



8x8 callstats solution overview





8x8

# Overview

# Is callstats right for me?

8x8 callstats is a performance monitoring solution that helps contact center and IT managers provide their users with the best possible interaction quality.

Callstats monitors, analyses, and aggregates data for each participant in every call. Thousands of data points are available on the dashboard with AI-driven thresholds to alert network administrators to potential quality issues.

Proactive alerts provide users with the root cause of connectivity or media quality issues before they escalate, helping to reduce troubleshooting and resolution time.

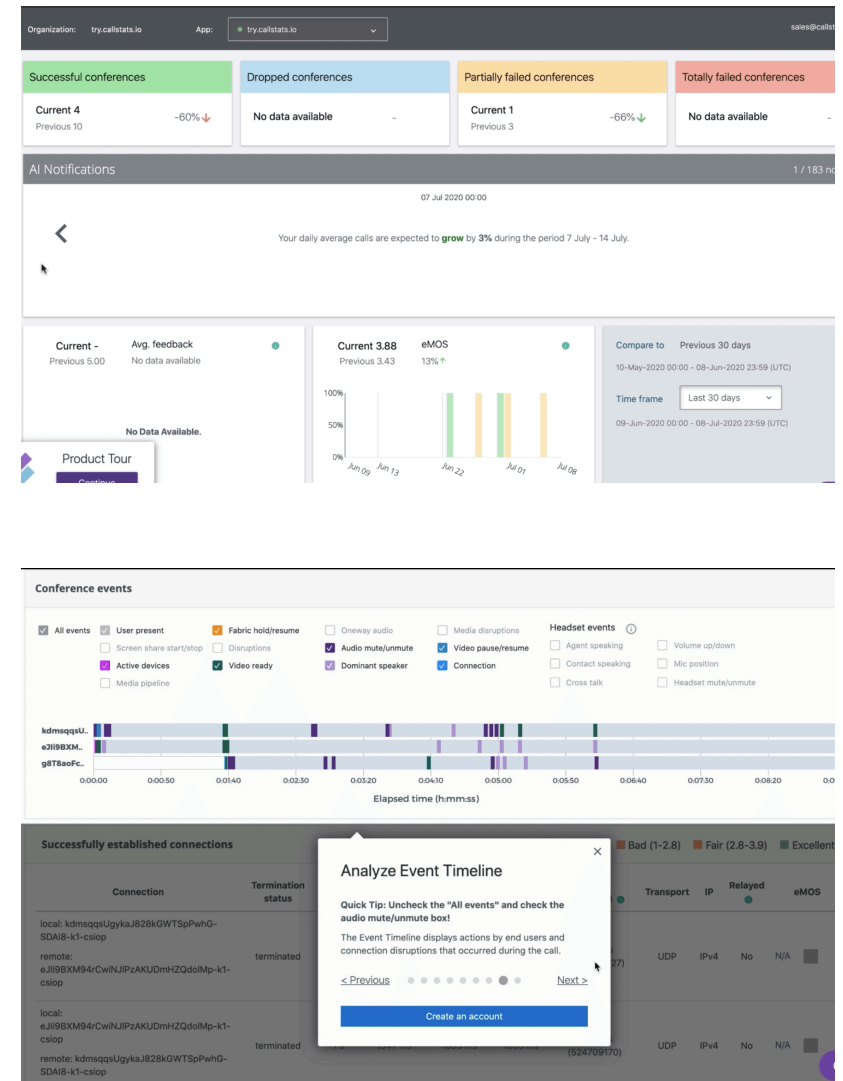
## Key takeaways

- callstats can be integrated with any WebRTC application. Including a number of packaged integrations including Amazon Connect, Twilio Flex, and OpenTok.

[Integrate now >](#)

- Troubleshooting audio and video quality issues, Increasing agent productivity, and driving adoption of video meeting technology are strong use cases for the callstats solution.

[Learn more >](#)



# Integrations

- Pre built SDK's for popular WebRTC applications
- Sign up on AWS Marketplace to automatically link Amazon Connect account
- Flexible SDK for integration with any other WebRTC platform
- Integrate with as few as 3 lines of code

## callstats.js

The callstats.io Javascript client library enables performance monitoring features in browser-based WebRTC endpoints.

[Read docs](#)



## Amazon Connect

Amazon Connect is a self-service, cloud-based contact center solution.

## OpenTok

## OpenTok.js

TokBox's WebRTC platform for video, voice, messaging and screen sharing.



