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8x8 Issued New Contact Center Patent by U.S. Patent and Trademark Office

SAN JOSE, Calif.--(BUSINESS WIRE)-- [8x8, Inc.](#) (NASDAQ:EGHT), a leading provider of cloud-based unified communications and contact center solutions, today announced that it has been awarded a new patent related to its contact center technologies.

On March 3, 2015, the U.S. Patent and Trademark Office issued United States Patent number 8,972,885 entitled "Networked Contact Center User Interface."

The new patent relates to, among other things, a web-based user interface for a networked contact center that displays information related to voice calls, chats and emails. A web-based user interface may be provided to allow a tenant's agent or an agent's supervisor to communicate and to access information about the contact managed by the networked contact center. Some relevant information may include a list of calls waiting in a queue, subject matter of a customer's question, an agent's average time to resolve an issue, the names of all the agents currently available to help customers and other contact center related information.

In the new invention, an example transaction panel of the contact center user interface may be constructed to allow an agent to manipulate a particular set of frames for a particular channel of communication. The user interface may include one or more sections. Each of the sections may be used to display related information. Merely for simplicity, each section may be referred to as a "frame" which may or may not be associated with visible boundaries. In various example embodiments of the invention, frames in the user interface are used to initiate (*e.g.*, dialing) and respond to (*e.g.*, finding in a queue and responding) a customer contact. Furthermore, a frame used for these purposes presents information in a format that makes the frame selectable. Based on the frame being selected, the frame may display further information in an un-selectable format.

8x8 has been offering networked contact center solutions since 2007. Since its establishment, 8x8 has been awarded one-hundred three (103) United States patents covering a variety of voice and video communications, signaling, processing and storage technologies.

About 8x8, Inc.

8x8, Inc. (NASDAQ:EGHT) is the trusted provider of secure and reliable cloud-based unified communications and virtual contact center solutions to more than 40,000 businesses operating in over 40 countries across six continents. 8x8's out-of-the-box cloud solutions replace traditional on-premise PBX hardware and software-based systems with a flexible and scalable Software as a Service (SaaS) alternative, encompassing cloud business phone service, contact center solutions, and web conferencing. For additional information, visit www.8x8.com, or www.8x8.com/UK or connect with 8x8 on [Google+](#), [Facebook](#), [LinkedIn](#) and [Twitter](#).

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