8x8

UK Partner Training Enablement

Partner Onboard Training

8x8 offers multiple classroom, VILT and self paced courses focusing on both sales and technical product enablement with accompanying accreditations and certifications. 8x8's training curriculum raises partner awareness and adoption of 8x8's UCaaS and CCaaS solutions, while equipping Wholesale and VAR partners with the additional knowledge and skills to deploy and support 8x8 solutions. All courses are offered free of charge to our partners, with nominal charges for certifications, (optional examinations conducted externally by Kryterion).

Selling 8x8

8x8 Sales Accreditation Training covers the following topics:

- The cloud communications market and competitive landscape
- Identifying key 8x8 strengths and differentiators
- Discussing 8x8 UCaaS and CCaaS features, functionality and customer benefits
- 8x8 product families, bundles and packaging options
- Pitching 8x8 methodology

Supporting and Deploying 8x8

After completing the Sales Accreditation training, Partner Support staff continue with Support Foundation training on:

- Virtual Office End User and Administration
- Contact Center End User and Adminstration

After completing the 8x8 Company and Product Foundation training modules, technical product enablement continues with additional administration and configuration training on advanced product topics, troubleshooting and deployment. Three optional certifications are available to verify individuals knowledge and skills to administer, support and deploy 8x8 solutions, including Administrator, Engineer and Deployment Certifications conducted by Kryterion.

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

Accessing Training

To create an account and register, please email training@8x8.com and provide the following information:

- Name
- Email
- Company name
- Job title
- Distributor name (if you're a VAR)
- 8x8 CAM/NAM name (if known)
- Tracks you require registering for: Sales, Support, or Deployment

Get Started

Within 24 hours following your email request to access training, you will receive a welcome email with your login credentials. You will then be able to access the requested training tracks assigned to you and start your 8x8 training.

Happy learning!

Training Paths

8x8 offers onboard training organized in the three following training tracks: Sales, Support, and Deployment. You may select the track(s) that best suits your role, but all of the training tracks are available to choose from. You may choose classes from multiple tracks.

