



8x8 Announces 8x8 Resolve, a Critical Communications Solution Built for the Deskless Workforce

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New Solution Combines Multi-Channel Reach, AI-Powered Orchestration, and Complete Audit Trail to Close the Enterprise Communication Gap for the 70% of Workers Without a Desk

CAMPBELL, Calif.--(BUSINESS WIRE)--Jun. 3, 2026-- [8x8, Inc.](#) (NASDAQ: EGHT), a leading global business communications platform provider, has introduced [8x8 Resolve](#), a mobile-first critical communications and incident management solution purpose-built to reach deskless and distributed workers. The solution addresses a persistent gap that many traditional enterprise communication tools have struggled to solve: reliably notifying, tracking, and coordinating the warehouse staff, retail associates, field technicians, and healthcare aides who, according to a report from [The Josh Bersin Company](#), make up an estimated 70% of the global workforce and who are typically the last to know when something goes wrong.

8x8 Resolve delivers alerts simultaneously across SMS, voice, WhatsApp, and the [8x8 Work](#) mobile app, with no corporate email address, device, or app login required. When a critical event occurs, the solution is designed to automatically escalate across channels until each recipient acknowledges. Every event automatically generates a detailed, exportable communication log, giving incident responders, crisis management teams, HR, BCDR, compliance, and every stakeholder involved a complete, auditable record of every interaction. And when the dust settles, that same log becomes an invaluable resource for post-incident review and operational improvement.

The gap most tools miss

When a critical event strikes, a system outage, a safety incident, a building evacuation, most operations and incident managers discover that their communication stack fails them at exactly the wrong moment. Email rarely reaches the floor. Most messaging apps are built for desk workers. Manual call trees break down under pressure. Consumer WhatsApp groups offer limited audit trail capability and limited corporate oversight.

The workers most affected, those without a company-issued device or corporate identity in IT systems, are effectively unreachable through standard enterprise tools. 8x8 Resolve is designed specifically to reach these corporate digital orphans.

"We've spent decades over-tooling the C-suite while leaving the frontline to rot in a mess of manual call trees and ignored emails. In a world of infinite noise, messaging is one of the most effective things that actually moves the needle. By the time an email is read, the crisis has already evolved," said Dave Michels, Principal Analyst and Founder at TalkingPointz. "8x8 Resolve stops treating the deskless workforce like an afterthought, using the channels they actually check, SMS, and WhatsApp, to turn chaotic disruptions into orchestrated, audited responses."

How 8x8 Resolve works

8x8 Resolve covers the full incident lifecycle: detection, notification, acknowledgment, escalation, and resolution, in a single solution.

- **Broad employee reach:** Alerts can go simultaneously across SMS, voice, WhatsApp, and the 8x8 Work mobile app. Workers without a corporate email address, company device, or app login can be reached on the phone they already carry.
- **Automated escalation:** When a message goes unread, 8x8 Resolve is designed to cascade to the next channel until acknowledgment is confirmed.
- **Set it up once:** Workflows trigger automatically via webhook or schedule, and recipient lists stay current through native sync with Microsoft Entra ID, Google Workspace, Okta, and Workday, no manual maintenance required.
- **Employees as incident sensors:** Conversational AI lets employees report incidents via SMS or WhatsApp. Structured data is captured without a separate app, form, or training.
- **Exportable communication log:** Every event automatically captures a full record of who was notified, on which channel, and when they responded, giving incident responders, crisis management teams, HR, BCDR, and compliance stakeholders a ready-made audit trail that eliminates post-incident reconstruction and supports operational review.
- **Built for resilience:** 8x8 Resolve operates independently of corporate email and is designed to remain available when other primary systems go down.

Who it's for

8x8 Resolve is built for incident and operations managers, IT leaders, and business continuity, safety, and compliance teams at mid-market and enterprise organizations, across healthcare, retail, education, utilities, logistics, and manufacturing. In regulated industries, documented notification trails aren't optional, and many current tools may not fully meet that requirement. "Despite an increase in enterprise risk management (ERM) ownership of business continuity management (BCM), rising from 23% in 2020 to 29% in 2025, an alarming 62% of heads of ERM admit that their current BCM plans fail to adequately prepare their organizations for potential disruptions," according to the Gartner® 2025 Resource Guide to Effective Business Continuity Management report¹.

"Too many critical events still end with someone asking who got the message and who didn't," said [Hunter Middleton](#), Chief Product Officer at 8x8, Inc. "8x8 Resolve answers that question before it's asked. It is designed to reach every employee on whatever channel they are reachable on, escalates automatically until acknowledgment is confirmed, and produces a complete record of every step. From first alert to confirmed resolution, in one platform. For businesses with distributed or deskless workforces, that's the difference between managing an incident and being managed by one."

Availability

8x8 Resolve is available now for select 8x8 customers. Organizations that have struggled to reach deskless workers during a critical event or that face

compliance obligations around documented emergency notification, are encouraged to reach out to their account manager or visit <https://www.8x8.com/products/resolve>.

8x8, Inc. is committed to the responsible use of artificial intelligence and the protection of customer data. The 8x8 Platform for CX is developed and operated in accordance with established security standards, applicable compliance frameworks, and internal governance policies, including privacy-by-design principles that safeguard personal data on the 8x8 platform. Full details are available at trust.8x8.com.

[1] Gartner Resource Guide to Effective Business Continuity Management, Enterprise Risk Management Research Team, 11 September 2025. GARTNER is a trademark of Gartner, Inc. and/or its affiliates.

About 8x8, Inc.

8x8, Inc. (NASDAQ: EGHT) connects people and organizations through seamless communication on one of the industry's most integrated platforms for Customer Experience – combining Contact Center, Unified Communications, and CPaaS solutions. The 8x8® Platform for CX integrates AI to enable personalized customer journeys, drive operational excellence and insights, and facilitate team collaboration. As a business communications leader, the company helps 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](#).

Caution Concerning Forward-Looking Statements

This press release contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. These statements include, but are not limited to, statements regarding the expected capabilities and availability of 8x8 Resolve. All statements other than statements of historical fact are forward-looking statements. Forward-looking statements involve known and unknown risks, uncertainties, and other factors that may cause actual results to differ materially. For a discussion of these risks and uncertainties, please refer to 8x8's filings with the Securities and Exchange Commission, including its most recent Annual Report on Form 10-K and Quarterly Reports on Form 10-Q. 8x8 assumes no obligation to update any forward-looking statements to reflect events that occur or circumstances that exist after the date on which they were made.

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