

Service Definition Document (8x8 Unified Communications, CCaaS & CPaaS)

1. Service Overview

Service Name: 8x8 Unified Communications, Contact Centre & CPaaS Capabilities

8x8 Unified Communications provides cloud-based telephony, messaging, contact centre, video meetings, analytics, and workflow automation. The platform supports modern, hybrid public sector communication needs, reducing operational friction and improving resident outcomes.

Social Telecoms Context & Capability

Social Telecoms CIC has delivered UCaaS and CCaaS services to housing and public sector organisations for **over 13 years**, reinvesting surplus to deliver social value. Our senior leadership team has **36+ years of combined sector expertise**, including migration planning for the national PSTN/ISDN switch-off (Jan 2027), and deep experience supporting telecare and telehealth services. We maintain long-term UC/CC relationships with organisations such as Housing Solutions (11 years), Beyond Housing (10 years) and Poplar HARCA (12 years).

We deliver AI-enhanced CX solutions across our partnership ecosystem (including 8x8, Zoom, Vonage, NFON, MRI), helping members improve customer experience, achieve Tenant Satisfaction Measures (TSMs), and comply with Awaab's Law.

2. Key Features & Capabilities

Unified Communications (UCaaS)

- Cloud PBX with direct dial extensions
- Desktop, mobile, and browser softphone apps
- Unified messaging, group chat and voicemail-to-email
- High-quality video meetings
- Auto-attendant, IVR and intelligent call routing
- Call recording, transcription and sentiment analytics
- Single administration portal for configuration and reporting

Contact Centre as a Service (CCaaS)

8x8's CCaaS offering enables omnichannel resident engagement, supporting:

- **Omnichannel contact handling:** voice, SMS, webchat, email, social media
- **Skills-based routing** for efficient agent distribution
- **Queueing, wrap-up, adherence and real-time wallboards**
- **Supervisor dashboards** with live monitoring, intervention and coaching tools
- **Integrated Knowledgebase** to improve first-contact resolution
- **Advanced speech analytics**, call scoring and compliance analysis
- **Quality management** including evaluation forms, agent scoring and coaching workflows
- **Customer journey analytics** stitching multi-channel histories together

Social Telecoms enhances this with:

- Delivery of repairs triage and housing-specific call flows
- Support for regulatory reporting (TSMs)
- Integration with housing management systems via our partner ecosystem

CPaaS Capabilities

8x8 XPaaS / CPaaS capabilities enable:

- **Video elevation for repairs triaging**
 - Contact centre agents can escalate a standard call to secure live video
 - Residents show the issue on camera (e.g., leaks, damp, damage)
 - Agents diagnose remotely and determine correct trade, appointment length, urgency
- **Digital messaging workflows:** SMS/WhatsApp appointment reminders, alerts, broadcast comms
- **API-driven communications** for integration with repairs portals and self-service apps
- **Click-to-call or click-to-video** embedded in customer websites or portals

Operational impact:

- Reduces unnecessary callouts
 - Improves first-time-fix rates
 - Supports damp/mould resolution requirements under Awaab's Law
 - Shortens repairs triage time and improves resident experience
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3. Service Scope

The service delivered by Social Telecoms includes:

- Full UCaaS deployment (telephony, messaging, conferencing)
- Full CCaaS deployment (omnichannel, routing, contact centre workforce optimisation)
- CPaaS workflow configuration (video escalation, messaging, API integration)
- CRM/Housing Management System integration
- User provisioning and licence management
- Support via our UK-based service desk
- Optional onsite or remote training
- Reporting dashboards and MI packs

Sector Expertise Added Value

We support:

- Digital transformation aligned with the 2027 analogue switch-off
- Housing-specific contact flows for repairs, rents, ASB, and customer service
- Awaab's Law-compliant damp & mould reporting flows via CPaaS video

Not included: end-user devices; onsite engineering (available separately).

4. Service Constraints

- Requires stable internet connectivity
 - Some CCaaS/CPaaS features require specific licence tiers
 - High-quality video elevation depends on device camera capability and resident connectivity
 - Integrations require supported APIs or connectors
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5. Onboarding & Offboarding

Onboarding

- Requirements discovery and scoping workshop
- Mapping UC/CC/CPaaS use cases (repairs triage, housing services, customer services)
- CRM/HMS integration design
- Configuration of IVR, queues, routing, workflows and messaging templates
- Number porting
- Pilot and UAT with resident and staff scenarios

- Training: end-users, supervisors, repair teams, and customer service agents
- Go-live support

Offboarding

- Secure deactivation of users
 - Data and recordings export
 - Removal of API integrations
 - Support for migration to new platforms
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6. Service Levels (SLA)

- 99.999% platform uptime SLA
- 24/7 critical support
- Response times: P1 <1h, P2 <4h, P3 <1 business day

Additional Social Telecoms Assurance

- Proactive monitoring and alerting
 - Quarterly SLA, performance and CX reports
 - Feedback loops for continuous service improvement
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7. Pricing Model

- Per-user monthly licensing for UCaaS & CCaaS tiers
 - CPaaS usage-based components (where applicable)
 - Optional devices and professional services
 - Flexible contract terms
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8. Technical Requirements

- Modern browser support
 - Windows, macOS, iOS, Android
 - 100kbps+ per call; higher for video elevation
 - QoS recommended for consistent call quality
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9. Data Security & Compliance

- Enterprise-grade cloud hosting
- Encryption in transit and at rest

- GDPR aligned
 - Role-based access controls
 - Secure APIs for CPaaS workflows
 - Proven sector experience with telecare-related migration security
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10. User Roles & Permissions

- **Agent:** handles voice/video/chat interactions
 - **Supervisor:** monitors queues, performance, coaching
 - **Administrator:** configures call flows, channels, routing, APIs
 - **Super Admin:** full access and integration management
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11. Reporting & Analytics

- Call, queue, and agent performance dashboards
 - Speech analytics, sentiment scoring
 - Video triage reporting (successful/unsuccessful elevations)
 - Real-time wallboards
 - Historical and scheduled reporting packs
 - MI aligned with Housing TSMs
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12. Integration Capabilities

- Microsoft Teams
 - Housing CRM platforms (HMS/CRM integrations available)
 - Salesforce, Dynamics 365, Zendesk
 - Repairs portals via CPaaS APIs
 - Click-to-video and click-to-call components
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13. Service Roadmap (Non-Binding)

- AI-enhanced routing and predictive engagement
 - Improved video quality and low-bandwidth optimisation
 - Additional housing-specific templated workflows
 - Expanded CPaaS API suite for deeper repairs integration
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14. Accessibility Statement

This document is written to GOV.UK accessibility standards. The 8x8 platform includes screen reader compatibility, keyboard navigation, high contrast modes, scalable UI, and captions for video.

15. Terms & Conditions

- Standard 8x8 terms apply
 - Social Telecoms provides onboarding, support and training
 - G-Cloud 15 Call-off terms apply
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16. Glossary

- **CCaaS:** Contact Centre as a Service
- **CPaaS:** Communications Platform as a Service
- **UCaaS:** Unified Communications as a Service
- **TSM:** Tenant Satisfaction Measures
- **IVR:** Interactive Voice Response
- **UAT:** User Acceptance Testing
- --- If you'd like, I can now further refine this for specific housing use-cases (repairs, ASB, rents) or produce the Voicehost, Zoom Voice or HappyIoT SDDs next.