8x8

Partner Onboard Training and Enablement

Partner Onboard Training

8x8 offers multiple courses focusing on both sales and technical product enablement with accompanying certifications. 8x8's training curriculum raises partner awareness and adoption of 8x8's UCaaS and CCaaS solutions, while equipping them with the knowledge and skills to sell, deploy and support 8x8 solutions.

Selling 8x8

8x8 Sales Certification Training covers the following topics:

- The cloud communications market and competitive landscape
- Moving customers to the cloud
- Identifying key 8x8 strengths and differentiators
- Discussing 8x8 UCaaS and CCaaS features and functionality
- 8x8 product families, bundles and packaging options
- Pitching 8x8

8x8 Sales Engineering Foundations:

After completing the Sales Certification training, Partner Sales Engineers continue the journey with training on:

- 8x8 Work End User and Admin
- Contact Center Agent, Supervisor and Admin

Supporting and Deploying 8x8

If you and/or your organization also provides support and deployment services, additional training and certification is required. Technical product enablement begins with basic administration and configuration training and continues with advanced topics, troubleshooting and architecting courses. Two levels of certifications are available for both UCaaS and CCaaS to verify your knowledge and skills to configure, support and deploy 8x8 solutions including:

- 8x8 UCaaS Support Certification & 8x8 UCaaS Deployment Certification
- 8x8 CCaaS Support Certification & 8x8 CCaaS Deployment Certification

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

Accessing Training

To create an account and register, please click here to access the new account request form and provide the following information:

- Name
- Email
- Company name
- Job title/role
- Distributor or Master Agent name
- 8x8 CAM/NAM name (if known)
- Training tracks you require

Get Started

Review the required courses, accreditations and certifications on the following pages--including instructions on accessing the training from our learning portal. Then fill out the form to request your account.

Happy learning!

Sales Onboarding Enablement Paths

It is recommended that partners focus their initial onboarding on 8x8 UCaaS solutions -- and then continuing with CCaaS training and certification as required.

8x8 offers initial Sales training organized in three paths: Sales, UCaaS Sales Engineer and CCaaS Sales Engineer. Students may select the path that best suits their role, but all of the training paths are available to choose from. Students may take classes from multiple paths.

Sales Certifications	Sales	UCaaS Sales Engineer	CCaaS Sales Engineer
Training Courses			
8x8 Overview	■	■	■
8x8 UCaaS	■	■	■
8x8 CCaaS	■	■	■
8x8 Sales Playbooks	■	■	■
8x8 Work Admin		■	
Contact Center Admin			■
Contact Center Multi Channel			■
Contact Center Additional Features			■

Support and Deployment Onboarding Enablement Paths

It is recommended that partners focus their initial onboarding on 8x8 UCaaS solutions -- and then continuing with CCaaS training and certification as required or desired.

 Note: The support and deployment tracks are only required if you and/or your organization will be providing support and deployment services to your customers.

To facilitate our partners' onboarding, 8x8 offers support and deployment training organized in four paths: UCaaS Support, UCaaS Deployment, CCaaS Support and CCaaS Deployment. Students may select the path that best suits their role, but all of the training paths are available to choose from. Students may take classes from multiple paths.

*Note: Passing the UCaaS Support track is a prerequisite for the CCaaS Support track.*

Support and Deployment Certifications	UCaaS Support	UCaaS Deployment	CCaaS Support	CCaaS Deployment
Training Courses and Certification Exams				
8x8 Work Admin	■	■	■	■
Contact Center Admin			■	■
Contact Center Multi Channel			■	■
Contact Center Additional Features			■	■
UCaaS Advanced Topics	■	■	■	■
CCaaS Advanced Topics			■	■
Troubleshooting Methodology	■	■	■	■
Pass the 8x8 UCaaS Support Certification Exam	■	■	■	■
Pass the 8x8 CCaaS Support Certification Exam			■	■
Architecting an 8x8 Solution		■		■
Contact Center Deployment Delta				■
Pass the 8x8 UCaaS Deployment Certification Exam		■		
Pass the 8x8 CCaaS Deployment Certification Exam				■

Accessing the Training Content

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 the training you've started and any training assigned to you.

