

Product Summary

- Enabling inbound and outbound Remote Assignment with Confirmed Call Delivery.

Product Description

- The PCS 8x8 Confirmed Call Delivery app allows remote agents in low-bandwidth areas to overcome Call Forwarding limitations.
- Native Call Forwarding to a cell phone leaves callers in the cell phone voice mail if the call is not connected or accepted.
- The PCS 8x8 Confirmed Call Delivery app allows agents to press 1 to receive the outside caller. Unanswered calls are naturally handled via the agent's native Call Forwarding rules in 8x8.
- Used for both inbound and outbound calls.
- Calls are tracked, recorded (if enabled), and logged in 8x8 reporting.

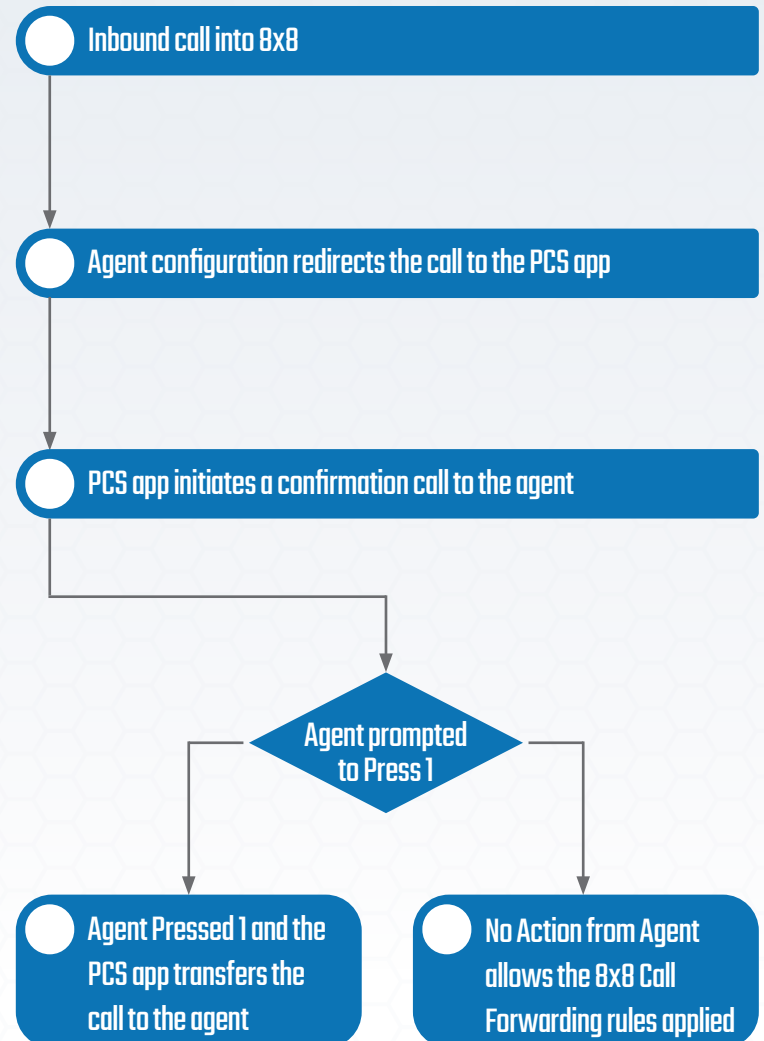
Implementation

- Agents can choose to configure their phones for Confirmed Call Delivery for both inbound and outbound calls.
- Remote calls are then routed to any reachable phone line with Confirmed Call Delivery.
- Integration with 8x8 Contact Center & Work App enables agents to remain inside the 8x8 ecosystem.

Product Requirements

- 8x8 Work App or 8x8 Contact Center Agent Workspace
- Windows 2016 Server or greater

PCS 8x8 Confirmed Call Delivery App Call Flow



Revised: August 4, 2025