

8x8 UK Partner Enablement: Accessing Training



Partner Enablement

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

- The cloud communications market and competitive landscape
- Identifying key 8x8 strengths and differentiators
- Discussing 8x8 UCaaS and CCaaS features and functionality 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 Agent and Supervisor Administration

After completing the above Sales and Support Foundation training, 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.

Accessing Training

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

- Name
- Email
- Company name
- Job title
- Master Agent name *(if you're a Sub-Agent)*
- Distributor name *(if you're a VAR)*
- 8x8 CAM/NAM name *(if known)*
- Track(s) you're interested in:
 - Selling
 - Sales Engineer Foundations
 - Supporting & Deploying

Get Started

Visit 8x8 University to explore available training courses, access video tutorials and demos, view certification tracks, and more at:

<https://www.8x8.com/university>