Note: Some courses exist in multiple training tracks. If you comlete a course in one training track, it will show as complete in all the training tracks assigned to you. You do not need to take a course multiple times if you change training tracks.
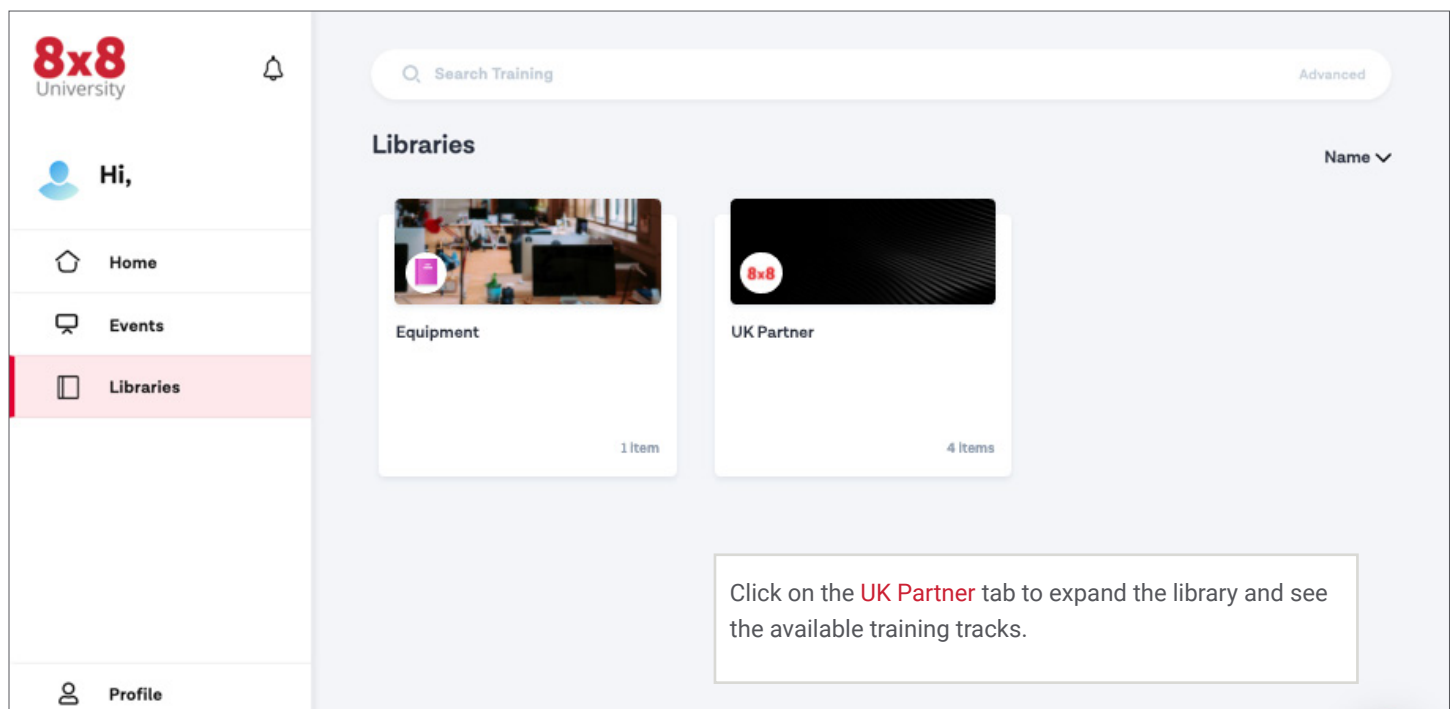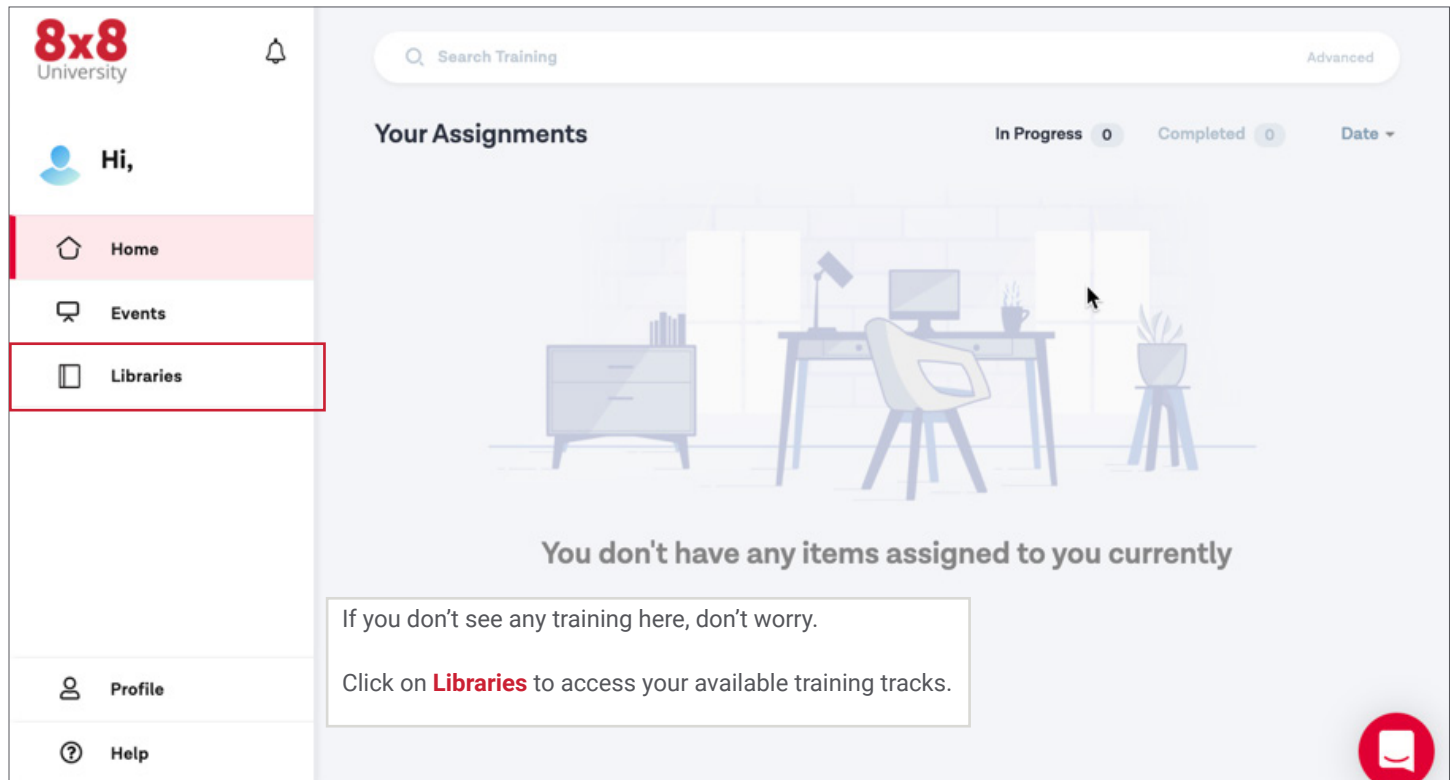
Role	Sales	Support	Deployment
Training Courses and Certification Exams			
Company Overview	▪	▪	▪
Product & Packaging	▪	▪	▪
Elevator Pitch	▪		
8x8 Overview and USPs	▪		
8x8 VO, Switchboard, Analytics, and Config Manager Sales Overview	▪		
8x8 VCC Product Overview & Demo	▪		
8x8 X Series Overview, Playbooks & Additional Sales Resources	▪		
Virtual Office Administration and Configuration		▪	▪
Contact Center Administration and Configuration		▪	▪
Contact Center Multi Channels		▪	▪
Contact Center Additional Features		▪	▪
8x8 Analytics for Contact Center		▪	▪
Quality Management & Speech Analytics		▪	▪
Pass the 8x8 Administrator Certification Exam*		▪	▪
Virtual Office Advanced Topics and Troubleshooting		▪	▪
Contact Center Advanced Topics and Troubleshooting		▪	▪
8x8 Troubleshooting Methodology		▪	▪
Pass the 8x8 Support Certification Exam*		▪	▪
Architecting an 8x8 Solution			▪
Pass the 8x8 Deployment Certification Exam*			▪