## Twilio Flex

Twilio Flex is a programmable cloud-based contact center platform.



## Jitsi Meet

Jitsi Meet is an easy way to start building a scalable WebRTC-based service.





# Use Cases

# Contact Center Use Case

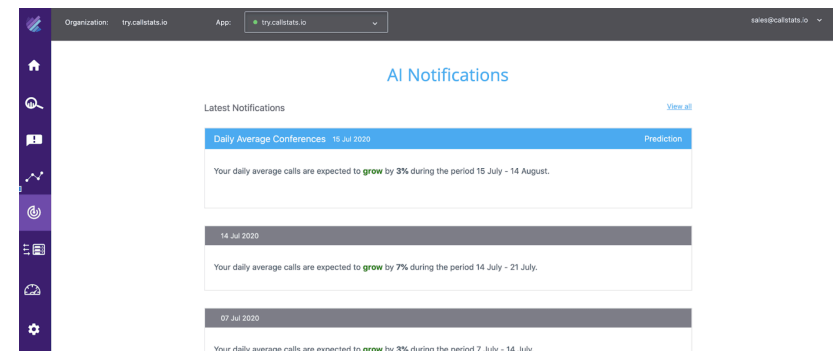
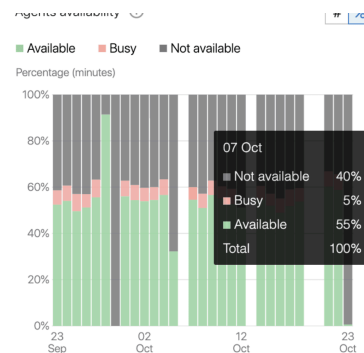
## Challenge

Contact Centers are highly tuned to optimize agent productivity and improve customer service scores. However, agents are increasingly helping customers from less than optimum networks, such as home or remote offices, resulting in echo, voice distortion, one-way audio, and other quality issues. These issues reduce NPS scores and agent productivity and are time-consuming for IT support teams to diagnose and fix the problem.

## Solution

callstats.io monitors real-time WebRTC communication sessions and automatically detects when trouble occurs. AI-driven algorithms isolate the problem and identify a root cause, enabling rapid issue resolution, eliminating the time lag between issue occurrence and reporting. Proactively managing call quality means less time troubleshooting, better customer experiences, and more productive agents.

- Minimize impact on NPS and agent productivity due to poor quality calls.
- Reduce resolution time. Present root cause of quality problem calls directly to network administration.
- Proactive alerting: AI/ML monitors issue severity and notifies IT, staff, without the need for agent feedback.



# Video Meetings Use Case

## Challenge:

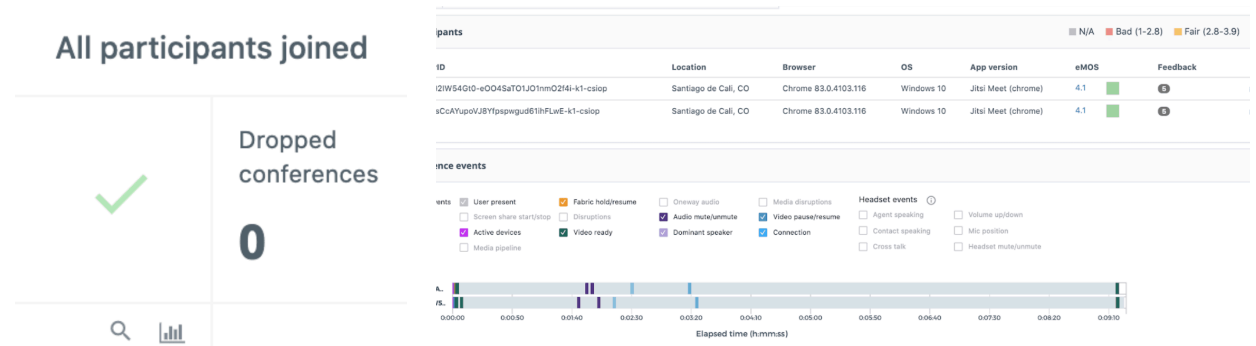
Meeting participants connect from a growing variety of locations and networks. In particular, home networks are of varying quality and often mean participants can be difficult to understand, or poor quality video.

