

8x8 Virtual Contact Center with Teleopti Integration



8x8 and Teleopti have combined their best-of-breed contact center and workforce management solutions to help you better serve your customers and control contact center costs.

Enhance customer relationships and control costs

- Use the intelligence of 8x8 to reduce interaction time, increase first-call resolution and enhance the customer experience
- Increase contact center staffing efficiency up to 30% with Teleopti's powerful forecasting and scheduling capabilities
- Interact with customers on the channel of their choice: voice, email, chat, voicemail or web
- Improve agent satisfaction through improved scheduling, preference management and request handling

Differentiate your business, improve the customer experience, and increase profitability with this tightly integrated contact center and workforce management solution from 8x8 and Teleopti.

Day View										
Agent			Activity				Alarm			
Agent Name	Team	State	Scheduled	Next	Next start	Name	Time	Observe	M	
Amel Valera	TAM/Sales Support	Busy	In Queue	Lunch	3/10/2014 1:00:00 PM	In Adherence	00:19:41			
ala rahman	ETAM/Partner Support	Available	In Queue	Scheduled Break	3/10/2014 1:45:00 PM	In Adherence	00:24:06			
Brian Camban	ETAM/Partner Support	Logged Out	In Queue	Lunch	3/10/2014 12:30:00 PM	Out Adherence	01:09:54			
Brian Kiefer	TAM/Sales Support	Available	Case Management		3/10/2014 5:00:00 PM	Positive	00:18:13			
Christie Collins	Tier 2	Logged Out	In Queue	Lunch	3/10/2014 12:00:00 PM	Out Adherence	00:54:42			
David Gonzalez	ETAM/Partner Support	Work Offline	In Queue	Scheduled Break	3/10/2014 12:15:00 PM	Out Adherence	00:42:44			
David Lujan	VCC Support	On Break	In Queue	Lunch	3/10/2014 12:00:00 PM	Out Adherence	00:15:52			
David Lutz	TAM/Sales Support	Available	Case Management		3/10/2014 5:00:00 PM	Positive	00:31:00			
Don Gonzalez	VCC Support	Busy	In Queue	Scheduled Break	3/10/2014 12:15:00 PM	In Adherence	00:14:07			
Eva Lombardi	TAM/Sales Support	Logged Out	Special Projects		3/10/2014 5:00:00 PM	In Adherence	02:09:37			
Eugene Hernandez	Tier 2	Work Offline	Case Management	Lunch	3/10/2014 2:00:00 PM	In Adherence	00:39:52			
Francisco Ruiz	Tier 2	Work Offline	Case Management	Scheduled Break	3/10/2014 1:00:00 PM	In Adherence	00:46:10			
Heath Lee	TAM/Sales Support	Busy	In Queue	Lunch	3/10/2014 12:30:00 PM	In Adherence	01:52:50			
James Yee	ETAM/Partner Support	Work Offline	Lunch	In Queue	3/10/2014 12:30:00 PM	Wrong Status	00:17:52			
James Salas	Tier 2	On Break	Case Management	Scheduled Break	3/10/2014 1:00:00 PM	Wrong Status	00:24:51			
James Murphy	Implementation	Work Offline	Outbound	Lunch	3/10/2014 1:00:00 PM	In Adherence	00:24:11			
Jennifer Castillo	LNP	On Break	In Queue	Lunch	3/10/2014 12:00:00 PM	Out Adherence	00:51:46			
John Chan	LNP	Busy	Lunch	In Queue	3/10/2014 12:30:00 PM	Positive	00:24:52			
John Torres	VCC Support	Logged Out				In Adherence				
Joseline Harris	Implementation	Busy	Lunch	In Queue	3/10/2014 12:30:00 PM	Positive	00:24:49			
Joshua Salgado	Implementation	Available	Outbound	Scheduled Break	3/10/2014 12:15:00 PM	Wrong Status	00:12:16			

For more information, call **1.866.879.8647** or visit **8x8.com**