8x8

Professional Services

Professional implementation services to get you up and running—fast.

8x8 Professional Services for X Series follows a proven methodology crafted from years of industry-leading experience to accelerate the transition to cloud-based business communications for any size business and any level of complexity—from setting up a single site to large and complex deployments involving multiple sites, global users and integration with CRM or other back-end systems.

8x8 Professional Services are available for both business phone systems and contact center deployments.

Key Benefits

- Seamless implementations
- Maximized productivity
- Faster time to value
- Reduced implementation risk

8x8 Business Phone Implementation Services

Starter: Designed for customers to self-deploy using our webinar sessions, videos chat support and online resources.

Plus: Provides complete deployment assistance to get your communications solution up and running quickly with the help of a dedicated Solution Delivery Consultant.

Managed: Provides hands-on project management in collaboration with customer. It includes a technical consultant to design, configure, test, and deploy 8x8 solutions.

Custom: Provides custom implementation and professional services for a world-class service that is tailored to your specific requirements. This service includes a dedicated project manager.

	Starter	Plus	Managed	Custom
Scope				
X Series	X1 – X4	X1 – X5	X1 – X5	Any
X Series	Up to 250	Up to 1000	Any	Any
Countries	US, CAN, ANZ	US, CAN, ANZ	US, CAN, UK, AUS, NZ	Any
Services				
Program Plan and Strategy				Add-on
Project Management Team			■	■
Webinar Configuration Session	■			
Dedicated Solution Delivery Consultant		■		
Onsite Services				■
Network Assessment	■	■	■	■
Solution Design		■	■	■
System Configuration		■	■	■
User Configuration		■	■	■
System Test		■	■	■
Troubleshooting and Go-Live Support		■	■	■
Number Porting Support	Self Porting	■	■	■

8x8 Contact Center Implementation Services

Quickstart: Designed to accelerate deployment of 8x8 Contact Center solutions. Custom implementation and professional services for a world-class service that is tailored to your specific requirements.
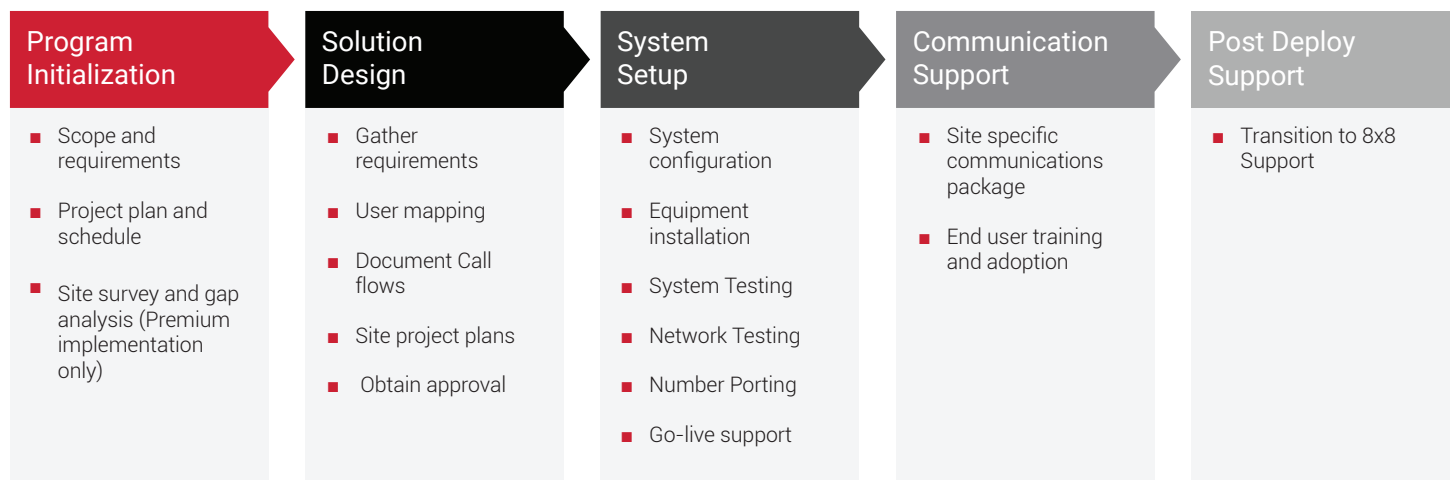
Custom: Provides custom implementation and professional services for a world-class service that is tailored to your specific requirements. This service includes a dedicated project manager to help you manage the project.

