

8x8 Virtual Contact Center FAQ Knowledgebase

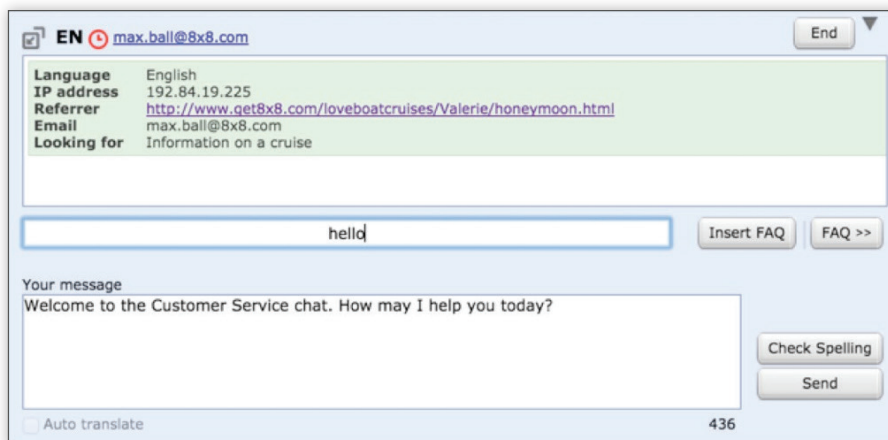


Contact center agents are constantly answering the same questions. That's why the Frequently Asked Question (FAQ) Knowledgebase is essential for maximizing productivity.

Any time a customer asks a question, agents can refer to the 8x8 FAQ Knowledgebase and provide the right answer quickly, reliably and consistently.

8x8 FAQ Knowledgebase Helps You:

- **Easily create content**—Supervisors can quickly and easily create, edit, arrange, add, delete and manage content.
- **Train new agents**—Supervisors share the same user interface as agents, to help support new and ongoing agent training.
- **Provide comprehensive answers**—Researched, consistent responses with links to additional content means customers get the best answers every time.
- **Respond to changing conditions**—New questions can be added quickly and easily.



EN max.ball@8x8.com End

Language English
IP address 192.84.19.225
Referrer <http://www.get8x8.com/loveboatcruises/Valerie/honeymoon.html>
Email max.ball@8x8.com
Looking for Information on a cruise

hellq Insert FAQ FAQ >>

Your message
Welcome to the Customer Service chat. How may I help you today?

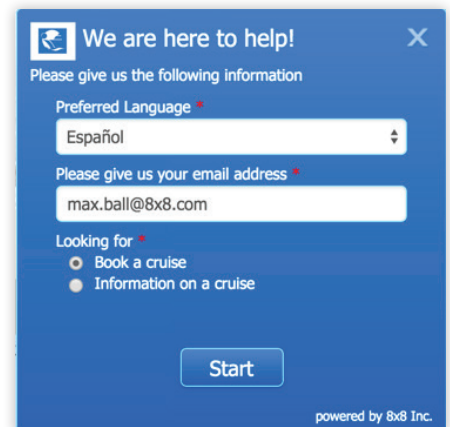
Check Spelling Send

Auto translate 436

Agents can pull a full customer greeting from the FAQ Knowledgebase just by looking up a keyword such as "hello."

Knowledge is Power

- **Shorten interaction times**—Fast access to the right answers makes it quick and efficient to answer repetitive questions.
- **Increase agent productivity**—Keyword lookup and preformatted responses deliver the fastest answers to customer questions.
- **Provide consistency across channels**—Agents use the same tool to find the answers regardless of which channel they are using for their customer interactions.
- **Translate FAQs**—When used with the 8x8 chat auto-translate option, your FAQ answers can be automatically translated as you respond to chat questions.



