



Canada's DMV Veterinary Centers Deploys 8x8 Contact Center For Microsoft Teams To Meet Rapidly Increased Customer Demand

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Emergency Animal Hospital and Veterinary Specialist Extends Customer Engagement Capabilities Using 8x8 CPaaS SMS API to Better Manage Emergency and Non-emergency Pet Care Inquiries

CAMPBELL, Calif.--(BUSINESS WIRE)-- [8x8, Inc.](#) (NYSE: EGHT), a leading integrated cloud communications platform provider, today announced that [DMV Veterinary Centers](#), 24-hour emergency and specialty pet hospitals and services provider throughout Canada, has deployed [8x8 Contact Center for Microsoft Teams](#), which is certified by Microsoft. The 8x8 cloud customer engagement solution allows DMV to meet increasing demand for veterinary services and enhance customer experience for pet owners.

8x8 Contact Center's tight integration with Microsoft Teams was a game changer for DMV Veterinary Centers, providing advanced omnichannel contact center capabilities to help resolve customer issues quickly across its four veterinary centers in Canada. For example, owners calling about their pets during busy periods are routed to contact center agents efficiently, resulting in shorter wait times. Alternatively, callers can choose to receive a callback without losing their place in the call queue, and owners with pet emergencies can receive immediate instructions via SMS texts.

The past year saw a 50 percent increase in Canadian pet adoptions, and the sudden growth in pet ownership meant DMV had to meet soaring veterinary demands, including a 60 percent spike in urgent calls. This increase in phone traffic, from 50,000 owners and hundreds of veterinary professionals, placed a major strain on their existing technology resources, creating inefficiencies and bottlenecks. DMV's legacy phone system did not allow for the prioritization of callers, or provide data on individual agent performance, which made improving the customer experience a challenge. In addition to call handling, agents were manually sending 10,000 appointment reminders monthly by SMS.

DMV already used Teams for collaboration, and with expert advice from trusted IT consulting firm [Solulan](#), selected the 8x8 Contact Center for Microsoft Teams solution to improve customer and employee experience, enabling agents to quickly connect and collaborate with other Teams-enabled experts to resolve issues faster.

"We desperately needed to reduce caller wait times and automate manual tasks in order to better serve our customers and provide their pets with the highest possible level of care," said Noël Grospeiller, Vice President, Client and Employee Experience at DMV Veterinary Centers. "DMV Veterinary Centers looked at multiple offerings and only 8x8 had the contact center solution and automation capabilities, complete with the Microsoft Teams integration, that we were looking for. Its cloud-based solution is advantageous in that it helps us to eliminate infrastructure cost and maintenance; it also means our agents can work from anywhere."

DMV also wanted to extend the benefits of [8x8 XCaaS](#)™ (eXperience Communications as a Service™) by using the [8x8 CPaaS](#) SMS API to automate SMS notifications and embed it into workflows without modifying software. With these CPaaS capabilities, DMV can implement new communications options quickly, eliminating manual tasks and saving agent time.

"Businesses experiencing high volume customer inquiries need a reliable, integrated contact center and communications system that allows employees and agents to work efficiently and quickly," said Ken Berryman, Chief Sales Officer at 8x8, Inc. "8x8 Contact Center for Microsoft Teams, together with 8x8 CPaaS, allows DMV Veterinary Center to collaborate seamlessly in Teams while enhancing customer engagement. Their specific business requirements include creating critical call flow structure, reporting, and analytics, all of which allows DMV to concentrate on its core objective - caring for pets."

"With their incredible surge in pet owner calls, DMV Veterinary Center needed a comprehensive, easy-to-implement contact center solution that integrated with Microsoft Teams," said Rija Raharinosy, Vice President, Sales & Alliances at Solulan. "With 8x8's industry-leading customer engagement and CPaaS solutions, we knew that DMV would benefit from being able to easily manage call flows, monitor agent activity, and save agent time by automating digital communications."

8x8 Contact Center is available standalone or as part of 8x8 XCaaS, which includes fully integrated, cloud native [contact center](#), [voice](#), [team chat](#), [video meetings](#), and [CPaaS embeddable communications and APIs](#) capabilities in a single-vendor solution. 8x8 XCaaS is built on the resilient, secure, and compliant [8x8 eXperience Communications Platform](#)™, which offers the highest levels of reliability and the industry's only financially backed, platform-wide 99.999 percent SLA across an integrated cloud UCaaS and CCaaS solution.

About DMV Veterinary Centers

Founded in 1993, DMV is one of the largest specialty and emergency veterinary practices in Canada today. DMV employs more than 500 associate and animal health care professionals. Each year, our passionate teams provide high-quality care for more than 50,000 furry friends and their families. DMV constantly strives to innovate in the high quality specialized veterinary services, 24/7 emergency care and phone assistance to help pet owners and furry friends faced with exceptional situations. DMV Veterinary Centers are still proudly 100% owned by Canadian animal health professionals and every member of the DMV team works to fulfill this simple mission: We strive to contribute toward the well-being of animals. We spare no effort to bring them top-quality care.

About 8x8, Inc.

8x8, Inc. (NYSE: 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 API 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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