Note: Your assignments may be empty the first time you log in.
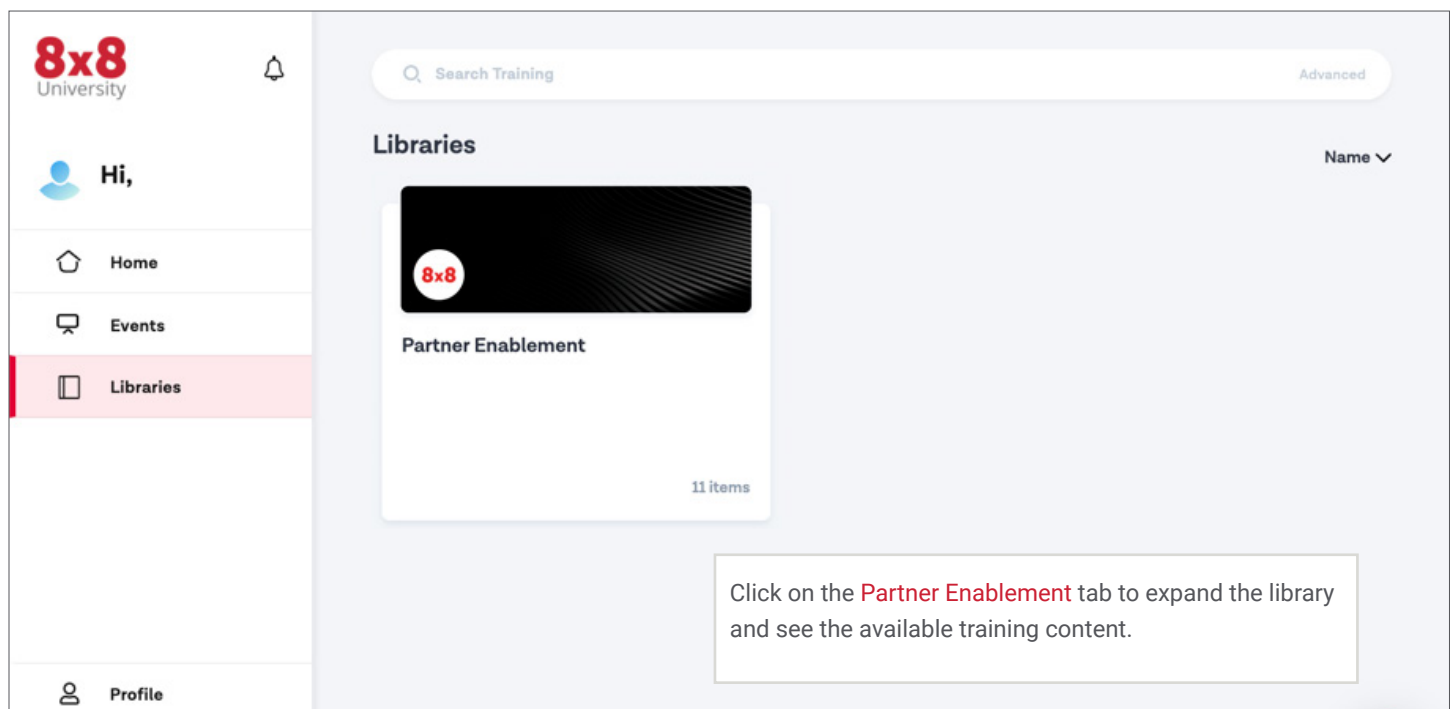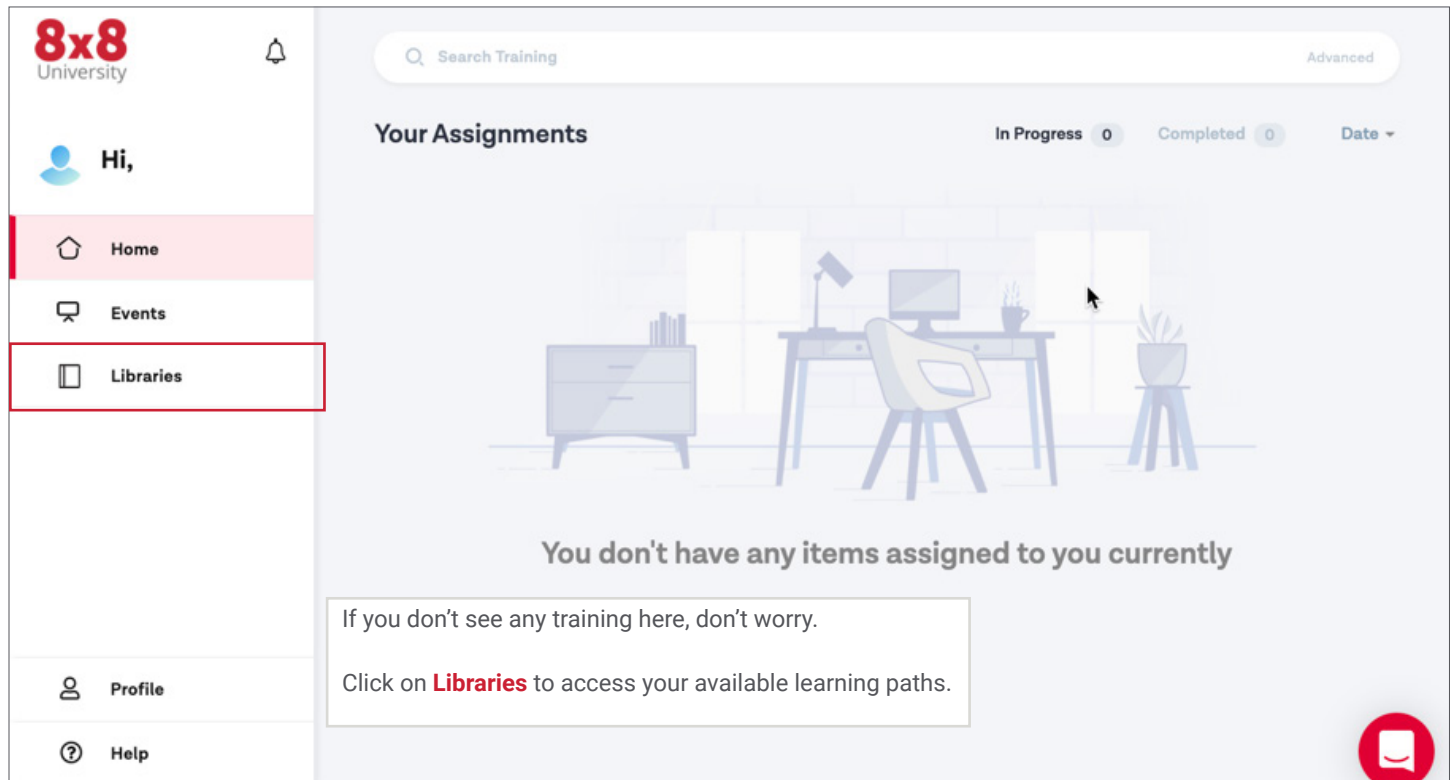
Folders

