

The logo consists of the text '8x8' in a bold, white, sans-serif font, positioned in the top left corner of the image. The background of the image shows a woman in a call center wearing a headset, looking towards the right. The overall scene is brightly lit, suggesting an office environment with large windows.

8x8 Conversation IQ

Smarter conversations. Stronger outcomes across every user, team, and role.

Extract insights from every conversation instantly and at scale.

8x8 Conversation IQ transforms everyday conversations into actionable intelligence, helping organizations uncover trends, ensure consistency, and coach more effectively across every role.

Conversation IQ brings AI-powered speech analytics and quality management to every part of the business — from front-line teams to hybrid workforces.

With fast deployment and no need for new systems, Conversation IQ brings transcription, summarization, sentiment and speech analytics, and action items, traditionally available only to the contact center, to all customer-facing roles. Users can easily review their own interactions for quick takeaways, while managers and team leads track trends and uncover insights through keyword tracking, sentiment detection, and visual dashboards — all within the 8x8 ecosystem.

“There was just this sense of comfort that we got from working with 8x8. And of course, the product itself is wonderful.”

Mobashir Ahmed, IT Manager - Fred Loya Insurance

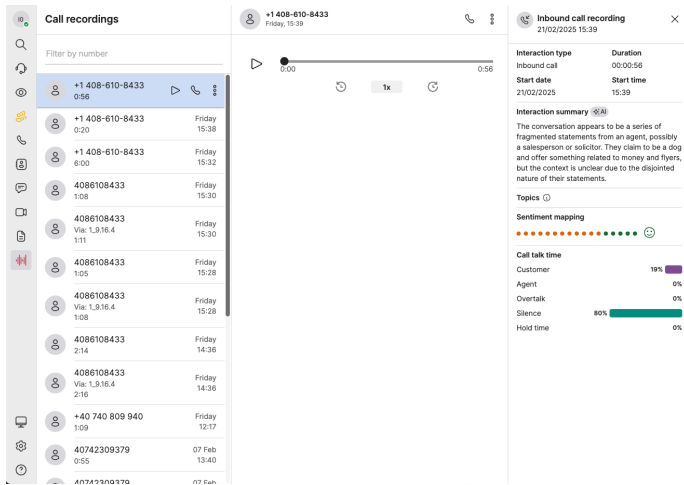
For more information, visit 8x8.com.

Key benefits

- **Empower faster and smarter coaching** with insights from AI summaries, sentiment, and key moments.
- **Ensure consistent communication quality** through standardized evaluations and compliance workflows.
- **Accelerate time to value** with easy deployment and built-in coaching templates.
- **Reduce risk** with automated policy alerts, transcription-based QA, and audit-ready reporting.
- **Drive measurable outcomes** across every customer-facing team with complete visibility into conversations.

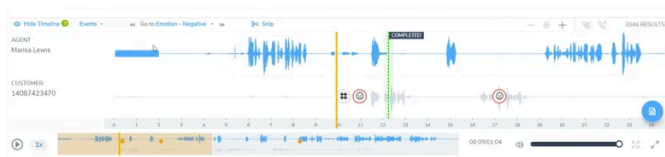
See what happened — without replaying calls.

Every recorded interaction comes with an AI-generated summary, key topics, sentiment, and speaker breakdown — so users can quickly see what was said, how it was said, and what needs attention.



Capture every voice. Surface every insight.

Accurate transcripts make every conversation easy to search, summarize, and act on so nothing gets missed. Managers can quickly find key moments, identify coaching opportunities, and extract trends like sentiment, silence, and talk time — all without scrubbing through raw recordings.



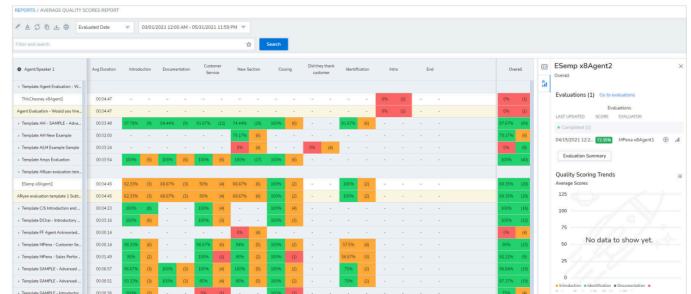
Reveal trends and sentiment in real time.

Track usage of critical phrases and detect customer sentiment using customizable keyword alerts and emotional tone analysis. Visual dashboards provide managers with a pulse on engagement and service quality across teams.



Empower managers to coach consistently.

Use built-in evaluation templates and scoring tools to benchmark professionalism and performance. Managers and team leaders can tag and comment on key moments for feedback, helping reinforce consistent communication standards across roles and teams.



Unlock insight. Drive better conversations.

Discover how conversation intelligence can reduce manual oversight, improve performance, and help teams stay aligned — no extra tools or complex setup required.

Visit [Conversation IQ](https://www.8x8.com) to see how 8x8 can help your teams coach smarter and stay compliant.