

A photograph showing two men in business attire standing on a balcony or walkway with a glass railing. They are looking out over a city skyline with tall buildings. The image is slightly blurred and has a teal tint.

# Partner Training

## A step-by-step guide

**8x8 offers comprehensive training in both sales, support,\* and deployment,\* to all registered partners.**

If you're not currently a partner, you can visit our [Partner Training Portal](#) to apply. If you are currently an 8x8 partner and you'd like to learn more about how to sell and support 8x8's products, follow the steps below:

### 1. Choose the right training programme for you

The 8x8 Partner Training program is organised into separate paths, or Training Tracks. These allow you to follow the most appropriate course according to your job role, your needs and your partner type. If you're not sure which is right for you, visit our [Partner Training Portal](#) for more information.

### 2. Create your account

Before you can select courses or begin your training, you'll need to create your account. Visit our [Partner Training Portal](#) and select **Request Training Login**. You'll need to provide some basic information, including name, email address, and company name, and you'll be asked to specify which Training Tracks you are interested in.

### 3. Log in to your account

Successful applicants will receive an email with login details and instructions on what to do next. Once you've received your login details, all you need to do is visit our [Partner Training Portal](#) and select **Workramp Portal Login**. You'll then be able to access the 8x8 online learning tool.

### 4. Begin your training

The Partner Training program involves a combination of instructor-led training (either virtual or classroom based) and self-paced study. Each time you log into Workramp, you'll be able to see what progress you have made, and what you need to do next. If you don't see any training assigned to you, select Libraries to access available Training Tracks. Classes are regularly available and can easily be booked via an online calendar.

### 5. Follow your essential learning path

All students are required to complete four essential modules of the sales Training Track, gaining an insight into 8x8 and its core products. From that point on, your choice of lessons is determined by which Training Track you have selected. Classes can be taken in any order—however we recommend taking them in the sequence listed as this will ensure you always have the right background for the next lesson.

### 6. Get help when you need it

If you need help at any time during your studies, or you have questions around how to access the learning materials, you can either contact your 8x8 account manager or email us at [training@8x8.com](mailto:training@8x8.com).

## 7. Track your progress

As you progress through the training, you'll see your completed courses checked off in the Workramp learning portal. When you complete a module that features in more than one Training Track, it will be marked as completed in all of them—you don't have to repeat the module.

## 8. Get certified

As you progress through your Training Tracks, you'll be assessed for your official 8x8 certifications. Certificates are currently available to Sales (on completion of all sales Instructor-Led Training sessions), UCaaS support, CCaaS support, UCaaS deployment, and CCaaS deployment. For support certification, you'll be assessed by a 90-minute exam. To gain the deployment certificates, you will need to complete a practical assignment.

## 9. Reap the rewards

Once you've attained your official 8x8 certification we will send you a formal certificate, and you'll be able to add 8x8 certification badges to your LinkedIn profile and email signatures. As an individual, you'll gain a competitive edge in today's lucrative UCaaS and CCaaS markets. And as a member of an 8x8 partner organisation, you'll have proof of your competence to share with prospective customers—helping with more successful deployments and increased sales and profits.

**That's it!** Good luck on your journey—and if you need any more information, either talk to your 8x8 account manager, go to our [Partner Training Portal](#) or email us at [training@8x8.com](mailto:training@8x8.com).



For more information, call **0333 043 888** or visit [8x8.com/uk](https://8x8.com/uk).

**8x8**

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