

8x8 Implementation Services for Contact Centre

8x8 Implementation Services help you revolutionise customer service. Realise the fastest time to value and the best system utilisation—whether your company runs a single call centre, an omnichannel contact centre 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 Centre 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 initialisation:** 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 Centre.

