



## 8x8 AI Studio Delivers Wave of New Capabilities as Platform Expansion Accelerates

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*Real-Time Voice Translation, Selectable AI Models Across Claude, Gemini, Grok, and ChatGPT, One-click Connectors to More Than Fifteen Enterprise Apps Among the Latest 8x8 AI Studio Capabilities Delivered Since Launch*

CAMPBELL, Calif.--(BUSINESS WIRE)--Jun. 11, 2026-- [8x8, Inc.](#) (NASDAQ: EGHT), a leading global business communications platform provider, continues its rapid expansion of [8x8 AI Studio](#) capabilities since its launch earlier this year, including the addition of multi-LLM model selection, one-click system connectors, voice-driven agent building, and IVR conversion. With its most recent addition, live simultaneous voice translation, 8x8 AI Studio now lets agents and customers speak their own language in real time, across 13 languages, without switching channels, adding interpreters, or interrupting the conversation. It's now in early availability for customers.

The experience is designed to be immediate and unobtrusive. When a customer speaks in French, Spanish, or Japanese, for example, the agent hears the customer's original voice softened beneath a real-time AI-generated translation in their own language — no lag, no relay interpreter, no separate call. The same works in reverse. Both parties speak naturally and the conversation simply works.

When a customer contacts support in a language the agent doesn't speak, the typical outcomes are a transfer, a callback, or a dropped interaction. Live translation in 8x8 AI Studio changes that. The agent stays on the call, the customer doesn't repeat themselves, and the interaction resolves instead of escalating.

Live translation runs directly within the 8x8 AI Studio voice agent and advisor experience — with no third-party interpretation service to connect and no workflow changes required. Translation is handled automatically when a language mismatch is detected. The full interaction — original speech and translated output — is captured in the call record and the live advisor interface. Supervisors reviewing sessions see both, so quality assurance does not depend on guesswork about what was said.

Live translation builds on the AI model improvements already in 8x8 AI Studio — specifically the more accurate transcription of accented and non-native speech introduced with the recent addition of OpenAI's GPT-Realtime-2. That accuracy is what makes the experience more reliable across languages, not just common ones.

Since launch, 8x8 AI Studio has delivered several capabilities that change how organizations build, deploy, and run AI agents in production, such as:

- Every agent runs on the right model for the job across both voice and text channels, because Claude, Gemini, Grok, and ChatGPT are all selectable per agent with no platform change required to switch.
- Agents take action inside the systems customers already run, with one-click connectors to HubSpot, Slack, Stripe, Atlassian, Twilio, GitHub, Asana, Figma, Intercom, Dropbox, and ClickUp available out of the box, no integration project required.
- Businesses move off legacy phone-tree IVRs without rebuilding from scratch, because the Builder reads existing 8x8 auto-attendants and converts them into AI Studio call flows it can then improve.
- Agents are built and edited by speaking instead of typing, because the Builder transcribes push-to-talk dictation, cleans up filler and self-corrections, and drops the text in for review before anything is sent.
- Customers reach an agent right on the website by voice or text, can share an image when words are not enough, and get connected to a live agent the moment they need one, all from a single embeddable widget.

"I've spent much of my life living abroad, and I know from experience how isolating a language barrier can be," said [Emil Ivoy](#), VP of Product for Video Platform and Services at 8x8, Inc. "As an international student in France, even simple tasks like contacting a service provider or calling customer support could feel overwhelming. Those challenges still affect millions of people every day. With real-time translation in 8x8 AI Studio, we're helping organizations communicate with customers in their preferred language, making support more accessible, more natural, and more human."

Live voice translation in 8x8 AI Studio is available now for customers in early availability. For more information, visit [docs.8x8.studio](#) or contact your 8x8 account team.

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](#).

### 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 real-time AI translation features on the 8x8 Platform for CX, anticipated customer benefits and deployment outcomes across 13 languages, the advantages of multi-LLM AI architecture and integrations with

HubSpot, Slack, and Stripe, and expected enhancements to customer experience and contact center performance. 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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