As the way we work changes, driving adoption of video tools is increasingly important. Managers and Supervisors often have very little visibility into talktime / video usage in meetings. ('Video Quality Issues' - Number One barrier to synchronous Video adoption)

## Solution:

Callstats AI-driven monitoring and analytics services deliver insights that help you drive application adoption. By providing detailed call quality metrics that developers need to ensure their users enjoy first-class voice, video, and screen-sharing experience.

- Monitor live meetings to easily identify issues in real-time.
- Quality scores for every participant; not just the host or 'company' users.
- Drive adoption with 'conference events'. Visual indicators of key events like video, talk time, and screen sharing.





# Customer Case Study





# Verbling chooses callstats performance monitoring



## Industry

Education technology



## Headquarters

San Francisco



## 8x8 Products:

callstats



## Primary Reason Chose 8x8:

'Drop-in' performance monitoring tool

Verbling is San Francisco based language education company, that connects language teachers with students in an online market place. Tens of thousands of students connect over WebRTC with their teacher every month, from all over the world. Upholding a quality connection between the two is crucial to Verbling's success.

### Key highlights:

- Fast and flexible deployment
- Seamless integration
- Data available within a day of deployment



Using callstats has helped us focus on what we do best, and that's connecting teachers and students to learn a language together

Gustav Rydsted, Verbling CTO

[Read the full case study](#)

# Leading software and service firm improve productivity



## Industry

Software and Services



## Headquarters

USA



## 8x8 Products:

callstats.io



## Primary Reason Chose

**callstats.io:**

Better identify quality issues for work from home agents

This global software and services firm is ranked by Fortune among 1,000 largest companies and 100 best places to work. To deliver on its customer-focused mission, the company employs over 10,000 contact center agents across multiple office locations as well as work-from-home arrangements.

### Key highlights:

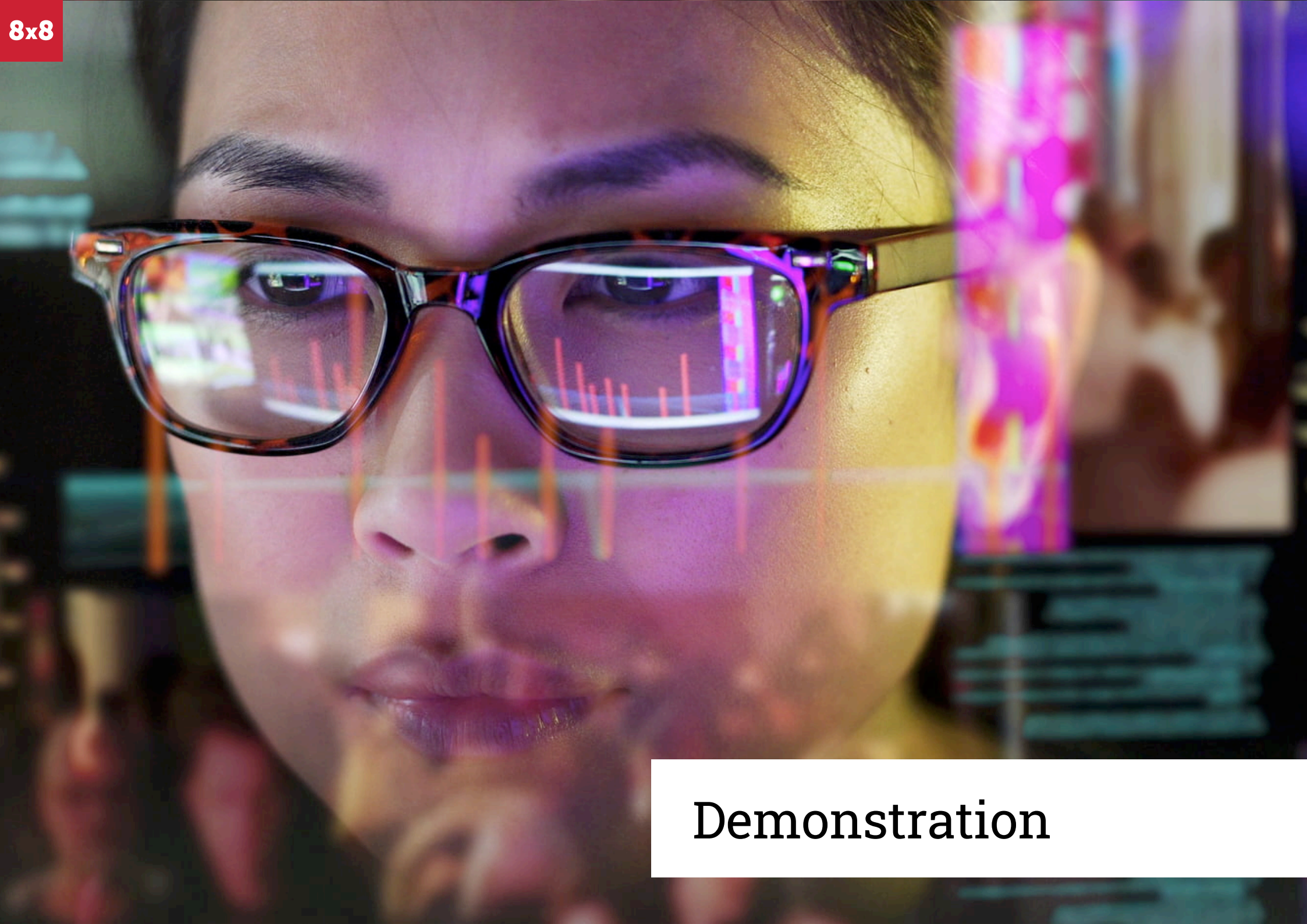
- Increase agent productivity
- Reduce IT response time
- Enhance agents work-from-home experience



