



8x8 | University Certification

WHY Become 8x8 Certified?

8x8 Certifications are designed to produce experts who can better administer, support, configure and build 8x8 solutions. Whether the goal is to become an 8x8 power user, a proficient system administrator, or support your customers with basic troubleshooting, 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 manage or build an 8x8 solution can improve your return on investment by improving productivity and efficiency.

There are three levels of certification. Candidates must pass the proctored examinations in sequence (Level 1, 2, 3) before enrolling in the next exam.

8x8 Administrator Level 1 Certification covers core functions of 8x8's flagship voice and contact center solutions, including how to perform basic administrative tasks.

8x8 Engineer Level 2 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 Architect Level 3 Certification equips experts who can architect and design a successful 8x8 voice or contact center solution.

8x8 Administrator Certification

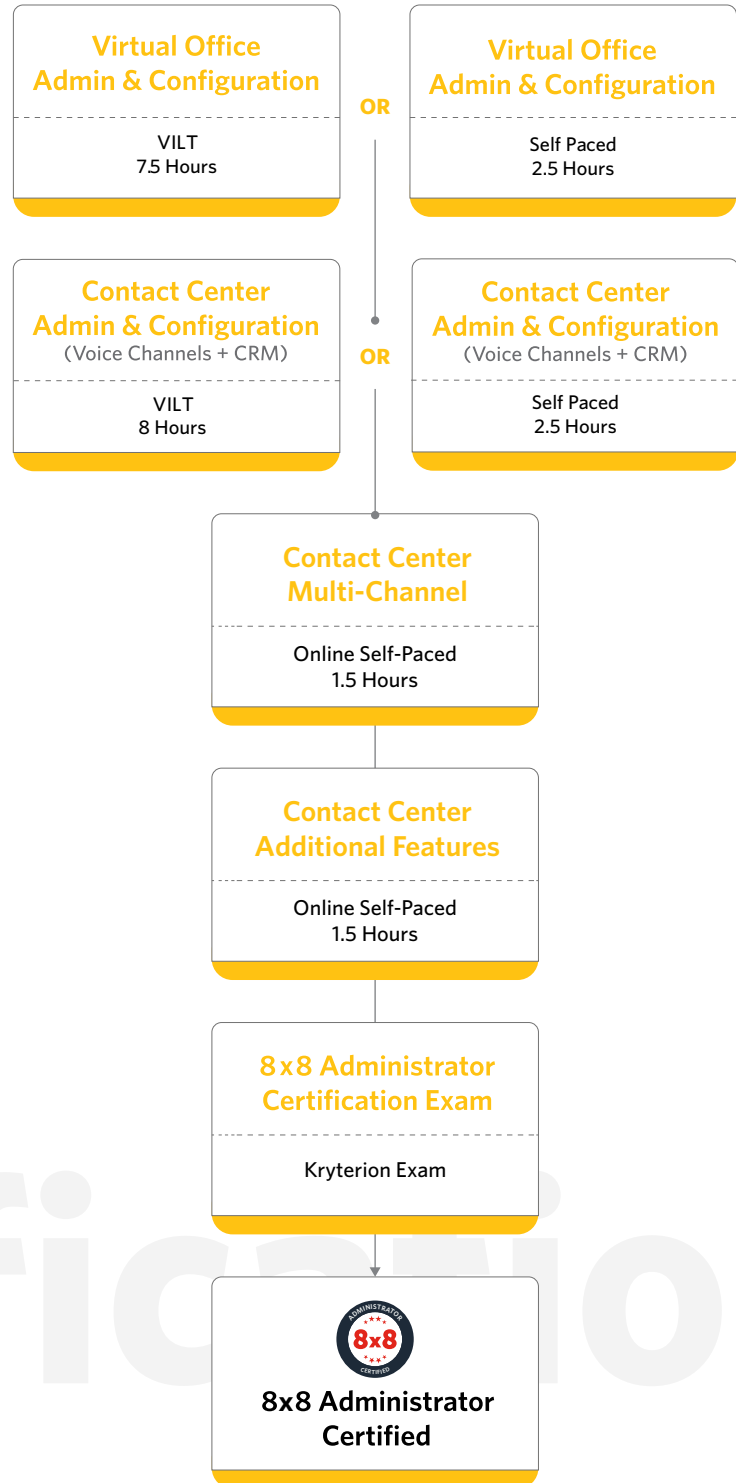
level 1 Administrator Certification Track

The Administrator Certification path covers the features, functions, and capabilities of 8x8's X Series products. This includes 8x8's flagship cloud-based unified communications solutions, Virtual Office and Virtual Contact Center.

