



Wayne Metropolitan Community Action Agency Turns to 8x8 Integrated Cloud Contact Center and Unified Communications Platform to Better Serve the Community

January 9, 2024 2:00 PM EST

Non-profit Organization Deploys 8x8 to Enhance Contact Center Operations and Customer Engagement and to Improve Employee Efficiency and Productivity

CAMPBELL, Calif.--(BUSINESS WIRE)--Jan. 9, 2024-- [8x8, Inc.](#) (NASDAQ: EGHT), a leading integrated cloud contact center and unified communications platform provider, today announced that [Wayne Metro Community Action Agency](#) has deployed the [8x8 XCaaS™ Experience Communications as a Service™](#) integrated cloud contact center and unified communications platform to better serve the community with enhanced customer engagement, while improving employee efficiency and productivity.

Wayne Metro is a non-profit organization serving approximately 35,000 low- and moderate-income residents in Wayne County, Michigan. The organization offers over 60 programs focused on quality housing, family stability, and economic opportunities, while also providing essential services like weatherization of houses and water assistance to improve the lives of community members. Previously, Wayne Metro faced challenges within its connect center, including a cumbersome phone system that required frequent maintenance and complex configuration, which led to issues with agent productivity and handling customer interactions. In order to effectively support the community, Wayne Metro knew it needed a communication platform that was easy to use and maintain and capable of providing a seamless citizen and employee experience.

Wayne Metro chose 8x8's integrated cloud contact center and unified communications platform, 8x8 XCaaS, for its ease-of-use and flexible functionality. Wayne Metro's hybrid workforce of 800 employees were empowered to work from anywhere due to 8x8's ability to seamlessly switch between laptop, desktop, and mobile devices. Further, Wayne Metro capitalized on 8x8's speech analytics for staff training and monitoring, while the built-in CRM capabilities facilitated a seamless customer experience. As a result of deploying 8x8, Wayne Metro's contact center, which consists of eight different channels responsible for supporting different programs, now manages over 220,000 customer interactions each month.

"We are inspired every single day by the citizens we have the privilege of working with and serving, and so it stands to reason that we would do everything in our power to ensure that we are able to provide them with the resources, support, and accessibility that they need - and this starts with the communications platform we use," said Joseph Coogan, Assistant IT Director at Wayne Metropolitan Community Action Agency. "8x8 allows us to not only effectively collaborate and engage with our citizens but also communicate internally amongst employees with the click of a button. It's encouraging to have a technology vendor that is as dedicated to our mission, and ensuring we have what we need to deliver exceptional citizen service."

"As an organization, our goal is to provide our customers with solutions that are not only innovative in terms of features, but also in terms of functionality. As Wayne Metro continues to work within their community, our goal at 8x8 is to offer a source of stability and reliability that so many of Wayne Metro's citizens do not currently have," said Hunter Middleton, Chief Product Officer at 8x8, Inc. "We are thrilled that by working with 8x8, Wayne Metro has been able to increase the number of customer interactions their contact center processes each month, and improve overall productivity, efficiency, and communication and collaboration."

The 8x8 XCaaS platform, which includes integrated cloud [contact center](#), [business phone](#), [team chat](#), [video meetings](#), and [SMS](#) capabilities, is a resilient, secure, and compliant cloud platform that offers the highest levels of reliability with a financially backed, platform-wide 99.999 percent uptime SLA across an integrated cloud UCaaS and CCaaS solution.

About 8x8 Inc.

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 between unified 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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