“Callstats.io gives us a way to identify and resolve tough problems that weren’t even visible to us before.”

Contact Center  
Operations Manager

[Read the full case study](#)

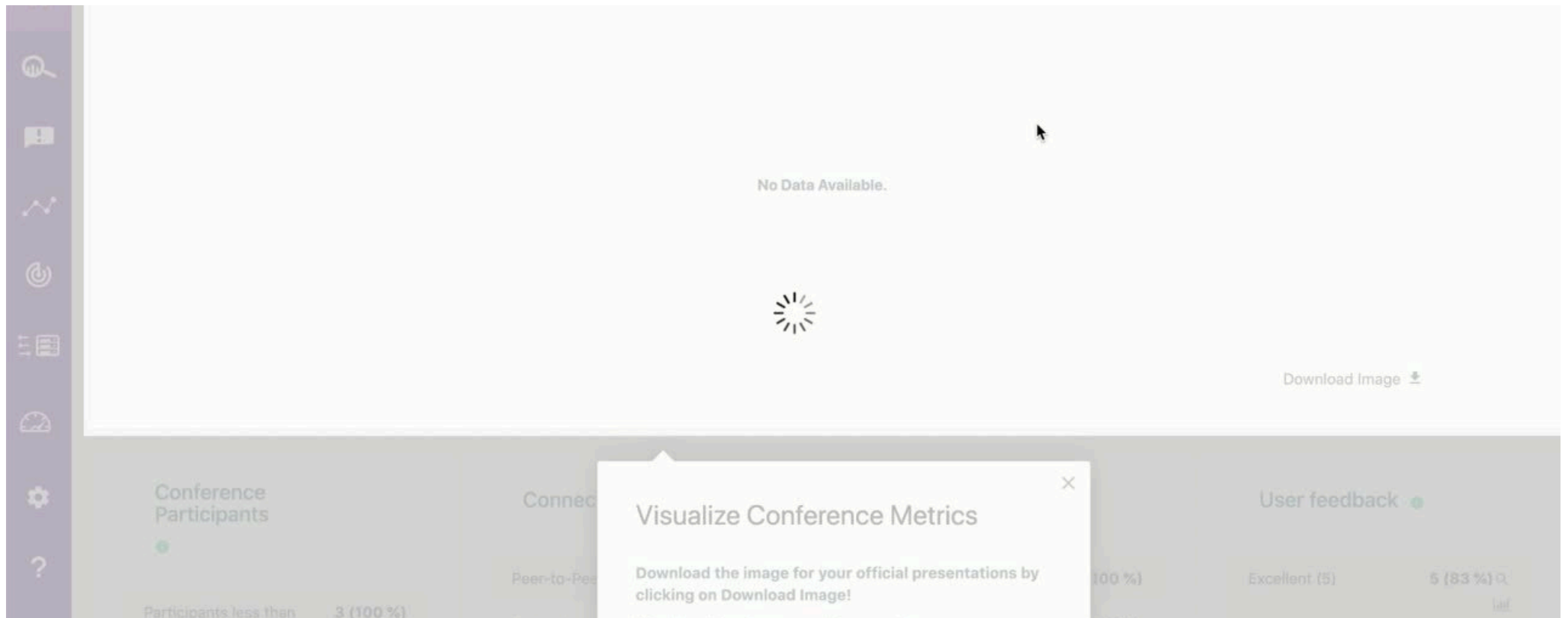


Demonstration



# callstats SDK demo

Integrate the callstats SDK with any WebRTC application.



