



8x8, Inc.

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8x8 and KnoahSoft Partner to Deliver Out-of-the-Box, Cloud-Based Contact Center Quality Management Solution

Together, companies provide knowledge and data necessary to optimize call center staff performance

SAN JOSE, Calif.--(BUSINESS WIRE)-- 8x8, Inc. (NASDAQ:EGHT), a provider of [cloud contact center](#), unified communications and collaboration solutions, and KnoahSoft, a workforce optimization (WFO) solutions provider, today announced a partnership to deliver a bundled, cloud-based contact center solution. The new offering combines KnoahSoft's enterprise-level interaction recording, quality management, coaching, learning, and analytics functionality with 8x8's market leading multi-channel customer interaction management capabilities to help users better optimize call center staff performance. With this product, users can:

- Select and record specific interactions between agents and customers
- Manage the monitoring and review of recordings to allow organizations to get the best value from their agents
- Push recommended training to agents to help them improve based on issues identified by the software
- Monitor both voice recordings and screen interaction captures to provide the most complete picture of what an agent is doing at a given time

"8x8 and KnoahSoft have created a cloud-based solution for optimizing the efficiency of call center agents in single instance within 8x8's industry leading call center solution," said 8x8 Senior Vice President of Business Development Huw Rees. "This integrated cloud solution was developed to help organizations improve their customer relationships by making it easy to find agents who are not interacting well with customers and to improve these relationships. We are pleased to partner with KnoahSoft to deliver this compelling solution to market."

"This completely cloud-based integration between a contact center provider and a quality management solution enables us to deliver on our promise to make it easy for organizations to provide the best possible service to their customers," said Subhash Kothuru, Senior Vice President of Sales and Marketing at KnoahSoft. "The integration of 8x8's Virtual Contact Center with KnoahSoft Harmony means contact centers can rest assured that their staff has the tools and confidence they need to properly coach, train and motivate their personnel."

8x8 Virtual Contact Center and KnoahSoft Harmony function as a single SaaS instance helping enhance agent efficiency. The solution gives supervisors the data collected on customer interactions to help improve agent performance and reduce agent churn by enabling a collaborative environment through messaging, monitoring, e-learning and coaching modules.

Harmony allows organizations to improve agent performance, the customer experience and operational excellence by making it easy to collect and access customer interaction intelligence, quickly identify and address customer experience and operational issues, improve identified deficiencies with targeted coaching and training across all channels in a PCI-compliant, services-oriented, open reporting framework.

8x8's Virtual Contact Center is a multi-channel (voice, email, fax and Web chat) solution that supports blended, inbound and outbound activities and on-demand scalability, which allows users to scale up or down based on business need. The 8x8 solution is highly redundant, reliable and secure, offering compliance with many data security standards including FISMA, HIPAA, HITECH, PCI, DSS and CPNI. 8x8's unique platform architecture allows for media servers to be hosted in different regions around the world to give every caller a regional telephone connection while providing centralized access to the system for a single point of reporting, management and control for all customer interactions.

To learn more about the 8x8 Virtual Contact Center and KnoahSoft integration, visit:
<http://www.8x8.com/CallCenter/Features/KnoahSoft.aspx>.

About 8x8, Inc:

8x8, Inc. (NASDAQ:EGHT) is a provider of cloud-based unified communications and collaboration (UCC) solutions to small and medium businesses and mid-market and distributed enterprises. The company delivers a broad suite of UCC services to in-

office and mobile devices spanning cloud business phone service, virtual meeting, [cloud contact center](#) software and virtual desktop through our proprietary unified software as a service, or SaaS, platform. For additional information, visit www.8x8.com, or connect with 8x8 on [Google+](#), [Facebook](#), [LinkedIn](#) and [Twitter](#).

About KnoahSoft:

KnoahSoft offers workforce optimization solutions that give contact centers enterprise-level interaction recording; quality, performance and workforce management; and analytics functionality at an affordable price. The Harmony™ suite is a secure web-based platform that is seamlessly integrated from end to end to give users the ultimate in flexibility, scalability and ease of use. With the invaluable insight into multi-channel interactions gleaned from Harmony™, users can increase productivity, enhance customer satisfaction, improve workflow and ensure compliance. Learn more at www.knoahsoft.com.

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