

**United States : 8x8 joins forces with ZENDESK for contact centre service**

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8x8, a provider of cloud-based unified communications has joined forces with Zendesk for developing a bundled cloud contact centre service. 8x8 Virtual Contact Centre (VCC) and Zendesk work as a single SaaS instance with reporting and runtime data integrations, allowing contact centres to rise first call resolution rates, cut call handle times, and extract the right metrics required to maximise efficiencies in the contact centre. Zendesk delivers the software for agents to track client issues, bind inquiries to a single client record and drive agents to a solution. 8x8 manages client interactions across voice, chat and other channels. The 8x8/Zendesk incorporation delivers out-of-the-box value with no customisation needed.

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