



# 8x8 Certification



# 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 Support 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 Deployment Level 3 Certification** equips experts who can architect and design a successful 8x8 voice or contact center solution.

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# 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.

The courses listed are recommended. **You must pass the Administrator Certification exam to become 8x8 Administrator Certified.**

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	6 questions
VO Users and Administrators	6 questions
VO Workgroups	5 questions
VO Auto Attendant	6 questions
VO Meetings Messages Fax	4 questions
VO Reporting and Analytics	5 questions
VO Common Issues	3 questions
CC General/Overview	4 questions
CC Roles and Admins	5 questions
CC Users, Groups, Queues	10 questions
CC Phone Configuration	4 questions
CC Email Chat Social	4 questions
CC Codes	1 questions
CC Outbound Phone	1 questions
CC Analytics	5 questions
Quality Management	4 questions
Speech Analytics	2 questions

## Administrator Certification Track



# 8x8 Support Certification

## Level 2 Support Certification Track

The Support 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 Support Certification examination will validate your achievement.

Note:

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

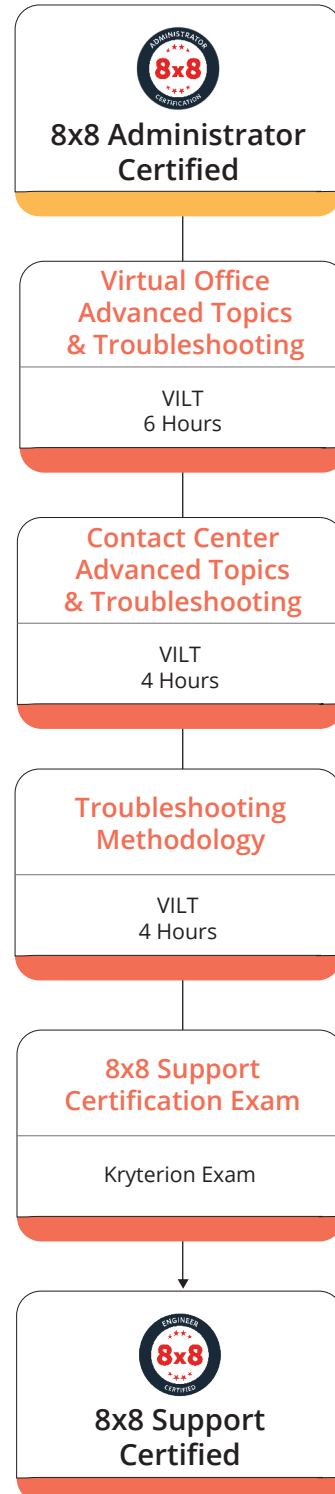
The courses listed are recommended. **You must pass both the Administrator and Support Certification exams to become 8x8 Support certified.**

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

## Support Certification Track



# 8x8 Deployment Certification

## Level 3 Deployment Certification Track

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

The 8x8 Deployment 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 Support certificate to register for the 8x8 Deployment Certification exam.

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

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

### 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

## Deployment Certification Track





# Examination

## Administrator and Support 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.

To schedule the 8x8 Administrator or Support Certification exams, please go to the following link:

[www.webassessor.com/8x8](http://www.webassessor.com/8x8)

If you already have an account, log on, or create a new account by clicking on [Click here to create a new account](#).

Once logged in, click **Register For An Exam**.

Expand **Administrators**.

Click **Continue** for the version of 8x8 exam you wish to take—Onsite or Online.

**Note:** You will not be able to register for the 8x8 Support Certification Exam until you successfully pass the 8x8 Administrator Certification exam.

Select the date and time you would like to take the exam.

**Note:** If you selected to take the exam Onsite, you will need to select a testing center before selecting date and time.

If you are taking the exam online, you will need to install Sentinel and enroll in Biometrics—follow the prompts on the home screen. **You may need admin rights to your laptop.**

## Deployment Exam

You will not be able to register for the 8x8 Architect Certification exam until you successfully pass both the 8x8 Administrator Certification and 8x8 Support Certification exams.

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

# 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 or Support certificate from the test site, and 8x8 University will be notified of results.

Candidates will be notified of their pass/fail results for the Deployment Certification exam 10 days after completing their design presentation.

## Where can I find more information?

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

[www.8x8.com/University](http://www.8x8.com/University)

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

[www.kryteriononline.com](http://www.kryteriononline.com)

For more information, call **1.866.879.8647** or visit **8x8.com**.



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