* See the certification section starting on page 6 for details about the certification program, exams and pricing.

Accessing the Training Tracks

Once you have an account to 8x8's learning portral--refer to the Accessing Training section on page 1--login at https://8x8.app.workramp.com.

From your Home Screen, you will see training you've started or that was assigned to you. Note: Your assignments may be empty the first time you log in.

If you don't see any training here, don't worry.

Click on **Libraries** to access your available training tracks.

Click on the UK Partner tab to expand the library and see the available training tracks.

Training Tracks

Each Library contains Paths. Each track lists all of the training required for that role. Select the training track for the role you're interested in to expand the track and access the courses.

Support Training Track

START

- Company Overview - 8x8 Strengths
- Product & Packaging
- Virtual Office Admin & Config (self-paced) — 2.5h
  This 2 hour and 30 minute Virtual Office Administration and Configuration self-paced interactive course pro...
- Contact Center Admin & Configuration (self-paced) — 3.5h
  The Contact Center Administration and Configuration self- paced interactive course provides Contact Cent...
- VCC Multi Channels Course (self-paced) — 2h
  This 2-hour self-paced interactive course is a collection of three independent modules — providing Virtual C...
- VCC Additional Features — ~1.5h
  Self-paced interactive course is a collection of two independent modules — providing Virtual Contact Cente...
- 8x8 Analytics for Contact Center
  This 1-hour self-paced course introduces you to 8x8 Analytics for Contact Center. The course consists of a s...

Deployment Training Track

START

- Company Overview - 8x8 Strengths
- Product & Packaging
- Virtual Office Admin & Config (self-paced) — 2.5h
  This 2 hour and 30 minute Virtual Office Administration and Configuration self-p...
- Contact Center Admin & Configuration (self-paced) — 3.5h
  The Contact Center Administration and Configuration self- paced interactive cou...
- VCC Multi Channels Course (self-paced) — 2h
  This 2-hour self-paced interactive course is a collection of three independent mo...
- VCC Additional Features — ~1.5h
  Self-paced interactive course is a collection of two independent modules — provi...
- 8x8 Analytics for Contact Center
  This 1-hour self-paced course introduces you to 8x8 Analytics for Contact Center....
- Quality Management & Speech Analytics — 1h

Comparing the Support Training Track and the Deployment Training Track

Training is checked off as you complete it. Note: Some classes are the same in both tracks.