Each Library contains Folders. Each Folder contains paths and/or individual courses. Paths lists the training required for a given role. Select the folder for the content you're interested in to expand the paths and access the courses.

Certification

Why become 8x8 certified?

8x8 Certifications are designed to produce experts who can better sell, support, configure and build 8x8 solutions. Whether the goal is to sell 8x8 solutions 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 sell, support or deploy an 8x8 solution can improve your return on investment by improving productivity and efficiency.

There are currently four levels of certification required for partners--Sales, Sales Engineer, Support and Deployment.

8x8 Sales Certification enables candidates with 8x8 key differentiators, product overviews, positioning and selling strategies, playbook overview and discovery examples, and additional sales resources.

8x8 Sales Engineer Certification builds on the knowledge and skills acquired from sales certification with 8x8 Work and Contact Center admin training.

8x8 Support 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 Certification equips experts who can architect and design a successful 8x8 voice or contact center solution.

Once attained, you can add your 8x8 certifications to your LinkedIn profile and email signatures.

Note: Support and Deployment certifications are only required if you and/or your organization provide support and deployment services to your customers.

8x8 Sales Certification

Sales Certification Track

The Sales Certification path enables candidates with 8x8 key differentiators, product overviews, positioning and selling strategies, playbook overview and discovery examples, and additional sales resources.

The sales certification track begins with three self-paced courses providing you with the foundational knowledge needed to:

- Describe 8x8 key strengths and differentiators

- Articulate how 8x8 addresses pain points in customer communications

- Explain 8x8 Work and Contact Center features and functionality

- Discuss 8x8 product packaging options

- Craft an elevator pitch

The track continues with four 1-hour instructor-led courses covering:

- 8x8 key differentiators

- State of the marketplace

- Customer case studies

- Positioning and selling strategies

- Playbook overview and discovery examples

- Product demos

- Additional sales resources

- key differentiators

Note: You must complete all courses to earn 8x8 Sales Certification.

Sales Certification Track

8x8 Overview
VILT -- 1.5 Hours

8x8 UCaaS
VILT -- 1.5 Hours

8x8 CCaaS
VILT -- 1.5 Hours

8x8 Sales Playbooks
VILT -- 1.5 Hours

8x8 Sales Certified
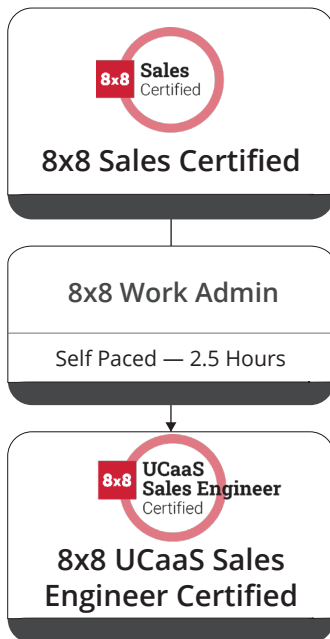
8x8 Sales Engineer Certification

Sales Engineering Certification Tracks

The Sales Engineer Certification paths build on the knowledge and skills acquired from sales certification with 8x8 Work and Contact Center admin training. There are two Sales Engineer Certification paths -- UCaaS and CCaaS.
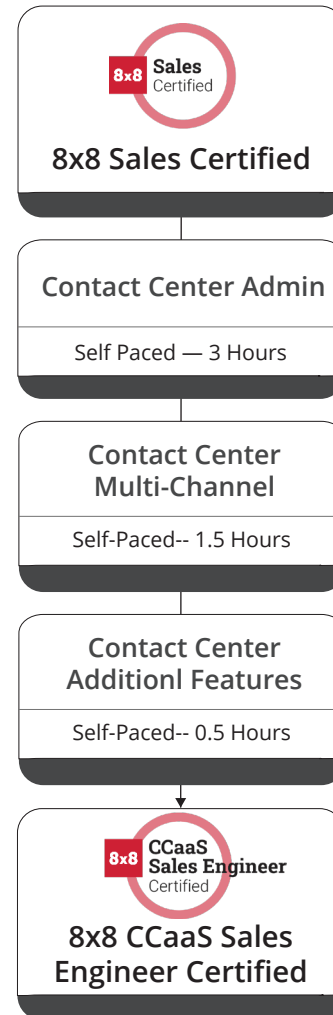
To become UCaaS Sales Engineer Certified, first beome 8x8 Sales Certified. Then, complete the 8x8 Work Admin self-paced training.

