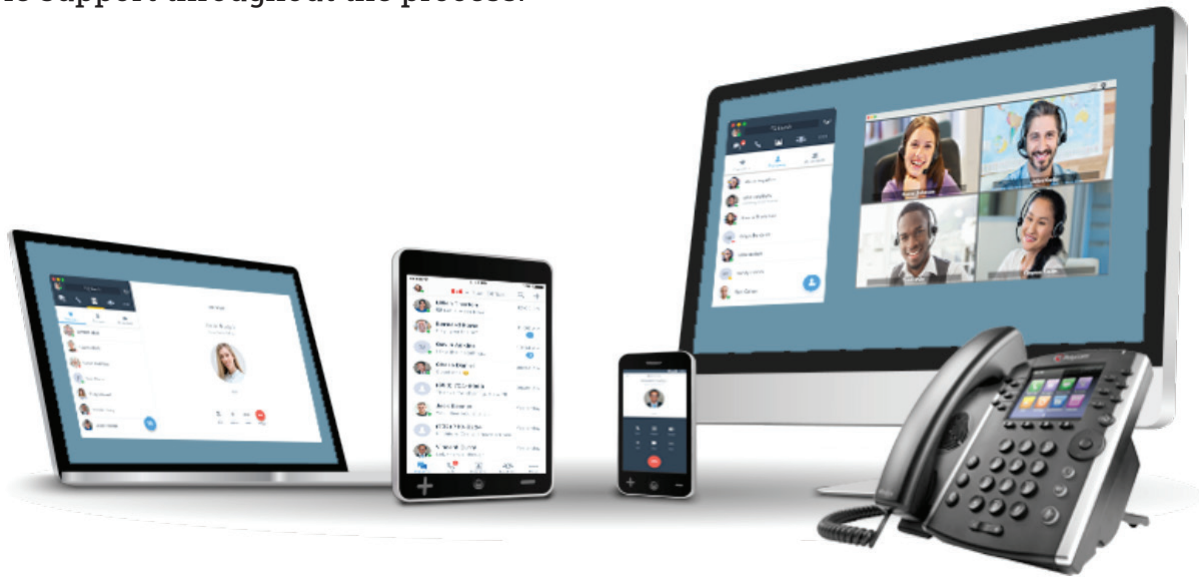


8x8 Implementation

Switching to a new communication platform can be a harrowing task. We are here to help. 8x8 Implementation Services will advise and assist you in your transition or startup. Our Implementation Advisors are key to helping you get the most from 8x8 and can provide valuable support throughout the process.



Pick the solution that best suits your needs:

Starter

- Provides limited assistance and thorough documentation for customers who have the in-house technical expertise to be self-sufficient
- Content rich documentation and videos

Assisted

- Hands-on assistance
- Assisted setup of 5 ring groups, call queues and auto attendants
- Dedicated implementation advisor

QuickStart

For Contact Centers

- Voice only assistance
- Assisted setup for configuration and testing

Services:



One-on-one agent assistance throughout implementation



A walk-through wizard to get a dial tone up and running prior to implementation meeting



Admin assistance to build your call flow design



Assisted walk through of number porting and 8x8 features



Customers choose appointments that work for them



Follow up call and support for 'go-live'

Timing

1-5 LINES 15 days or less	6-25 LINES 25 days or less	26-100 LINES 30 days or less	100+ LINES 35 days or less	Contact Center 45 days or less
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Times may vary depending on complexity and customer availability.

Getting help is fast and easy

Customers can use email or chat support linked directly to their implementation. Large deployments and contact center customers get experts' direct contact info. Partner accounts get a dedicated team and team contact information along with a Partner Experience Team.

Even more help

8x8 provides walkthrough tools to help system administrators through the initial account setup and configuration. Easy to use tutorials guide users through the basic setup of their system.

8x8 implementation process

