



# Analytics for 8x8 Work

Insights from every  
communication interaction



## Flexible reporting tools that provide actionable insights into your business communications.

Making data-driven decisions, based on multiple information sources, can be time-consuming and resource intensive.

8x8 service plans collect data from every conversation that takes place across your business. Data collected from video meetings, internal and external voice calls is combined to provide a holistic view of your communications. This enables effective data-driven decision making and the ability to take proactive action, before potential issues escalate.

We strive to make every data point useful and available in a format best suited to your business. Data from Analytics for 8x8 Work can be consumed in the following ways:

- Screen user interface (live & static data)
- Scheduled reports
- File download
- API (custom export of selected fields)

### Visibility and control

Analytics for 8x8 Work has two levels of insight.

- Essentials includes reports that provide a comprehensive overview of the business communications performance across the company.
- Supervisor includes the information from Essentials, plus real-time views into call queues and historical details on ring groups, call and device quality.

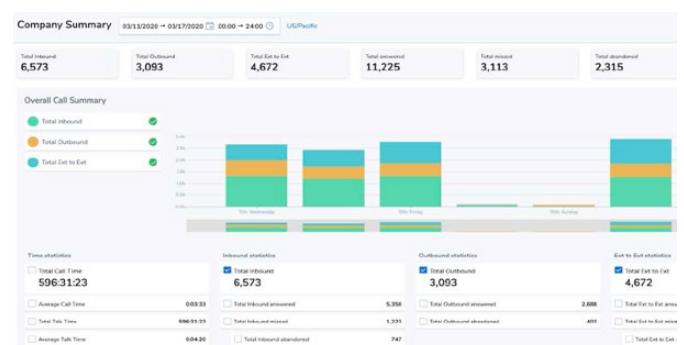
### Get Answers to critical questions

- Are we missing customer calls—and losing business we do not even know about?
- Are we staffing to meet demand?
- Are all of our salespeople following up on their leads?
- Should we reroute our calls?
- Are we getting the communications quality and reliability we expect?
- How many calls were abandoned or went to voicemail?
- How long are customers waiting on hold?

### Company summary

Find out the state of communications in your company at a glance. Use this report to make staffing decisions with insight into:

- Volume of calls by time of day
- The number of calls answered
- Average caller wait time
- Call abandonment rates



For more information, call +44 (0)333 043 8888 or visit [8x8.com](https://8x8.com).



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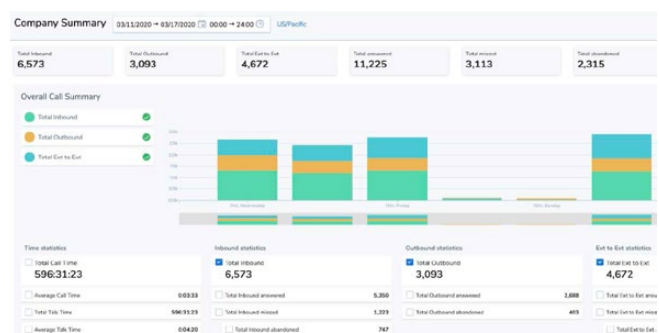
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## Extension summary

This report enables you to focus upon which extensions or teams are the most active. Use this information to decide if more people are needed in a department, if a staggered lunch break makes sense, or if an answering service is required to capture after-hours activity.

### Discover:

- Busiest extensions
- Busiest times
- The number of inbound calls and how many were answered

## Call detail records

Trace the journey of a particular customer by drilling down to the details of a particular call. Including, caller name or caller ID by search, call start time and call origin number or extension.

## Active calls

Find which calls are currently active in your company, if they are incoming or outgoing, names of both parties, when they started the call and how long they've been connected.

[illegible]

## Unreturned calls

Is your sales team following up on all incoming calls? Find out with this report that conveniently flags calls that went to voicemail, transferred or were redirected and have not been returned yet.

## Calls by DID

Track your marketing campaigns by finding out which external campaign number each incoming call originated from.