If you complete a class in the Support Training track and decide to jump to the Deployment Training track, that class will be marked complete in both tracks. If it is not, contact training@8x8.com and we'll fix it. You do NOT have to take the class over again.

Classes may be taken in any order--though we recommend taking them in the order listed.

- 8x8 Troubleshooting Methodology VILT — 4h
- 8x8 Support Certification Exam

- 8x8 Troubleshooting Methodology VILT — 4h
- 8x8 Support Certification Exam
- Architecting an 8x8 Solution VILT — 10h
  This is a 10 hour course split into 2 consecutive days, 5 hours each day
- 8x8 Deployment Certification Exam

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 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 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.

Note: You must pass the 8x8 Administrator Certification exam before you can register for the 8x8 Support Certification exam, and you must pass the 8x8 Support Certification exam before you can register for the 8x8 Deployment Certification exam.

The following pages provide details to help you prepare and register for each of the three exams.

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

Virtual Office Admin & Configuration
VILT — 8 Hours

OR

Virtual Office Admin & Configuration
Self Paced — 2.5 Hours

Contact Center Admin & Configuration
(Voice Channel + CRM)
VILT — 10 Hours

OR

Contact Center Admin & Configuration
(Voice Channel + CRM)
Self Paced — 2.5 Hours

Contact Center Multi-Channel
Self Paced— 1.5 Hours

Contact Center Additional Features
Self Paced— 0.5 Hours

8x8 Analytics for Contact Center
Self Paced— 2.5 Hours

Quality Management & Speech Analytics
Self Paced— 1 Hour

8x8 Administrator Certification Exam
Kryterion Exam

8x8 Administrator Certified

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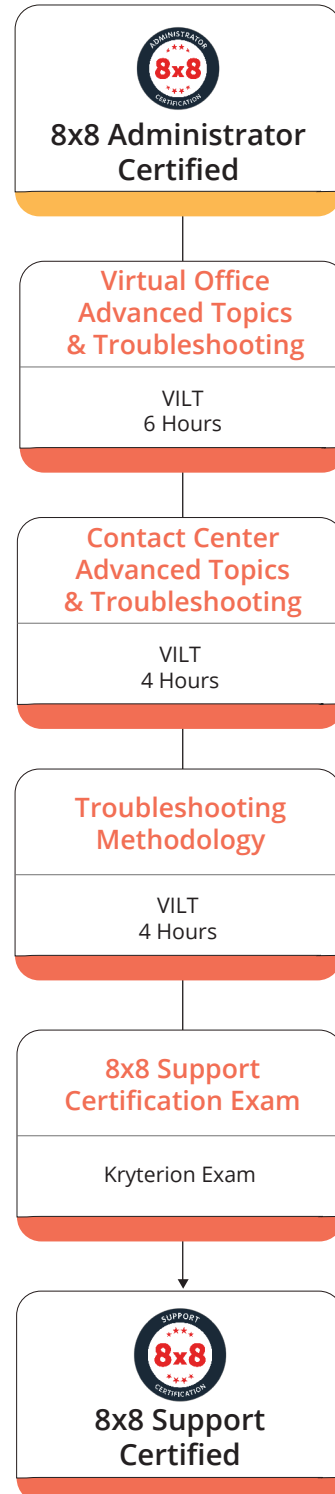
The courses listed are recommended. **You must pass both the Administrator and Support Certification exams to become 8x8 Support certified.**

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 Administrator Certified

Virtual Office Advanced Topics & Troubleshooting

VILT
6 Hours

Contact Center Advanced Topics & Troubleshooting

VILT
4 Hours

Troubleshooting Methodology

VILT
4 Hours

8x8 Support Certification Exam

Kryterion Exam

8x8 Support Certified

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 scenrio, 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

8x8 Support Certified

Architecting an 8x8 Solution

VILT
10 Hours

8x8 Deployment Certification Exam

8x8 Administered Exam

8x8 Deployment Certified

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

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 Achitect 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.

Certification FAQs

Is training mandatory?

No. The learning path outlines the sequence of recommend 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

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

www.kryteriononline.com

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