8x8®

Team Leaders Deserve More Than Just Call Logs

A smarter way to support, monitor, and coach teams in real time.



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Leadership Needs Clarity—Not Complexity

Customer-facing teams aren't limited to support desks anymore. Billing teams, field ops, fulfillment leads, and product experts are now handling inbound customer interactions every day—often through shared queues, multiple channels, and decentralized workflows.

But for the team leaders managing those interactions, visibility is scattered and action is slow. They're checking queue volumes one moment, coaching reps the next, and answering escalations along the way. And yet, most tools still assume they're either managing a contact center—or don't need performance oversight at all.

They don't need more dashboards. They need one place to lead from—purpose-built for how their teams actually work.

The Problem Isn't a Lack of Data. It's Access and Actionability

Team and department leaders outside the contact center face the same pressure to perform—but with fewer tools. Performance data is split across systems. Queue activity is buried in apps. Coaching happens too late, if at all. And when issues escalate, there's no easy way to trace what happened or what went wrong.

98% Of Business Leaders Agree That CX is Now an Organization-Wide Initiative

This isn't just an internal problem—it's systemic. **98%** of business leaders agree that CX is now an organization-wide initiative, not just something owned by the contact center[1]. But the tooling, oversight, and real-time visibility for non-contact center teams hasn't caught up to that shift.

The result? Responsiveness slows. Resolution gets handed off or delayed. And team performance is measured after the fact, instead of in real time.

Whether they lead a product support team or oversee field service queues, these leaders need a simple, flexible way to track performance, support their team, and take action—without toggling between systems or drowning in data.

1. Source: 8x8, CX Responsibility Beyond the Contact Center (2024)

A Smarter Workspace Solves the Right Problem

The solution isn't more reports, it's a smarter, real-time workspace that meets leaders where they are.

Imagine giving team leads a single, configurable dashboard with everything they need: live queue activity, conversation insights, call access, and real-time coaching tools—all in one browser tab. No toggling. No delays. Just a clear view of what's happening and what needs attention now.

With drag-and-drop widgets, customizable layouts, and built-in filters, the right workspace lets leaders focus on their team's goals—not on navigating the tech stack. And because it's built to work across roles, devices, and locations, it adapts to the way these teams already operate.



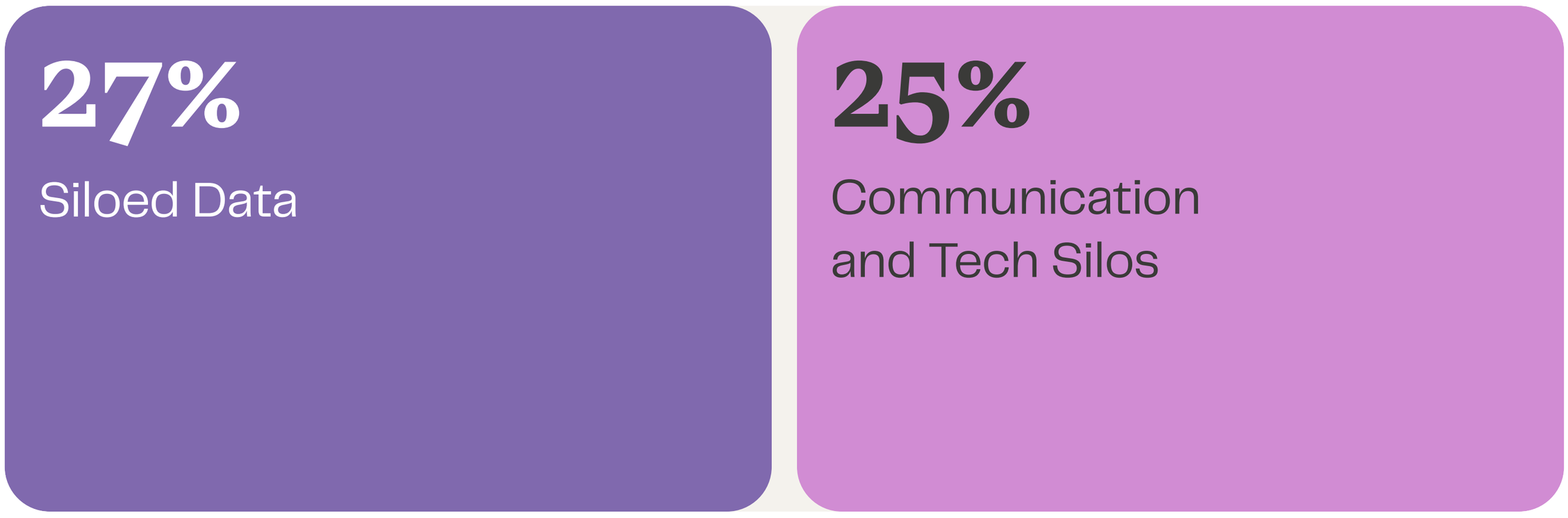
Team Leader Workspace by 8x8

That’s exactly what 8x8 Team Leader Workspace delivers: a personalized, real-time performance interface for the people who guide your customer-facing teams—from anywhere.

Designed to support expert teams across functions—not just support centers—Team Leader Workspace gives supervisors the visibility, flexibility, and speed to lead well. It includes:

- Live activity tracking across queues, users, and channels
- No-code customization with drag-and-drop widgets
- One-click access to calls, transcripts, and sentiment
- Built-in coaching tools like monitor, whisper, and barge
- AI-powered alerts to flag trends or exceptions early
- Browser-based access for on-the-go visibility

Top Barriers To Delivering Consistent Customer Experiences



Disconnected tools don't just slow teams down—they block insight entirely. In fact, **27%** of business leaders cite siloed data as a top barrier to delivering consistent customer experiences, and **25%** point to communication and tech silos[1]. With Team Leader Workspace, those silos start to disappear—giving leaders the unified tools they need to lead with clarity.

1. Source: 8x8, CX Responsibility Beyond the Contact Center (2024)

And for IT? It plugs into your existing 8x8 deployment—extending value without adding overhead, complexity, or new systems to maintain.

Because smart leadership shouldn’t require six logins. Just the right workspace, ready when and where it’s needed.

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

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