8x8

Oldham Council

Oldham Council breaks communication barriers with 8x8 AI

Industry
Local Government

Headquarters
Manchester, UK

Size
2,400 employees

8x8 Solutions
8x8 Work®
8x8® Contact Center™
8x8® Intelligent Customer Assistant™
8x8® Secure Pay™
8x8® Voice for Microsoft Teams**

Challenges

- Inefficiencies caused by manual switchboard system.
- Lack of flexibility in managing call queues.
- Inability of automated solutions to understand regional accents and dialects.

Results

- £40,000 annual savings.
- 86% reduction in calls to contact center.
- 60-70% bot accuracy from day one.
- Enabled agents to prioritize their primary workflows and increase productivity.

> “Even with the wide range of accents in Oldham, the 8x8 platform performs exceptionally well. It’s awesome.

Christie Jones
System Support and Quality Officer



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