



# Certification

## Why become 8x8 certified?

8x8 Certifications are designed to produce experts who can better sell, support, configure and build 8x8 solutions. Whether the goal is to sell 8x8 solutions or provide support and deployment services, 8x8 Certification Levels provide a path forward.

Mastering the concepts of unified cloud-based voice and contact center solutions will give successful applicants a competitive job edge in today's \$50 billion Unified Communications As A Service (UCAAS) market. And, gaining the skills to better sell, support or deploy an 8x8 solution can improve your return on investment by improving productivity and efficiency.

There are currently four levels of certification required for partners--Sales, Sales Engineer, Support and Deployment.

**8x8 Sales Certification** (8x8 partners only) enables candidates with 8x8 key differentiators, product overviews, positioning and selling strategies, playbook overview and discovery examples, and additional sales resources.

**8x8 Sales Engineer Certification** (8x8 partners only) builds on the knowledge and skills acquired from sales certification with 8x8 Work and Contact Center admin training.

**8x8 Support Certification** builds on basic knowledge with advanced topics and troubleshooting methods. This prepares system specialists who can provide basic support and troubleshooting to end users and customers.

**8x8 Deployment Certification** equips experts who can architect and design a successful 8x8 voice or contact center solution.

Once attained, you can add your 8x8 certifications to your LinkedIn profile and email signatures.

**Note:** Support and Deployment certifications are only required if you and/or your organization provide support and deployment services to your customers.

# 8x8 Sales Certification

## Sales Certification Track

The Sales Certification path enables candidates with 8x8 key differentiators, product overviews, positioning and selling strategies, playbook overview and discovery examples, and additional sales resources.

The sales certification track consists of four 1-hour instructor-led courses providing you with the foundational knowledge needed to:

- Describe 8x8 key strengths and differentiators
- Articulate how 8x8 addresses pain points in customer communications
- Explain 8x8 Work and Contact Center features and functionality
- Discuss 8x8 product packaging options
- Craft an elevator pitch

The courses also cover the following topics:

- 8x8 key differentiators
- State of the marketplace
- Customer case studies
- Positioning and selling strategies
- Playbook overview and discovery examples
- Product demos
- Additional sales resources
- key differentiators

**Note:** You must complete all courses to earn 8x8 Sales Certification.

## Sales Certification Track



# 8x8 Sales Engineer Certification

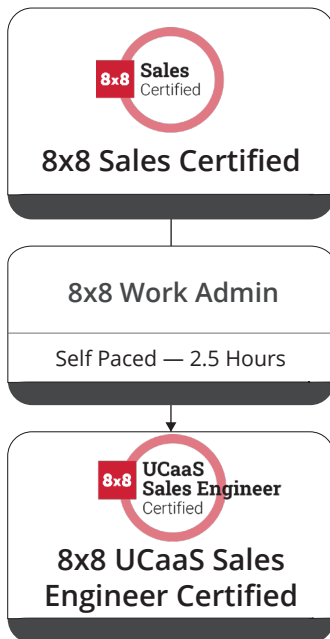
## Sales Engineering Certification Tracks

The Sales Engineer Certification paths build on the knowledge and skills acquired from sales certification with 8x8 Work and Contact Center admin training. There are two Sales Engineer Certification paths -- UCaaS and CCaaS.

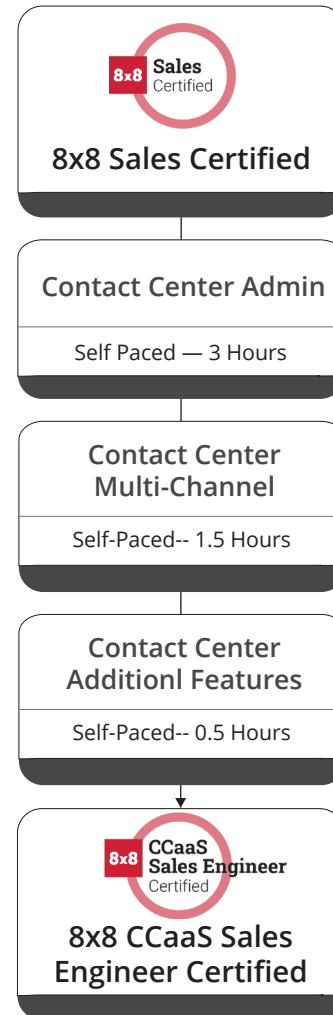
To become UCaaS Sales Engineer Certified, first become 8x8 Sales Certified. Then, complete the 8x8 Work Admin self-paced training.

To become CCaaS Sales Engineer Certified, first become 8x8 Sales Certified. Then, complete the Contact Center Admin self-paced training..

### UCaaS Sales Engineer Certification Track



### CCaaS Sales Engineer Certification Track



# 8x8 Support Certification

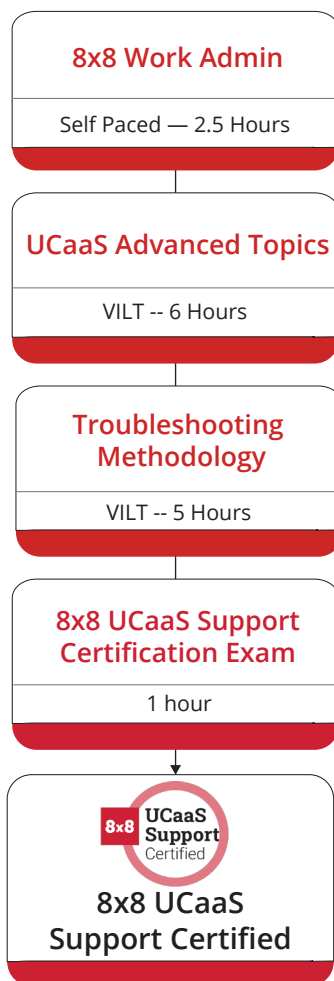
## Support Certification Tracks

The Support Certification paths build on basic knowledge of 8x8 solutions with Advanced Topics and Troubleshooting Methodology.