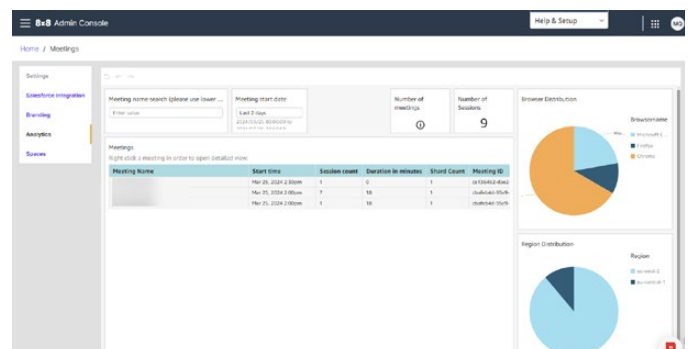


## Employee Report

A collection of real-time reports that provide the status of each employee, such as Available, Busy, on Call, Off line or Away. You can also search these by extension or names.

## Meetings Report

This is no longer accessible from within the Analytics for 8x8 Work interface. The relevant data is now available to administrators as a standalone report via 8x8 Admin Console.



## Call quality

Track the quality of calls made during any time period with the call quality trend report. Identify issues, isolate it to specific geographies and days and troubleshoot network connectivity issues.

## Call queue and ring group

Get aggregate performance reports, or drill down to get detailed reports about the performances of the call queues and ring groups in your company. Identify queues or groups that are not meeting their performance metrics and take actions based on data to help improve their performance.

## Device report

Get an immediate visual idea of which geographic areas are experiencing connection outages. Track devices by device type to determine the best time to upgrade your hardware.

## Business hours report

Set your business hours so all your reports are filtered automatically to include calls in that window. Troubleshoot problem areas with precision, remove blind spots, improve performance in all areas and discover previously undiscovered business opportunities.

## Features to make your data easy to access

Data is only useful when it is accessible, accurate and timely. Therefore we have implemented a number of features to ensure your data is available to you how and whenever it is required, including:

- Configurable dashboards
- Available in different graph formats: line, bar, stack, column, pie etc.
- Automatically generate schedules
- Analytics API
- Downloadable as a CSV, PDF or XLS file
- Searchable
- Simple filtering, including remove, rearrange and lock columns





# Get more with 8x8 cloud communications and collaboration.

## Analytics that make you smarter.

- Develop custom dashboards and reports on system usage, call traffic and call quality trends to drive an informed decision making process
- Get analytics on every customer and employee interaction
- Integrations that power your ecosystem
- An integration framework that makes it simple to embed communications into your business applications using industry standard APIs and templates
- Faster ROI for all applications with one database that enables actionable insights and drives efficiency and innovation

Analytics for 8x8 Work – Essentials	x1	x2	x3	x4
Company summary*	•	•	•	•
Extensions summary*	•	•	•	•
Call detail records*	•	•	•	•
Active calls	•	•	•	•
Unreturned calls	•	•	•	•
Calls by DID	•	•	•	•
Employee report	•	•	•	•
Scheduled reports	•	•	•	•

Analytics for 8x8 Work – Supervisor	x1	x2	x3	x4
Call quality report	–	–	–	•
Call queue report	–	–	–	•
Ring group report	–	–	–	•
Device status	–	–	–	•
Business hours report	–	–	–	•
Report data via Analytics API	–	–	–	•
Employee report	–	–	–	•
Scheduled reports	–	–	–	•

## Analytics for 8x8 Work – Essentials

Company summary\*

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Extensions summary\*

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Call detail records\*

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Active calls

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Unreturned calls

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Calls by DID

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Employee report

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Scheduled reports

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## Analytics for 8x8 Work – Supervisor

Call quality report

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Call queue report

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Ring group report

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Device status

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Business hours report

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Report data via Analytics API

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Employee report

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Scheduled reports

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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](http://www.8x8.com), or follow 8x8 on LinkedIn, X, and Facebook.

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