To become CCaaS Sales Engineer Certified, first beome 8x8 Sales Certified. Then, complete the Contact Center Admin self-paced traiing..

UCaaS Sales Engineer Certification Track

8x8 Sales Certified

8x8 Work Admin

Self Paced — 2.5 Hours

8x8 UCaaS Sales Engineer Certified

CCaaS Sales Engineer Certification Track

8x8 Sales Certified

Contact Center Admin

Self Paced — 3 Hours

Contact Center Multi-Channel

Self-Paced-- 1.5 Hours

Contact Center Additionl Features

Self-Paced-- 0.5 Hours

8x8 CCaaS Sales Engineer Certified
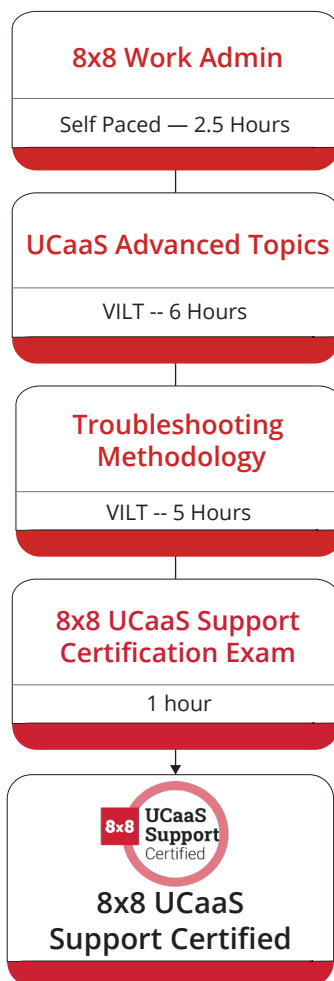
8x8 Support Certification

Support Certification Tracks

The Support Certification paths build on basic knowledge of 8x8 solutions with Advanced Topics and Troubleshooting Methodology.
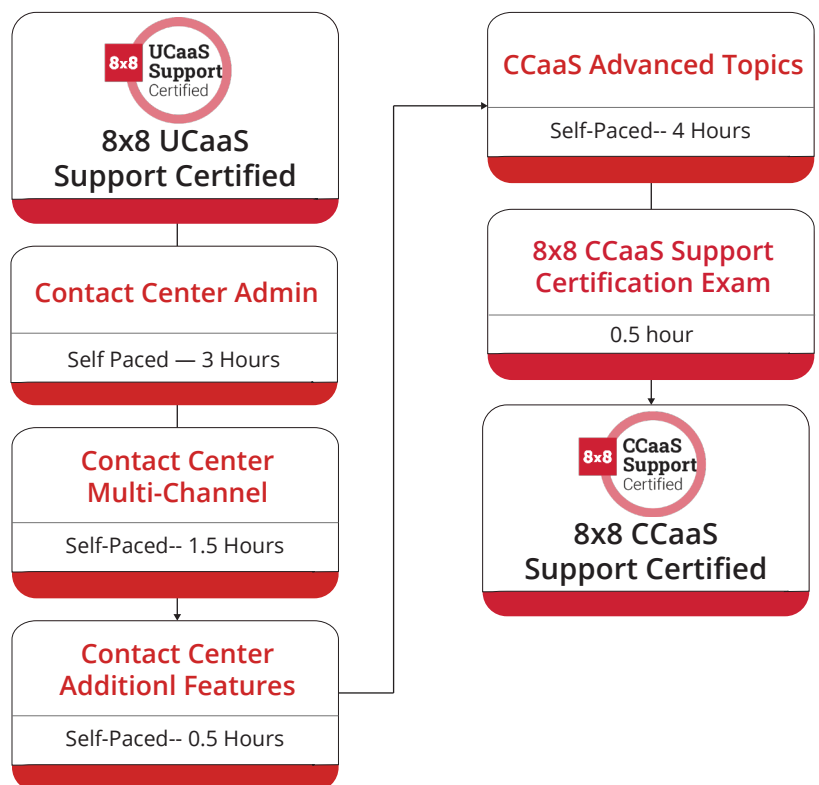
You'll learn things such as minimum network requirements, and how to solve common issues that end users may encounter. These skills will give you the ability to support end users with basic, Tier 1 level Support. Passing the 8x8 Support Certification exams will validate your achievement.