You'll learn industry-relevant unified communications concepts while gaining the skills to successfully configure and manage 8x8 solutions. Passing the 8x8 Administrator Certification examination will validate your achievement.

Note:

We recommend that candidates have 1-3 months of experience with an 8x8 solution, and review available product documentation, before entering the program.



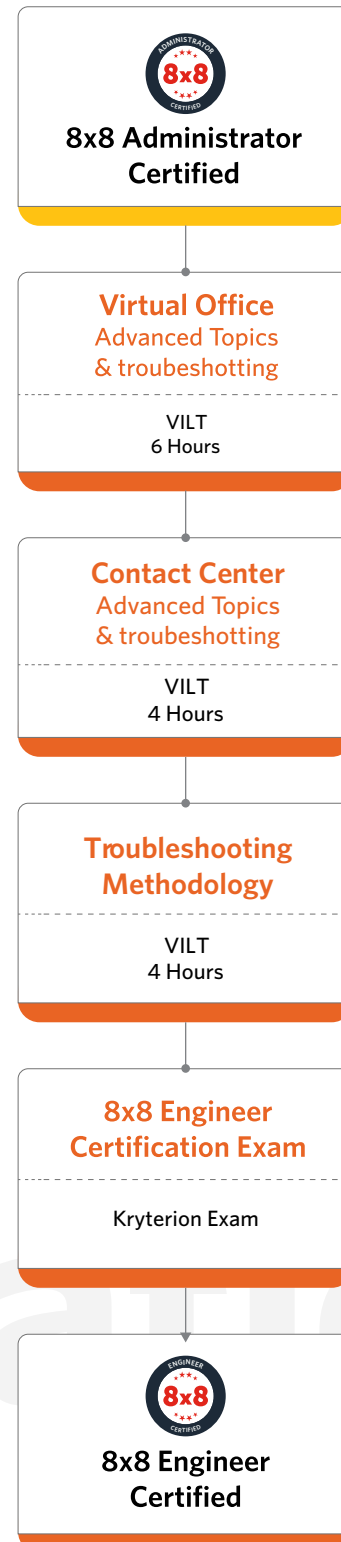
8x8 Engineer Certification

level 2 Engineer Certification Track

The Engineer Certification path builds 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 Engineer Certification examination will validate your achievement.

Note:

Candidates must hold a valid Certified Administrator certificate to register for the 8x8 Engineer Certification exam.



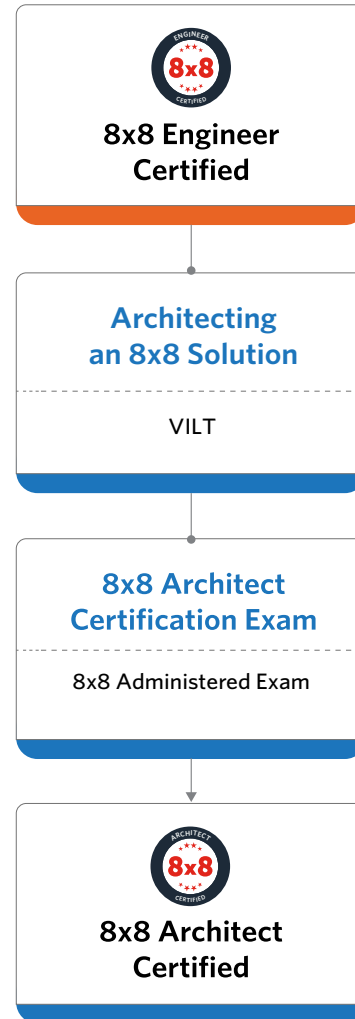
8x8 Architect Certification

level 3 Architect Certification Track

The 8x8 Architect Certification path 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 Engineer certificate to register for the 8x8 Architect Certification exam.



