



Frontdesk

Present a more professional face to your customers, by increasing the efficiency and productivity of receptionists and operators who handle a high volume of calls

Make every call count

Your employees are the foundation for the success of your business. They provide the empathetic contact that fuels customer engagement, satisfaction and loyalty.

Automated answering technologies provide vital efficiencies in reducing wait times in high-volume calling environments. Yet, the role of the receptionist has never been in more demand, as businesses continue to value the primal power of human interaction.

Flexible answering for a hybrid-work world

Traditional receptionist solutions tend to be location-based and require a dedicated console and specialized operator skills to manage. In today's increasingly hybrid and flexible working environment with distributed workforces and remote staff, it has become more challenging to maintain call handling efficiency and service consistency.

Front your business with the best people

8x8 Frontdesk is a role-based experience within the widely-deployed 8x8 Work app, with a full-screen operator panel that provides instant access to enhanced call handling capabilities.

The intuitive drag-and-drop design enables any activated user to assume the guise of receptionist with minimal prior training. That means that you can assign your best talent to the frontline of your business – anytime, anyplace, anywhere.

By personalizing every first contact, with 8x8 Frontdesk, your callers can always expect a great reception.

Why 8x8 Frontdesk?

Answer and manage calls from anywhere

Optimized for high-volume call-handling and simply enabled in any environment where the 8x8 Work for Desktop app is being used.

Tailored user interface

Easy-to-navigate landscape interface, including customizable contact directory view options and personalized away-from-desk settings.

No hardware required

Softphone-based solution that's not dependent upon dedicated console equipment or specialist expertise, eliminating the need for complex and costly multivendor solutions.

Personalized call answering

Automated filtering of the target contact list for specific user groups, based on the dialed inbound number location. Facilitates faster call connection and contact resolution.

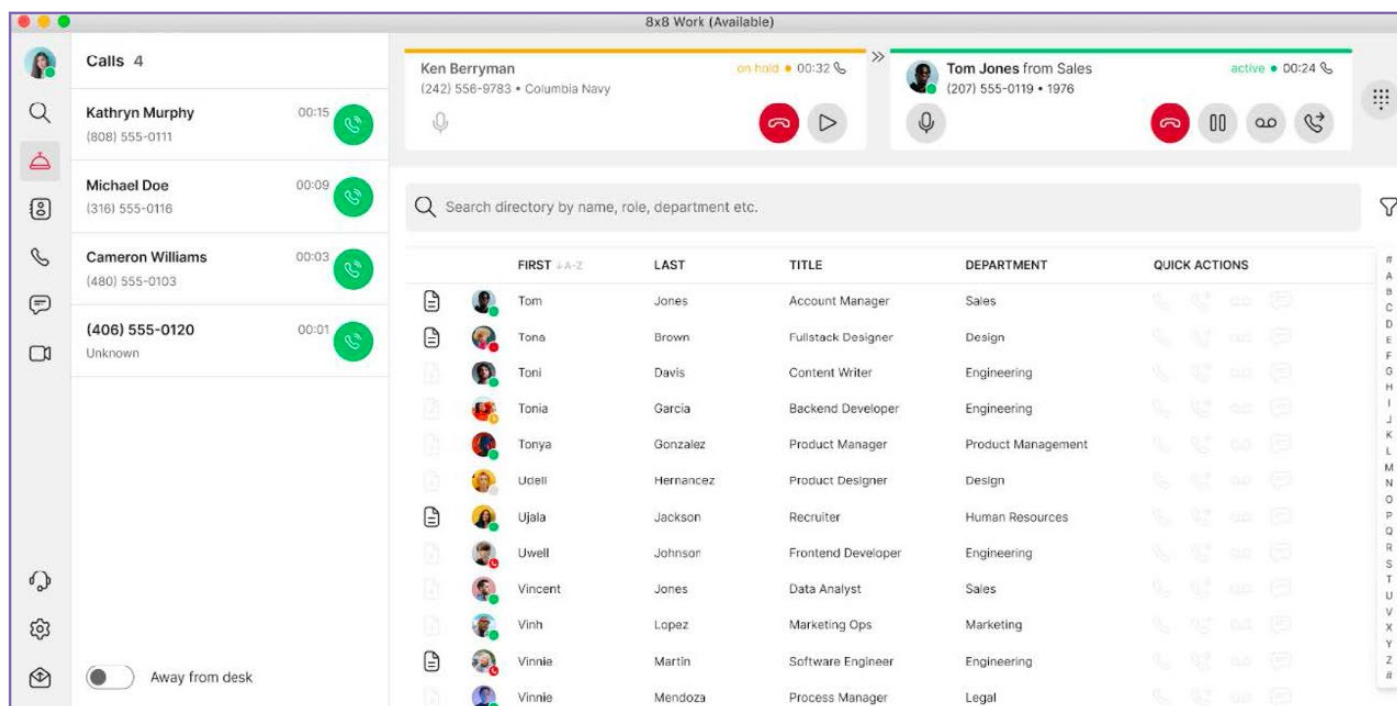
Presence sync with Microsoft Teams

System-wide status view of all users, including presence of contacts and expert resources, using Microsoft's popular collaboration software via the 8x8 Voice for Teams direct routing solution.

8x8 Frontdesk – make a great impression from wherever you are

Extends the receptionist role to any user, as part of the 8x8 Platform for CX for contact center, voice, video, chat, and APIs.

- Single sign-on
- Multiple call handling
- Single-click connections
- Greeting prompts
- Cold & warm transfer
- Transfer to voicemail
- Consult via messaging
- Away-from-desk mode
- Integrated dial pad
- Contact filtering
- Active user status
- Call park, retrieve & merge
- Transfer to CC call queues



Simplicity:

- Personalized solution for every user
- Centralized answering for both employee extensions and contact center agent user groups
- Shallow learning curve that accelerates user adoption and time-to-value

Efficiency:

- Quick action icons for single-click call connections
- Voice and message-based call consultation
- Contact annotation
- Scripted greetings
- Single company-wide directory with real-time presence

Flexibility:

- No hardware required
- Device agnostic
- Location independent
- Enables the receptionist role to be assigned to any 8x8 Work user
- No add-on software installation required



8x8, Inc. (NASDAQ: EGHT) connects people and organizations through seamless communication on the industry's most integrated platform for Customer Experience—combining Contact Center, Unified Communication, and CPaaS APIs. The 8x8® Platform for CX integrates AI at every level to enable personalized customer journeys, drive operational excellence and insights, and facilitate team collaboration. We help customer experience and IT leaders become the heartbeat of their organizations, empowering them to unlock the potential of every interaction. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, X, and Facebook.