We are here to help! X

Please give us the following information

Preferred Language *
Español

Please give us your email address *
max.ball@8x8.com

Looking for *
 Book a cruise
 Information on a cruise

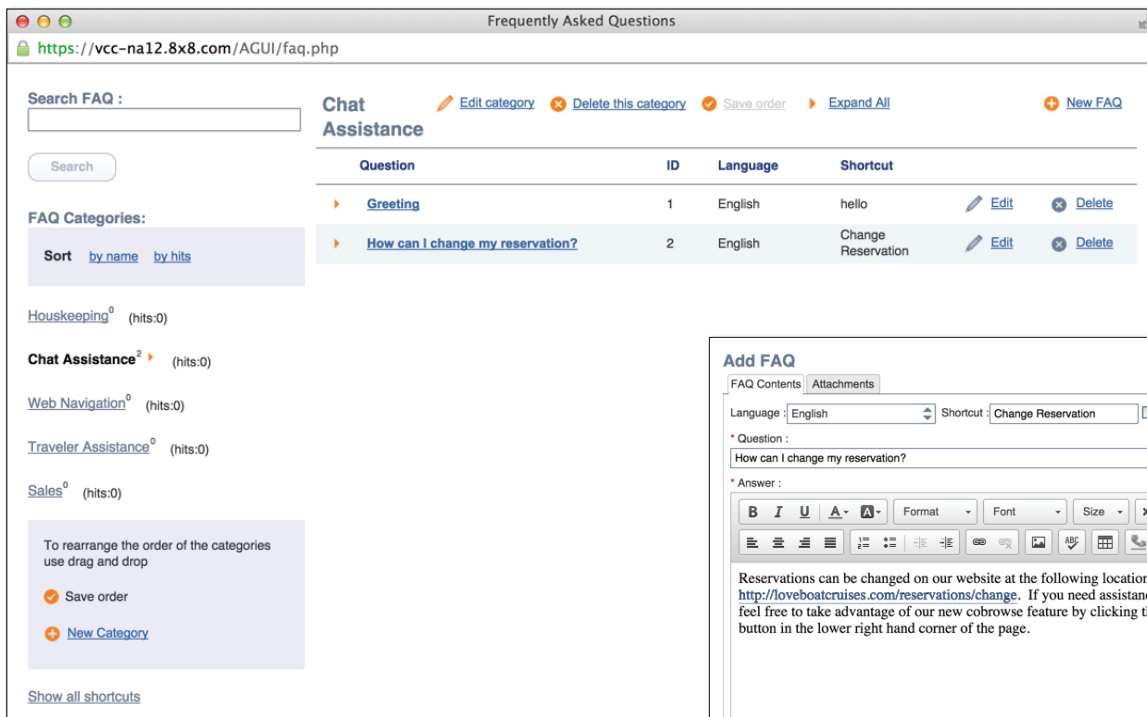
Start

powered by 8x8 Inc.

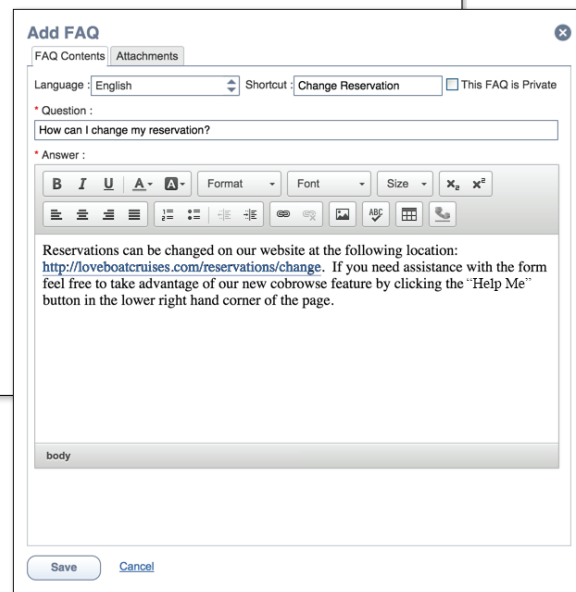
Chat in your language of choice.

Key Features

- **Search content**—Use simple keyword queries to find answers quickly.
- **Import answers**—Build your answers in the tool of your choice and easily import them from Word, Excel or PDF files.
- **Embed hyperlinks**—Provide customers with comprehensive answers to even the most complex questions by embedding hyperlinks in answers.
- **Deliver cross-channel support**—Directly insert answers from the FAQ Knowledgebase into an email, chat or other text-based interaction. Agents can also reference answers for phone-based support.
- **Manage multiple categories**—Efficiently categorize information by creating lists targeted to specific groups, companies and organizations.
- **Response templates**—Response templates can be created by supervisors to provide a consistent look and feel for responses.
- **Multi-language support**—When coupled with 8x8’s auto-translate language chat capabilities, agents can respond in the customer’s preferred language.



Manage FAQs and organize them by categories.



Adding new FAQs is simple.

For more information, call 1.866.862.2811 or visit 8x8.com