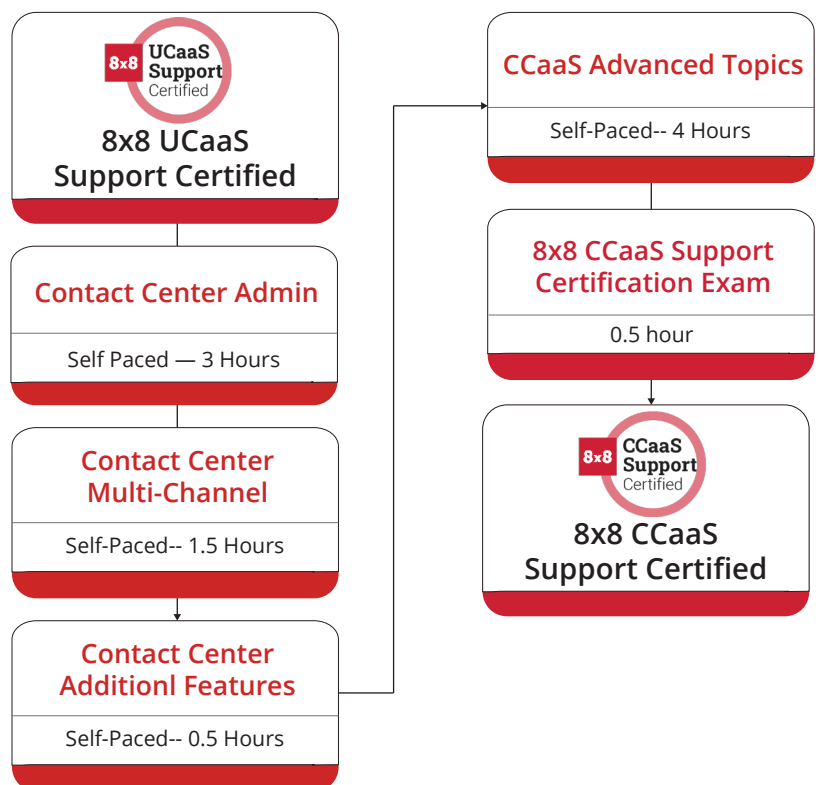
You'll learn things such as minimum network requirements, and how to solve common issues that end users may encounter. These skills will give you the ability to support end users with basic, Tier 1 level Support. Passing the 8x8 Support Certification exams will validate your achievement.

It is strongly recommended that you take the courses in the order listed. **You should complete all recommended training before attempting the 8x8 Support Certification exams.**

### UCaaS Support Certification Track



### CCaaS Support Certification Track



Note: Passing the UCaaS Support Certification exam is a prerequisite to completing the CCaaS Support exam.

# 8x8 Deployment Certification

## Deployment Certification Tracks

The Deployment Certification paths build on basic and advanced knowledge of 8x8 solutions with designing an 8x8 Solution.

The 8x8 Deployment Certification paths provides knowledge and skills to architect and design an 8x8 voice or contact center solution. Candidates will learn site requirements and solution design best practices for a successful implementation.

Note: Candidates must have a valid Certified Support certificate to register for the corresponding 8x8 Deployment Certification exam.

The courses listed are recommended. **You must pass the Support and Deployment Certification exams to become 8x8 Deployment Certified.**

The Deployment Certification exams are practicum exams in which candidates are given a scenario with customer information, criteria and business objectives. Based on the given scenrio, candidates will submit a written solution design that meets a customer's stated business goals. Candidates will then record presenting and defending their design to 8x8.

### UCaaS Deployment Certification Track



### Exam topics:

Candidates will be graded on how well they perform the following:

- Define the given project
- Define assumptions and constraints
- Design a solution that meets the customer's goals and objectives
- Present and defend their design

### CCaaS Deployment Certification Track





## Exam Pricing

Exams are free of charge for partners.

## Exam Registration

All exams are delivered in 8x8's Learning Management System (LMS) -- Workramp.

To register for an exam, email [training@8x8.com](mailto:training@8x8.com).

## Exam Retake Policy

### Support Exams

Support exams must be completed within 3 days of when the exam is assigned to you. If you fail to successfully complete the exam before the assigned deadline, you will be marked incomplete, and you must wait 7-days before retaking the exam.

### Deployment Exams

The Deployment exams must be completed within 14 days from when the exam is assigned to you. You may request a one week extension by emailing [training@8x8.com](mailto:training@8x8.com). Only one extension will be given. If you fail to turn in your work before the assigned deadline, you will be marked incomplete. If incomplete or if you fail, you must wait 7-days before retaking the exam.

## Deployment Exams

You will not be able to register for the 8x8 Deployment Certification exams until you successfully pass the corresponding 8x8 Support Certification exam.

The UCaaS Deployment exam presents a customer scenario that requires an 8x8 Work solution to resolve. The CCaaS Deployment exam presents a customer scenario that requires both an 8x8 Work and an 8x8 Contact Center solution to resolve. If you want to be both UCaaS Deployment certified and CCaaS Deployment certified, you must pass both the UCaaS Support and CCaaS Support exams. You then only need to take the CCaaS Deployment exam to become deployment certified for both UCaaS and CCaaS—as it requires both a UCaaS and CCaaS solution to resolve.

For more information, call [1.866.879.8647](tel:1.866.879.8647) or visit [8x8.com](https://8x8.com).



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