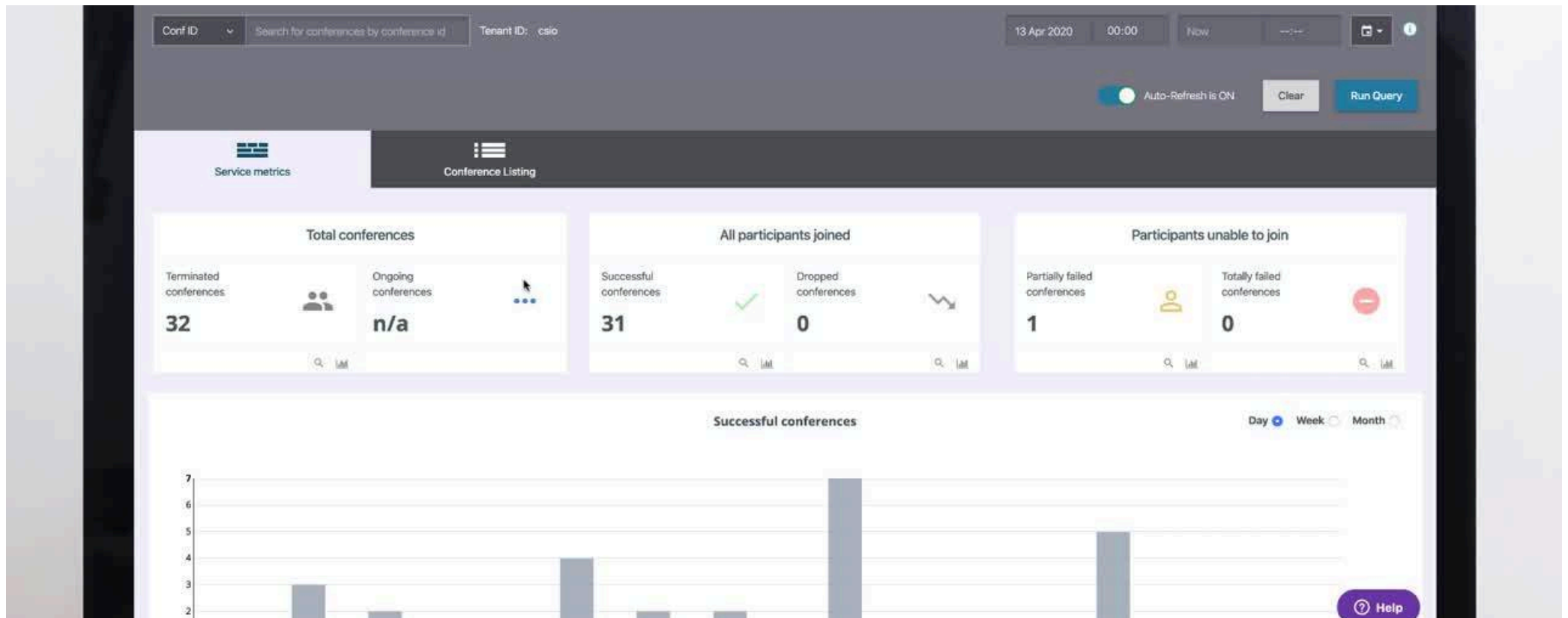
# callstats and Amazon Connect demo

Integrate callstats with Amazon Connect with 3 lines of code.



# 8x8 Meet Analytics powered by callstats

callstats is integrated into the 8x8 Meet administration dashboard, providing users with a single tool to host, manage, and report on video meetings.





