8x8 Implementation Services for Contact Center

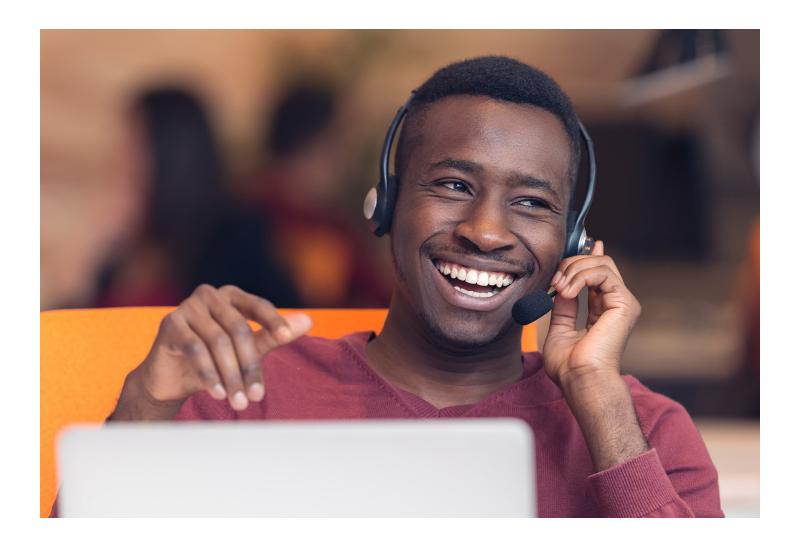
8x8 Implementation Services help you revolutionize customer service. Realize the fastest time to value and the best system utilization—whether your company runs a single call center, an omnichannel contact center with CRM or a complex global operation.

Implementation Services to match your needs

8x8 Implementation Services provide the setup, configuration, testing and training you need to provide your customers the best possible service. We get your new system up and running quickly and prepare your staff to use it to its full advantage, including voice, omnichannel, distributed deployments, custom interactive voice response (IVR) applications, co-browsing and more.

Deploy with confidence

- 8x8 provides a powerful and cost effective service to ensure you get maximum value from your 8x8 Contact Center deployment.
- Our skills, knowledge and tools have been honed installing over 50,000 systems. Our team knows what it takes to provide you with a smooth implementation.



A proven implementation framework

8x8 follows a five-step implementation framework to ensure your system is online quickly and efficiently.

- Program initialization: Key stakeholders come together to start the process.
- **Solution design:** We gather detailed information and design the system.
- **System setup and configuration:** We prepare your system and connect it with applications.
- Testing, validation and training: You'll be ready to provide an excellent customer experience.
- Ongoing support: Our experts ensure that you're getting the most from 8x8 Contact Center.

Program initialization

- Hold project kickoff meeting
- Identify scope, key requirements and timeline
- Identify key stakeholders
- Establish project team

Solution design

- Gather full requirements for customer interactions across all appropriate channels
- Perform network assessment
- Gain a detailed understanding of full contact center environment including CRM workflows

System setup and configuration

- Define schedules, queues and agent groups
- Work through number-porting process
- Integrate 8x8
 Contact Center
 with back-end
 systems

Testing, validation and training

- Ensure systems and scripts are performing as expected
- Identify and correct unexpected behavior in various error conditions
- Train your administrators and trainers

Ongoing support

 Seamless transition to technical support team