Certification

Requirements

What are the requirements to become certified

Administrator Certification

Virtual Office Admin & Config (VILT or Self-Paced)
Contact Center Admin & Config (VILT or Self-Paced)
Contact Center Multi-Channel (Self-Paced)
Contact Center Additional Features (Self-Paced)
8x8 Administrator Certification Exam

Engineer Certification

8x8 Administrator Certification (Required)
Virtual Office Advanced Topics (VILT)
Contact Center Advanced Topics (VILT)
Troubleshooting Methodology (VILT)
8x8 Engineer Certification Exam

Architect Certification

8x8 Engineer Certification (Required)
Architecting an 8x8 Solution
8x8 Architect Certification Exam

Examination

Administrator Exam

To become Administrator Certified, you must pass the Administrator Certification exam.

Both exams are administered as closed-book, proctored exams by 8x8's testing partner, Kryterion. Kryterion has more than 1,000 test locations in more than 120 countries. Tests can be taken at a physical test location, or you may take the exam online. If taking the exam online, you will need a working webcam — used to provide biometric authentication when registering and again when logging in to take the exam. Your webcam is also used as the proctor observes you taking the exam.

There are approximately **75 questions** on the exam. You will have **90 minutes** to complete the exam and must achieve a minimum score of 70% to pass. If you fail the exam, you must wait 7 days before you can register again.

The exam topics and weighting are:

VO General/Overview	7 questions
VO Users and Administrators	10 questions
VO Workgroups	8 questions
VO Auto Attendant	6 questions
CC General/Overview	3 questions
CC Roles and Admins	2 questions
CC Users, Groups, Queues	10 questions
CC Phone Configuration	9 questions
CC Codes	3 questions
CC Outbound Phone	2 questions
CC Email	4 questions
CC Chat	2 questions
CC Wallboards	3 questions
CC Dial Plans	4 questions
CC Co-browse	2 questions

Exam

Engineer Exam

To become Engineer Certified, you must pass the Administrator & Engineer Certification exams.

Both exams are administered as closed-book, proctored exams by 8x8's testing partner, Kryterion. Kryterion has more than 1,000 test locations in more than 120 countries. Tests can be taken at a physical test location, or you may take the exam online. If taking the exam online, you will need a working webcam — used to provide biometric authentication when registering and again when logging in to take the exam. Your webcam is also used as the proctor observes you taking the exam.

There are approximately **50 questions** on the exam. You will have **90 minutes** to complete the exam and must achieve a minimum score of 70% to pass. If you fail the exam, you must wait 7 days before you can register again.

The exam topics and weighting are:

Zone Troubleshooting	16 questions
Troubleshooting Tools	9 questions
Contact Center Advanced Scripting	10 questions
Support Methodology	15 questions

Exam

Certification FAQs

Is training mandatory?

No. The learning path outlines the sequence of recommended courses. The only requirement for Certification is to pass the Certification exams; however, we recommend that candidates new to 8x8 complete training first.

Can certification be transferred?

Certification cannot be transferred to other individuals within a company. 8x8 Certification belongs to the individual who earns it, even if that person changes job roles or employer.

How is the certification test administered?

Certification tests are administered as a proctored, closed-book exam, by 8x8's testing partner, Kryterion. The test can be taken online using biometric authentication (which requires the candidate to have a webcam and internet connection), or at a physical test location. Kryterion has more than 1,000 test locations in more than 120 countries.

How soon will I know whether I pass the certification exam?

Test results are provided immediately upon completion of the online examination. Successful candidates will be able to print a Certified Administrator certificate from the test site, and 8x8 University will be notified of results.

Where can I find more information?

For information about 8x8 University offerings, please visit our website at:

www.8x8.com/University

For information about certification testing, setting up an account, and testing support, please visit the Kryterion website:

www.kryteriononline.com