

8x8 Contact Centre for Salesforce

Deliver faster, more personalised customer service

8x8 Contact Centre's tight integration with the Salesforce environment allows your business to improve agent productivity while providing more personalised service to customers. With screen pops to deliver CRM data to the desktop, agents can see why customers are contacting your business before the interaction begins, eliminating the need to jump between screens. This means that your business can handle interactions faster while delivering more contextual and consistent experiences across every channel to meet and exceed customer expectations.

What's more, the solution is quick and easy to deploy and manage, with minimal custom development required, allowing you to enjoy a rapid ROI. Ultimately, you gain the ability to elevate your contact centre operations by improving metrics in key performance indicators.

Product Highlights

- Omnichannel screen pop for all interactions across voice, email, and chat
- Integrate with Salesforce Classic, Console, and Lightning
- Click-to-dial directly from a native Salesforce account
- Perform warm/cold call transfers between agents
- Route all interactions using Salesforce data and 8x8 Contact Centre skills-based routing to rapidly connect customers to the right agent
- Search CRM records from the 8x8 Contact Centre app's Search tab
- Integration with 8x8 Agent Workspace to handle all interactions through a single pane of glass

Key benefits

- Personalise the customer experience
- Eliminate the need for customers to repeat themselves after a transfer
- Deliver consistent customer experience across all channels
- Engage agents through a more streamlined experience
- Minimize custom development work needed to gain a rapid ROI
- Improve agent productivity

