

Partner Enablement: Accessing Training

Partner Onboard Training

8x8 offers multiple courses focusing on both sales and technical product enablement with accompanying certifications. 8x8's training curriculum raises partner awareness and adoption of 8x8's UCaaS and CCaaS solutions, while equipping them with the knowledge and skills to sell, deploy and support 8x8 solutions.

Selling 8x8

8x8 Sales Certification Training covers the following topics:

- The cloud communications market and competitive landscape
- Moving customers to the cloud
- Identifying key 8x8 strengths and differentiators
- Discussing 8x8 UCaaS and CCaaS features and functionality
- 8x8 product families, bundles and packaging options
- Pitching 8x8

8x8 Sales Engineering Foundations:

After completing the Sales Certification training, Partner Sales Engineers continue the journey with training on:

- 8x8 Work End User and Admin
- Contact Center Agent, Supervisor and Admin

Supporting and Deploying 8x8

If you and/or your organization also provides support and deployment services, additional training and certification is required. Technical product enablement begins with basic administration and configuration training and continues with advanced topics, troubleshooting and architecting courses. Two levels of certifications are available for both UCaaS and CCaaS to verify your knowledge and skills to configure, support and deploy 8x8 solutions including:

- 8x8 UCaaS Support Certification & 8x8 UCaaS Deployment Certification
- 8x8 CCaaS Support Certification & 8x8 CCaaS Deployment Certification

For more information, contact training@8x8.com.

Accessing Training

To create an account and register, please [click here to access the new account request form](#) and provide the following information:

- Name
- Email
- Company name
- Job title/role
- Distributor or Master Agent name
- 8x8 CAM/NAM name (if known)
- Training tracks you require

Get Started

Review the required courses, accreditations and certifications on the following pages—including instructions on accessing the training from our learning portal. Then [fill out the form](#) to request your account.

Happy learning!