



8x8

Six Degrees Contact Centre as a Service

Connect and collaborate, seamlessly and securely



Six Degrees Contact Centre as a Service [CCaaS] is a comprehensive, reliable and secure contact centre solution that helps businesses boost engagement, collaboration and operational effectiveness to drive customer success.

Built on a single cloud communication platform delivered by leading cloud-based provider 8x8, Six Degrees CCaaS makes it easy for businesses to connect and collaborate with individuals working inside and outside of the organisation.

Business Continuity Safeguards Great Experiences

When business is not 'business as usual', Six Degrees CCaaS keeps you running. Making changes is easy. Scaling up to meet increased demand is effortless. And with industry-leading uptime, global reach and platform flexibility, you can ensure that your contact centre continues operating without interruption.

Facilitate agile working

- Set agents up to work from anywhere, on any device
- Facilitate collaboration between agents and experts
- Foster agent productivity with live monitoring



Deliver consistent, exceptional customer experience

- Equip supervisors with speech analytics to find what needs attention
- Maximise coaching impact with targeted quality management
- Ensure SLAs are met using robust reporting and analytics



Meet rigorous security requirements

- Maintain security, compliance and data privacy
- Operate through a disruptive event with little to no impact on customers
- Minimise risks and adhere to industry regulations



Key Benefits



Build lasting loyalty with a complete, high performance solution that powers exceptional customer experiences.



Reduce IT dependency with an all-in-one, fully browser-based product that requires no downloads, no coding, and no hassle.



Activate agent potential with timely feedback, intelligent coaching and collaboration tools for continuous improvement.



Support new ways of working with unified collaboration tools and easy access from any device, anywhere.



Act with confidence with AI-powered recommendations for agents, supervisors and contact centre leaders to amplify the customer experience.

Key Features

Automatic Contact Distributor (ACD)

- Drive higher first-contact resolution with skills-based routing
- Route every contact to best agent
- Modify routing flows to meet changing business requirements

Intelligent IVR

- Use advanced speech recognition
- Provide intelligent self-service options
- Design menus with visual drag-and-drop flow designer

Dialer

- Enable faster handling of campaign lists
- Improve utilisation of agent time
- Achieve higher connection

Workforce Management

- Align staffing needs to match demand
- Minimise effort to manage teams
- Improve operational efficiency, eliminate manual adjustments

CRM Integrations

- Integrate out-of-the-box with Salesforce, Zendesk, and +20 more
- Build other integrations with 8x8 Dynamic Integration Framework

Video Conferencing

- Coach your team face-to-face
- Meet as a team to build rapport

Agent Assist

- Present next best response in real-time
- Provide agents with information without manual searches

Customer Survey

- Capture CSAT from customers
- Deliver feedback to drive next best actions
- Highlight opportunities

Virtual Agent

- Give dynamic, personalised assistance without a live agent
- Eliminate repetitive tasks by using the IVR for self-service

Security and Reliability

- Enhance security and compliance through one system of engagement
- Meet compliance objectives with secure payment processing
- Address +20 security certifications and regulations, including PCI DSS Level 1, GDPR and HIPAA

Digital Channels

- Enable flexibility in how customers connect
- Support customer contacts via social media, SMS, chat, and email

Quality Management

- Evaluate interactions for any channel
- Tag agents for coaching notification
- Share coaching examples

Speech Analytics

- Analyse all interactions and highlight those needing attention
- Empower contact centre managers with actionable insights
- Flag opportunities for improvement
- Identify role-model interactions and share for training purposes

Messaging

- Support agent interactions with peers, supervisors and teams
- Enable immediate access to experts
- Share information throughout the company with a virtual water cooler

Customer Experience Analytics

- View every step of the customer journey
- Reveal patterns and trends
- Boost customer loyalty by rectifying sources of dissatisfaction



To learn more call **0800 012 8060**, email info@6dg.co.uk or visit 6dg.co.uk