# Pricing & Packaging



# Pricing and packaging

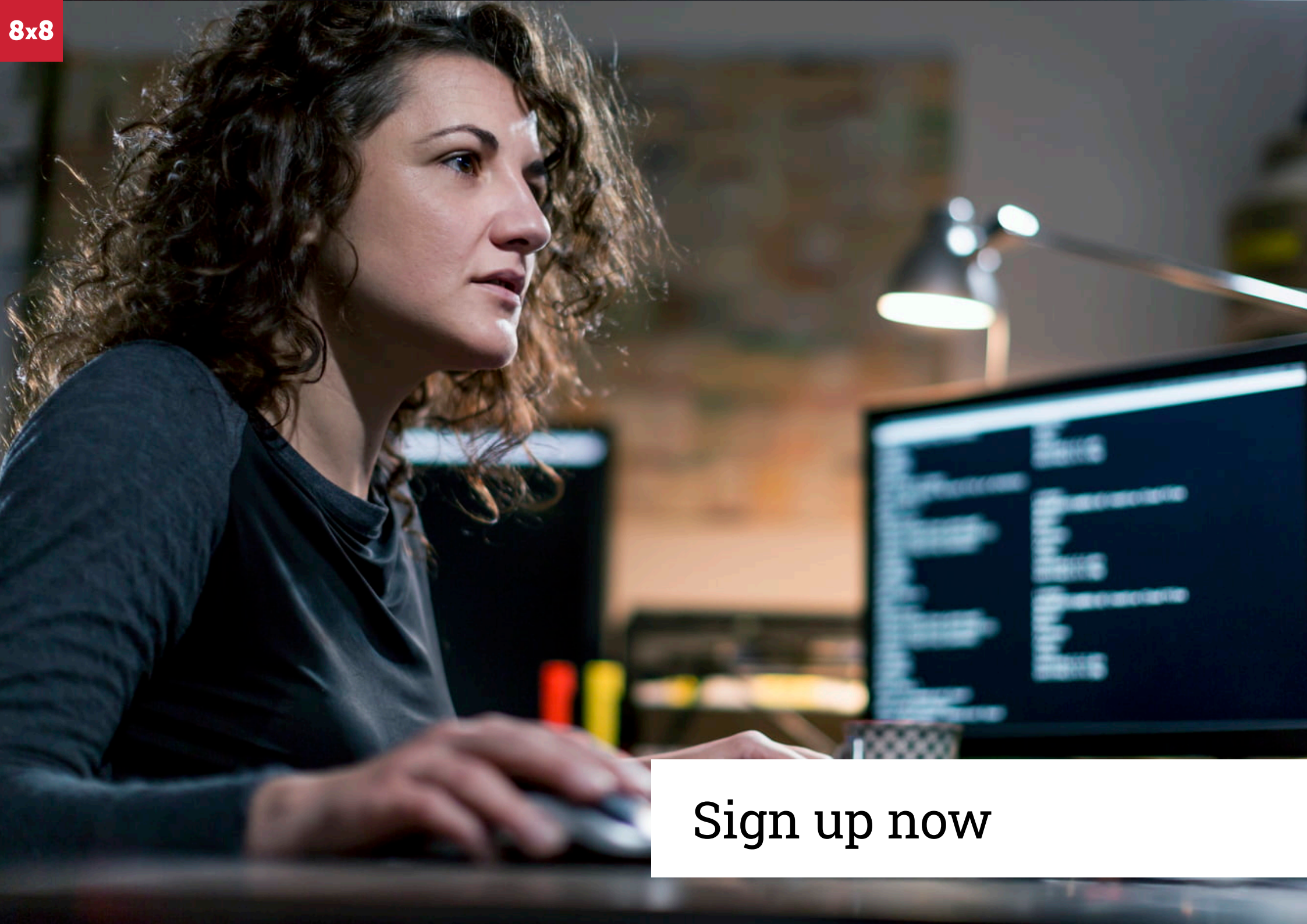
Packages	Essentials	Basic	Pro	Enterprise	Prepacked Minutes	Price/month
Subscription/ month	€0.00	€499.00	€/ \$ 2,399		1,000,000	\$1,900
Minutes/ month	(20k included) based on usage	200k	1 million		2,000,000	\$3,700
Users / Administrators	1	3	5		5,000,000	\$8,800
Apps monitored	1	2	3		10,000,000	\$16,800
Raw Storage retention (days)	1	7	15			
Concurrent sessions	20	100	500			
Notifications	None	None	AI (Based on minimum 1m minutes)	Call for pricing	<b>Overage minutes per month</b>	<b>Overage Price/min</b>
Works with WebRTC-compatible endpoints	Yes	Yes	Yes		<1,000,000	0.003000
Support for iOS and Android clients	No	Yes	Yes			
Data protection compliance	No	Yes	Yes			
Data storage location selection	No	No	Yes			

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Sign up now



[Sign up now](#)

[Try the live demo](#)

For more information and resources visit [8x8.com/products/apis/callstats-io](https://8x8.com/products/apis/callstats-io)

Thank you for reading

# 8x8 callstats solution brief