It is strongly recommended that you take the courses in the order listed. **You should complete all recommended training before attempting the 8x8 Support Certification exams.**

UCaaS Support Certification Track

8x8 Work Admin

Self Paced — 2.5 Hours

UCaaS Advanced Topics

VILT -- 6 Hours

Troubleshooting Methodology

VILT -- 5 Hours

8x8 UCaaS Support Certification Exam

1 hour

8x8 UCaaS Support Certified

CCaaS Support Certification Track

8x8 UCaaS Support Certified

Contact Center Admin

Self Paced — 3 Hours

Contact Center Multi-Channel

Self-Paced-- 1.5 Hours

Contact Center Additionl Features

Self-Paced-- 0.5 Hours

CCaaS Advanced Topics

Self-Paced-- 4 Hours

8x8 CCaaS Support Certification Exam

0.5 hour

8x8 CCaaS Support Certified

Note: Passing the UCaaS Support Certification exam is a prerequisite to completing the CCaaS Suport exam.

8x8 Deployment Certification

Deployment Certification Tracks

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

The 8x8 Deployment Certification paths 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 corresponding 8x8 Deployment Certification exam.

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

The Deployment Certification exams are practicum exams 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 record presenting and defending their design to 8x8.

UCaaS Deployment Certification Track

8x8 UCaaS Support Certified

↓

Architecting an 8x8 Solution

VILT -- 10 Hours

↓

8x8 UCaaS Support Certification Exam

6 Hours

↓

8x8 UCaaS Deployment Certified

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

CCaaS Deployment Certification Track

8x8 CCaaS Support Certified

↓

Architecting an 8x8 Solution

VILT -- 10 Hours

↓

Contact Center Deployment Delta

Self-Paced-- 1.5 Hours

↓

8x8 CCaaS Support Certification Exam

6 Hours

↓

8x8 CCaaS Deployment Certified

Exam Pricing

Exams are free of charge for partners.

Exam Registration

All exams are delivered in 8x8's Learning Managment System (LMS) -- Workramp.

To register for an exam, email training@8x8.com.

Exam Retake Policy

Support Exams

Support exams must be completed within 3 days of when the exam is assigned to you. If you fail to successfully complete the exam before the assigned deadline, you will be marked incomplete, and you must wait 7-days before retaking the exam.

Deployment Exams

The Deployment exams must be completed within 14 days from when the exam is assigned to you. You may request a one week extension by emailing training@8x8.com. Only one extension will be given. If you fail to turn in your work before the assigned deadline, you will be marked incomplete. If incomplete or if you fail, you must wait 7-days before retaking the exam.

Deployment Exams

You will not be able to register for the 8x8 Deployment Certification exams until you successfully pass the corresponding 8x8 Support Certification exam.

The UCaaS Deployment exam presents a customer scenario that requires an 8x8 Work solution to resolve. The CCaaS Deployment exam presents a customer scenario that requires both an 8x8 Work and an 8x8 Contact Center solution to resolve. If you want to be both UCaaS Deployment certified and CCaaS Deployment certified, you must pass both the UCaaS Support and CCaaS Support exams. You then only need to take the CCaaS Deployment exam to become deployment certified for both UCaaS and CCaaS--as it requires both a UCaaS and CCaaS solution to resolve.

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