8x8®

Empower, Elevate, Optimize

Agent Assist with 8x8: Top 10 use cases.



The Value Of Agent Assist Solutions

AI-powered guidance for faster, smarter, and more personalized customer interactions.

Agent assist solutions empower contact centers by providing real-time AI-driven guidance, automated coaching, and intelligent insights to improve agent performance. By reducing after-call work, optimizing responses, and ensuring compliance, agent assist solutions enhance efficiency, customer satisfaction, and first-call resolution, ultimately driving cost savings and revenue growth for businesses.

Read on to learn our Top 10 use cases

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Reducing After-Call Work (ACW) with AI-Generated Summaries

Agents spend excessive time manually documenting call notes, leading to longer handle times, lower productivity, and slower case resolutions.

The duration of ACW varies, but a recent Call Center Performance Report indicates that the average ACW time across call centers is approximately **45** seconds per call, which is approximately **$7800** per employee per year in cost.

With 8x8, AI-generated summaries are integrated with various CRMs. 8x8 automatically transcribes and summarizes calls, extracting key details and updating CRM records in real time. This reduces after-call work, allowing agents to focus on the next interaction.

2 | Real-Time Checklists

Improving Compliance with Real-Time Checklists

Agents often miss critical compliance steps, increasing the risk of regulatory fines and customer disputes.

8x8 Agent Assist solutions offer real-time checklists & automated prompts. 8x8 displays real-time compliance checklists during calls, ensuring agents follow required protocols for PCI, HIPAA, or GDPR compliance. AI-driven alerts notify managers of potential violations.

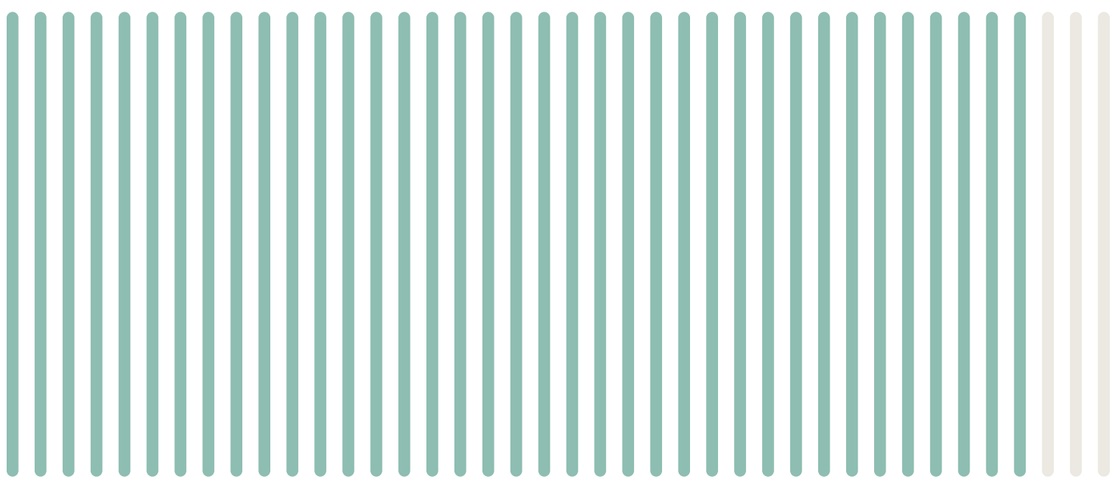


3 | Next-Best Action Guidance

Enhancing Customer Experience with Next-Best Action Guidance

Agents struggle to determine the best response during complex customer interactions, leading to inconsistent service and missed sales opportunities. After one bad experience, 1 in 3 customers will leave a brand they love, and 92% will abandon the company entirely after 2 or 3 negative interactions.

8x8 analyzes real-time conversation context and recommends the best responses, upsell opportunities, or troubleshooting steps, helping agents make informed decisions quickly.



92%

Will Abandon The Company Entirely After Two Or Three Negative Interactions

4 | Automated Real-Time Coaching & Guided Prompts

Accelerating Onboarding and Reducing Agent Ramp-Up Time

New hires take weeks to become proficient, requiring constant supervision and coaching. Estimates suggest that the total cost per new hire can range from approximately **$10,000** to over **$14,000**.

