

# Contact Centre Health Check

## Professional Consultation Services

### 8x8's Contact Centre Health Check provides professional consultation services to improve your contact centre operations.

8x8 understands the evolving changes of your Call Centre business. The Contact Centre Health Check service helps identify areas of improvement in the call flow experience to improve contact centre efficiency and response times, for both agents and callers. The service offering is for current 8x8 Contact Centre customers and is ideally suited for Administrators, Supervisors and Contact Centre stakeholders.

Organized into three phases: Evaluate, Optimise and Prepare. These elements are generally performed onsite for optimal effectiveness; however, these can be conducted remote as well.

Evaluate

Optimise

Prepare

## Project Tasks

### Evaluate

The Contact Centre Health Check service begins with a review of the current solution and customer experience. It then continues with an onsite or remote information gathering session with all stakeholders on the current configuration, and areas needing attention. Workflows and analytics are assessed through scoping sessions and shadowing sessions, with Contact Centre agents.

#### Customer Tasks

- Provide access to appropriate resources including, but not limited to Contact Centre Administrators, Supervisors and Stakeholders
- Attend meetings and provide requested details
- Participate in technical reviews and feedback on the current system, flows and business processes
- Adhere to the Discovery Agenda and Prerequisites Document

#### 8x8 Tasks

- Complete a preliminary call to align on expectations
- Provide a Discovery Agenda and Prerequisites Document
- Complete business discovery session with all key stakeholders
- Complete Agent/Supervisor shadowing sessions
- Compile and evaluate all relevant analytics
- Review existing call flow configurations

#### Outcomes/Deliverables

- Discovery Agenda and Prerequisites Document

### Optimise

Having completed the Discovery and Evaluation of information and data, 8x8 will now focus on providing optimisation recommendations.

#### Customer Tasks

- Participate in design workshop session and provide feedback
- Provide feedback on the Health Check Report Document

#### 8x8 Tasks

- Lead interactive session reviewing data from the Evaluation phase
- Lead session to redesign existing and/or provide future planning to optimise your 8x8 solution
- Complete a Health Check Report document including all data from the Evaluate and Optimise elements
- Complete a 1-hour Supervisor Masterclass (Standard Package only)

#### Outcomes/Deliverables

- Provide Health Check Report
- Complete 1-hour Supervisor Masterclass (Standard Package only)

## Prepare (Standard Package)

Following completion of the Evaluate and Optimise sections we now want to prepare you for the changes to your system through technical recommendations and a full migration plan. This will be incorporated into a full Statement of Work (SOW) should you wish 8x8 to proceed with these changes.

### Customer Tasks

- Review Statement of Work
- Participate in the documenting of a migration plan
- Review all technical recommendations/changes ensuring they align with business requirements

### 8x8 Tasks

- Complete information gathering required to complete a migration plan
- Compile a statement of work document
- Provide a detailed overview of the technical changes required to complete the optimisation

### Outcomes/Deliverables

- Statement of Work to include specific technical changes and full migration plan



**8x8's Contact Centre Health Check provides an actionable roadmap to leverage leading technology, processes and best practices.**

 <b>Evaluate</b>	<ul style="list-style-type: none"><li>■ Remote Agenda Call</li><li>■ Business Discovery</li></ul>	<ul style="list-style-type: none"><li>■ Analytical Review</li><li>■ Configuration Review</li></ul>	<ul style="list-style-type: none"><li>■ Onsite Recommended (plus travel)</li></ul>
 <b>Optimise</b>	<ul style="list-style-type: none"><li>■ Design Workshop</li></ul>	<ul style="list-style-type: none"><li>■ Health Check Report Provided</li></ul>	<ul style="list-style-type: none"><li>■ Supervisor Masterclass (Standard Package)</li></ul>
 <b>Prepare (Standard Package)</b>	<ul style="list-style-type: none"><li>■ Statement of Work</li><li>■ Migration Plan</li></ul>	<ul style="list-style-type: none"><li>■ Technical Recommendations</li><li>■ Completed Remotely</li></ul>	

## General responsibilities for customers:

In addition to identified service-specific responsibilities, Customer agrees to the following general responsibilities to enable and support 8x8 to successfully deliver on the scope of the project.

- Assign a Project Manager for the duration of the project to manage customer execution of tasks as defined in the mutually agreed to Project Schedule
- Complete identified responsibilities by the dates specified in the Project Schedule
- Provide required resources to manage all customer tasks identified and assigned in the Project Schedule
- Provide adequate working space and facilities for 8x8 or its partner resources while at the customer facility (if on-site)



## 8x8 Contact Centre Health Check available in two sizes.

8x8 Contact Centre Health Checks are available in two packages. The Standard Package is expected not to exceed 40 hours of service and is priced at £650 per month. There is also a Light Package, which is not expected to exceed 20 hours of service and is priced at £400 per month. It's recommended that this service runs the term of your contract, however, it can be purchased on an annual basis. For a full-term commitment additional hours are available as illustrated below:

Light Package			Standard Package	
Contract Year	Hours per year	£ per month	Hours per year	£ per month
Year 1	20	£400	40	£650
Year 2	22	£400	44	£650
Year 3	24	£400	48	£650
Year 4	26	£400	52	£650
Year 5	30	£400	56	£650

### 8x8 keeps your Contact Centre going.

**Business Hours:** Services identified will be performed, and 8x8 personnel shall be available to be contacted, from 8:00 AM to 5:00 PM local time zone, Monday through Friday, excluding designated holidays. Time worked outside of these designated hours at Customer's request will result in additional fees.

**Travel Expenses:** SOW fees do not include travel costs for on-site activities (if applicable). If travel is necessary, all reasonable and customary travel expenses will be billed to Customer. 8x8 shall adhere to any commercially reasonable travel expense guidelines provided by Customer, provided they do not conflict with 8x8's own policy. All other services identified in the SOW will be delivered remotely by 8x8 from its offices.



For more information, call **0207 096 6060** or visit **8x8.com/uk**.



8x8, Inc. (NYSE: EGHT) is transforming the future of business communications as a leading Software-as-a-Service provider of voice, video, chat, contact centre and enterprise-class API solutions powered by one global cloud communications platform. 8x8 empowers workforces worldwide to connect individuals and teams so they can collaborate faster and work smarter. Real-time analytics and intelligence provide businesses unique insights across all interactions and channels so they can delight end-customers and accelerate their business. For additional information, visit [www.8x8.com/uk](http://www.8x8.com/uk), or follow 8x8 on LinkedIn, Twitter and Facebook.