Service Management: This team will be your point of contact for user management, call flow, and system changes as well as any other out of the box system related management needs.

	Quickstart	Custom
Scope		
X Series	X6 – X8	Any
Countries	US, CAN, UK, AUS, NZ	Any
Services		
Program plan and strategy		Add-on
Project management		Managed
Delivery Architect	■	
Network assessment	■	■
Solution design	■	■
System configuration	■	■
User configuration	■	■
System test	■	■
Troubleshooting and go-live support	■	■
Number porting support	■	■

8x8 Implementation Framework

8x8 uses a proven methodology based on best practices from extensive experience in deploying 8x8 solutions. Our implementation framework is a formal methodology designed for your success.

Program Initialization	Solution Design	System Setup	Communication Support	Post Deploy Support
■ Scope and requirements	■ Gather requirements	■ System configuration	■ Site specific communications package	■ Transition to 8x8 Support
■ Project plan and schedule	■ User mapping	■ Equipment installation	■ End user training and adoption	
■ Site survey and gap analysis (Premium implementation only)	■ Document Call flows	■ System Testing		
	■ Site project plans	■ Network Testing		
	■ Obtain approval	■ Number Porting		
		■ Go-live support		

8x8 Custom Services

Integration & customization services

Integrations and customizations are all part of getting the most out of your investment. 8x8 experts will work with you to understand your specific business needs and partner with you to make sure those needs are met. Here are a few examples of services we help set up:

- CRM integration, including screen pop, call log and click to dial
- Complex IVR set-up: any complex routing that requires integration with an external system
- Geo routing configuration: caller routing based on area code, country code and more
- Customization & reporting: custom reports, recording archiving to your servers, custom wallboards and more
- Custom E911 notifications
- Blacklist inbound/outbound callers/dial outs

Optimization services

We understand that businesses evolve. 8x8 Optimization Services are designed to help identify potential opportunities for improvement as your environment and requirements may have changed since initial deployment. These services are designed to help deliver optimal customer experience while proactively identify risks or chronic system issues as your business evolves.

- Contact center optimization: Professional consultation services to identify areas of improvement in the call flow experience to improve contact center efficiency and response times, for both agents and callers.
- Healthcheck: An annual service that provides scheduled quarterly check-ins to evaluate the VoIP quality, perform site-to-server analysis of your telephony call flow and make recommendations for improvements.

A la carte services

8x8 A la Carte Services are designed to cater to ad-hoc requests, from assisting our customers with gateway configuration to phone installation, site surveys, PBX migration/merging, configuration and testing, MPLS connection implementation or providing SIP credentials to unsupported devices.

- Custom configurations
- Gateway configurations
- SIP credentials and configuration services
- Configuring SIP PRI Trunk
- Onsite go-live support

8x8 Service Management

We realize that from time to time you need additional technical hands-on support in performing system configuration, user administration and ongoing operational tasks. 8x8 Service Management Services are designed to provide ongoing service and support to ensure the 8x8 platform offers the highest quality voice and the most reliable cloud-based solution. 8x8 Service Management allows our customers to get committed 8x8 support on a monthly basis working with a single point of contact at 8x8.

- 8x8 Service Management for Contact Center Contact centers require additional configuration, support, call queue set-up and ongoing hands-on help. This service allows your team to offload system tasks to the 8x8 Services team with a single point of contact for support, assistance with moves/ adds/changes and updating user configurations.

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