KCOM Business | 8x8

8×8 Mobile Admin

Boosting operational efficiency for the system administrator on the move

Confidently work from anywhere

8×8 Mobile Admin is the perfect solution for system administrators who seek more agile ways to complete everyday operational tasks, maintain oversight of system status and respond fast to service-impacting incidents. Mobile Admin is a composed experience that's available within the 8×8 Work app, which enables admins to manage users and settings easily, whether they're in the office, at home, or on the move.

Extended productivity

System administrators are able to manage users across the organisation from their mobile device. From a single dashboard, they can view users, licenses, and phone numbers across all sites giving them immediate access to system information. The on-screen performance analytics dashboard displays important status information and helps flag any urgent system changes that might be required.

Empower your administrators with greater control

This composed experience is fully synchronized with the main 8×8 Admin Console, empowering administrators to make immediate improvements to ring group, call queue, and auto attendant settings in real-time. Instant alerts of any operational disruption help admins react quickly and ensure any operational impact is minimised. By easily managing members in ring groups and call queues, as well as enabling auto attendants, administrators have control to oversee all system users and performance.

Key benefits

- Always stay informed and receive alerts and impactful insights directly on your mobile.
- Personalised experience with functions tailored to their specific needs
- Optimise administrator performance by simplifying common operational tasks
- Proactively detect costly issues with quick access to time-critical alerts and admin settings
- Improved visibility and resolution from a single dashboard helping monitor quality and managing configuration organisation-wide