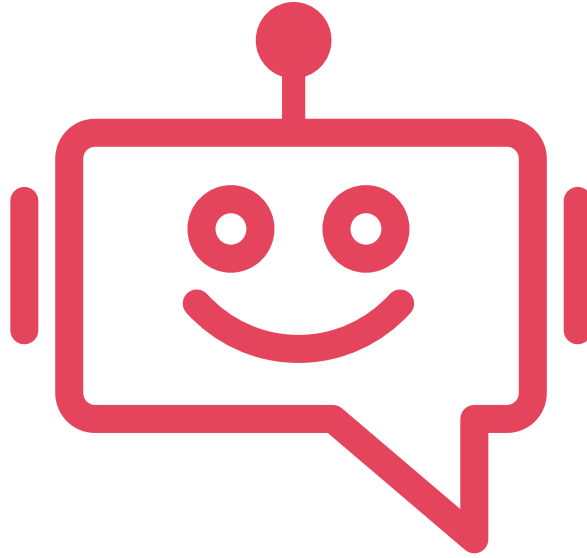




State of Conversational AI in the Contact Center

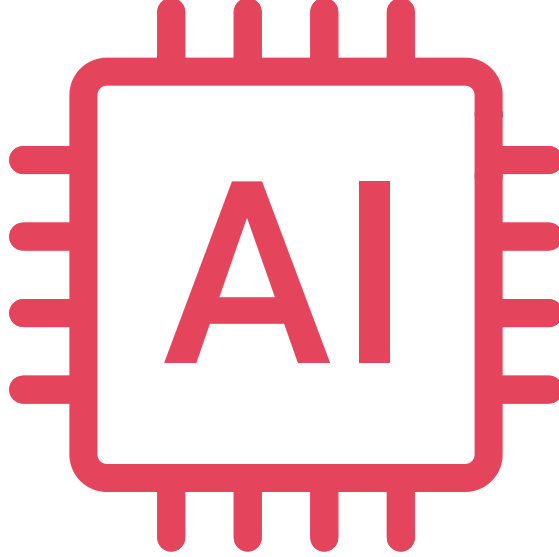
Learn the current and anticipated benefits of conversational AI in the contact center

Contact centers using conversational AI/chatbots are reaping massive benefits



- 94% report AI has improved productivity
- 93% report AI helps resolve customer issues
- 87% report AI reduces effort for agents
- 74% report AI increases revenue

Contact center leaders anticipate conversational AI benefits will only continue to increase



- 72% believe AI will increase company profitability
- 63% believe conversational AI will be able to handle customer issues without any agent involvement in the near future

Organizations look to AI-driven solutions to improve contact center operations and overall CX



- 94% of contact centers are interested in customer self-service automation
- 88% of contact centers are interested in real-time agent assistance
- 86% of contact centers are interested in customer journey analytics

Get the **State of Conversational AI in the Contact Center Report**

Source: 8x8 State of Conversational AI in the Contact Center Report: August 2023



8x8, Inc. (NASDAQ: EGHT) is transforming the future of business communications as a leading software as a service provider of 8x8 XCaaS™ (Experience Communications as a Service™), an integrated contact center, voice communications, video, chat, and SMS solution built on one global cloud communications platform. 8x8 uniquely eliminates the silos contact center, voice communications as a service (UCaaS) and contact center as a service (CCaaS) to power the communications requirements of all employees globally as they work together to deliver differentiated customer experiences. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, Twitter and Facebook.

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