AI-driven coaching provides real-time tips, call scripts, and contextual prompts, reducing the need for supervisor intervention and speeding up agent training.

5 | Knowledge Base Suggestions

Reducing Call Transfers and Escalations

Agents frequently escalate calls due to lack of knowledge, increasing customer frustration and operational costs. Transferred calls result in a 12% lower customer satisfaction rating compared to non-transferred calls.

8x8 surfaces relevant articles, FAQs, and troubleshooting steps in real time, empowering agents to resolve issues without transferring customers to higher-tier support.

6 | AI-Powered Insights & Smart Recommendations

Increasing First Call Resolution (FCR) with AI-Powered Insights

Agents struggle to fully resolve issues on the first call, leading to repeat inquiries and lower customer satisfaction. Nearly 48% of customers rate resolving their issue on the first contact as the most crucial aspect of their experience.

8x8 identifies patterns from past interactions and recommends proven solutions to agents in real time, improving resolution rates and customer retention.

48%

Say First Contact Resolution Matters Most

7 | Real-Time Sentiment Analysis

Handling High Call Volumes with Real-Time Sentiment Analysis

Supervisors struggle to monitor all live calls and intervene when agents need support, leading to poor customer experiences. Nearly 1 in 3 customers would stop doing business with a brand they loved after one bad experience.

32%

Say One Bad Experience Is Enough To Walk Away

8x8 detects customer frustration in real time and alerts supervisors or suggests de-escalation techniques to agents, enabling proactive intervention before issues escalate.

8 | AI-Driven Selling Cues & Personalized Offers

Boosting Sales Effectiveness with AI-Powered Selling Cues

Agents miss upsell and cross-sell opportunities because they lack real-time guidance on customer needs. Companies with successful upselling strategies can experience a **75%** increase in customer retention rates.

8x8 analyzes customer conversations and purchase history, prompting agents with the right product recommendations and personalized offers at the right moment.

9 | Real-Time Script Adherence

Standardizing Customer Service with Real-Time Script Adherence

Agents deviate from standard call scripts, leading to inconsistent messaging and potential compliance risks.

8x8 tracks live conversations and provides on-screen alerts if agents miss required phrases, ensuring consistency in customer interactions.



10 | Automated Follow-Ups

Automating Post-Call Follow-Ups & Task Assignments

Agents forget or delay follow-up tasks, leading to poor customer experiences and missed SLAs. 65% of consumers have needed to follow up more than once to get their questions resolved, leading to increased frustration and a negative perception of the company's customer service.

8x8 automatically creates follow-up tasks, schedules callbacks, and updates CRM records based on conversation details, ensuring no customer request falls through the cracks.

Master Agent Assist: Five Must-Know Tips For Success

1. Train agents to review AI-generated summaries quickly before moving to the next interaction.
2. Ensure CRM integration is optimized so notes are automatically logged in the right customer records.
3. Set up custom coaching triggers for common customer objections, compliance requirements, and escalation scenarios.
4. Use AI-driven recommendations to guide agents on upsell/cross-sell opportunities, troubleshooting steps, and personalized solutions.
5. Configure checklists and alerts for required call steps, such as identity verification, legal disclosures, and upsell offers.



Agent Assist With 8x8

AI-Powered Guidance for Faster, Smarter, and More Personalized Customer Interactions.

Agent Assist with 8x8 leverages AI to provide real-time guidance, automate routine tasks, and surface relevant insights, empowering agents to resolve customer issues faster and more accurately.

By reducing handle times, minimizing errors, and enhancing personalization, it improves agent efficiency, customer satisfaction, and overall contact center performance.

Conquer Complexity With 8x8 Platform For CX®

Say goodbye to fragmented data, siloed teams, and disconnected communication, and say hello to the 8x8 Platform for CX. Connect your teams and customers and make smarter, empowered decisions with integrated AI tools and insights to create real results.

Contact 8x8 sales or your 8x8 partner for additional information, or visit 8x8.com

Learn More ›

Resources

Use case 1	Source: Indeed
Use case 3	Source: VWO Insights
Use case 4	Source: ApexCX Source: Enboarder
Use case 5	Source: SQM Group
Use case 6	Source: Customer Think
Use case 7	Source: PWC
Use case 8	Source: Salesgenie
Use case 10	Source: Forbes