
- Ensure clarity and accountability with AI-generated recap emails and shared outcomes that reinforce alignment and follow-through after every conversation.
- Streamline communication using AI-powered chat assistance to write and respond with the right tone and message.
- Enhance visibility through searchable records of calls, meetings, and messages—no need to replay conversations.
- Simplify operations with built-in AI across voice and messaging, custom transcription support, and reliable ML-powered global call quality.

Every meeting, captured instantly.

Let AI handle the documentation—so your teams stay present and productive.

- Live transcription includes speaker detection and support for 50+ languages.
- Automatically extracts action items and key decisions during the meeting.
- Sends post-meeting summaries and private late joiner recaps—ensuring everyone stays aligned, even if they arrive late.
- Reduces the need for rewatching recordings or manually capturing key moments.

Smarter follow-ups, delivered automatically.

AI keeps work moving after meetings—without reminders, manual recaps, or extra follow-up effort.

- Meeting summary emails highlight key takeaways, action items, and who's responsible.
- Removes the need for manual recap messages or documentation after the call.
- Helps hybrid and distributed teams stay on the same page—even after the meeting ends.

Clearer chats, better alignment.

Keep chat threads actionable, consistent, and clear—powered by messaging AI.

- Summarizes long 1:1 and group threads into quick recaps with key takeaways.
- Identifies open questions, decisions, and next steps to keep teams focused.
- Compose with AI offers suggested replies with selectable tone and style, helping users communicate faster and more effectively.

Voice that doesn't need replaying.

Turn calls and voicemails into a searchable source of truth for action and alignment.

- Calls and voicemails are transcribed with high accuracy for easy review and handoffs.
- Automatically generates post-call transcriptions, summaries, and action items to simplify follow-ups, coaching, and documentation—without needing to re-listen.
- Summaries and transcripts can be exported via API to CRMs, QA tools, and analytics platforms for streamlined record keeping.

Reliable AI, tailored to your team.

Supports your voice performance and adapts to your organization—no extra effort needed.

- ML-powered Global Reach™ and real-time monitoring ensure reliable, high-quality calls.
- Custom Dictionary improves transcription accuracy for your business-specific language.

Ready to help your teams move faster and work smarter?

Explore how AI-powered messaging, meetings, and voice can reduce manual work, improve alignment, and help your teams stay focused—no new apps or complicated setups required.

Visit [our website](#) to see how AI can boost productivity across every interaction.