



8x8 Makes Workforce Management Native in Every Contact Center Seat at No Extra Cost

November 4, 2025

New 8x8 Contact Center standard WFM feature delivers smarter scheduling, better agent engagement, and faster time to value.

CAMPBELL, Calif.--(BUSINESS WIRE)--Nov. 4, 2025-- [8x8 Workforce Management](#) is now a standard capability of every [8x8 Contact Center](#) package, allowing organizations to forecast, schedule, and staff across voice and digital channels at no additional cost. [8x8, Inc.](#) (NASDAQ: EGHT), a leading global business communications platform provider, is among the first to embed Workforce Management (WFM) directly into its platform as a built-in capability. Designed to eliminate the complexity of legacy solutions, the new feature begins rolling out in mid-November and deploys quickly – without professional services or complex configuration – accelerating time to value.

Enhanced Visibility, Agility, and Agent Engagement

With 8x8 Workforce Management, organizations can:

- **Scale across channels with confidence:** Staffing accuracy improves across voice, chat, email, and other digital channels, while service quality and operational efficiency remain high.
- **Respond instantly to dynamic needs:** With real-time visibility into agent availability and adherence, supervisors can adjust staffing as needed and maintain CX continuity.
- **Improve agent engagement and transparency:** Agents can access their schedules, track shift changes, and manage availability directly – enhancing satisfaction and reducing administrative friction.
- **Streamline operations by eliminating manual processes:** Built-in forecasting, reusable shift templates, and intuitive dashboards replace spreadsheets, making scheduling smarter and more strategic.
- **Reduce complexity and cost:** As a native part of 8x8 Contact Center, Workforce Management eliminates the need for separate applications, professional services, or third-party contracts – delivering a seamless, all-in-one solution.

While many providers sell WFM as a costly and complex add-on, 8x8 includes it as a standard capability of its contact center solution – introducing a step change in simplicity. With streamlined, self-service procurement, deployment, and configuration, leaders of small and midsize contact centers can adopt and operate WFM quickly and confidently, without relying on time-consuming, expensive professional services.

“With the explosion of digital interactions – with each channel having unique staffing needs – small and mid-sized contact centers struggle to achieve accurate staffing forecasts using the spreadsheet-driven scheduling practices often employed,” said [Sheila McGee-Smith](#), founder and principal analyst at McGee-Smith Analytics. “By seamlessly embedding WFM directly into every contact center license, at no extra charge, 8x8 is removing the growing complexity of building schedules while helping companies cost-effectively elevate CX. 8x8’s new WFM capability also allows agents to access their schedules, track shift changes, and manage availability directly - a win for agents, supervisors and contact center managers.”

Why This Matters for CX Leaders

As customer interactions expand beyond voice to include chat, email, and social media messaging, workforce planning becomes increasingly complex. Traditional tools and spreadsheets cannot keep pace in real time. And most WFM solutions operate outside the contact center – requiring separate logins, vendor contracts, manual handoffs and creating disconnected user experiences and data silos.

8x8 Brings It All Together

“Contact centers today are being asked to do more with less – across more channels, with higher customer expectations,” said [Hunter Middleton](#), Chief Product Officer at 8x8, Inc. “Workforce management has too often been treated like a luxury add-on, leaving the vast majority of contact centers to rely on spreadsheets and workarounds. By embedding 8x8 Workforce Management directly into our platform and making it available at no extra cost, we’re giving every organization access to the real-time agility, insight, and simplicity they need to optimize staffing and improve service quality. It’s about replacing those spreadsheets with purpose-built tools that help teams stay ahead of demand, empower agents, and deliver consistently exceptional experiences – without added cost or complexity.”

Choice, Not Lock-In

Built to meet customers at every stage of workforce maturity, 8x8 enables a simple progression from the included WFM to an advanced, add-on package. As scale and complexity increase, organizations can unlock deeper capabilities or integrate with leading partner solutions – without disruption.

A Platform Built for Progress

8x8 WFM is integrated with the [8x8 Platform for CX](#), which seamlessly unites contact center, unified communications, and communication APIs to help organizations connect teams and customers globally. By integrating AI at every layer, the platform empowers CX and IT leaders with the performance, insights, and control they need to staff smarter, respond faster, and deliver lasting business impact.

8x8 Workforce Management will begin rolling out as part of the 8x8 Platform for CX in mid-November. To learn more about 8x8 Contact Center, visit [the website](#).

Caution Concerning Forward-Looking Statements

This press release contains forward-looking statements. These statements include, without limitation, information about 8x8's new Workforce Management capabilities, features, availability and future advanced, add-on packages. Readers are cautioned that such forward-looking statements involve risks and uncertainties that could cause actual events or our actual results to differ materially from those expressed in any such forward-looking statements. Readers are directed to 8x8's periodic and other reports filed with the Securities and Exchange Commission (SEC) for a description of such risks and uncertainties. 8x8 undertakes no obligation to update any forward-looking statements.

About 8x8, Inc.

8x8, Inc. (NASDAQ: EGHT) connects people and organizations through seamless communication on the industry's most integrated platform for Customer Experience—combining Contact Center, Unified Communication, and CPaaS solutions. The 8x8® Platform for CX integrates AI at every level to enable personalized customer journeys, drive operational excellence and insights, and facilitate team collaboration. We help customer experience and IT leaders around the world become the heartbeat of their organizations, empowering them to unlock the potential of every interaction. For additional information, visit www.8x8.com, or follow 8x8 on [LinkedIn](#), [X](#), and [Facebook](#).

Copyright 2025 8x8, Inc. 8x8 and associated brand assets are trademarks of 8x8, Inc. All rights reserved.

View source version on [businesswire.com](https://www.businesswire.com/news/home/20251104147150/en/): <https://www.businesswire.com/news/home/20251104147150/en/>

8x8, Inc. Contacts:

Media:

8x8@sourcecodecomms.com

Investor Relations:

Investor.Relations@8x8.com

Source: 8x8, Inc.