

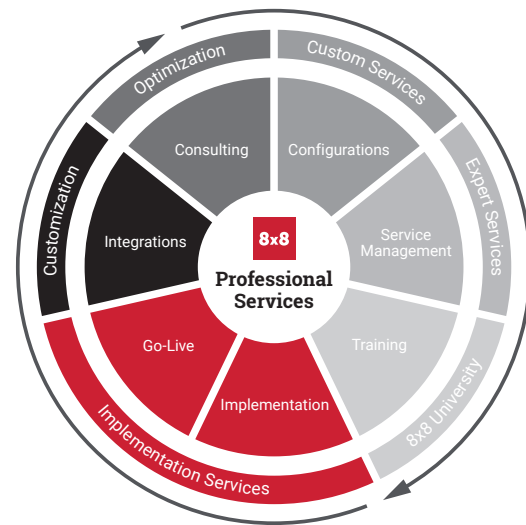
Professional Services Overview

Contact Center

Professional Services

8x8 Professional Services is your partner for contact center success. At 8x8, we believe success is not a single event. Rather, it's an ongoing process supported by a relationship built on trust and confidence. That's why, from project inception through go-live, you'll be given full visibility and metrics to track progress. From there, our global team of contact center experts, will actively guide you through every stage of your business lifecycle. Support is ongoing and available when you need it. Our experts will make best practice recommendations, offer health checks, monitor your network, provide administration services, and much more. Join us. We look forward to working with you on your journey...

8x8 offers the services you need to get you started and to keep you going.



What implementation service do you need?

		Quickstart	Custom
Scope	X Series	X6 – X8	Any
	Number of Users/Agents	Up to 50	Any
	Countries	US, CAN, UK	Any
Services	Program Plan and Strategy		Add-on
	Project Management		Managed
	Assigned Solution Delivery Consultant	■	■
	Network Assessment	■	■
	Solution Design	■	■
	System Configuration	■	■
	User Configuration	■	■
	System Test	■	■
	Troubleshooting and Go-Live Support	■	■
	Number Porting Support	■	■



Quick Start Implementation

- Hands-on assistance for setup, configuration and testing
- 8x8 Assisted set up of 3 scripts, 5 queues and out of the box integrations
- Consulting time with a dedicated implementation Advisor

Customization & Integration Services

Includes an array of services, such as:

CRM Integration

Screen pop, call log, click to dial

Complex IVR

Complex routing requirements that require integration with an external system

Geo routing configuration

Caller routing based on area code, country code, etc.

Customization & reporting

Custom reports, recording, archiving to your servers, custom wallboards, etc.

Custom E911 notifications

Blacklist inbound/outbound callers/dial outs

Custom Services

Choose from a long list of popular services to accommodate your organization's needs.

Site survey

Review floor plans, assess network for telco connectivity, current phone system information, collect and review information on call flow and dialing patterns

Device installation & activation

8x8 can be engaged to install (on-site) and/or activate 8x8 or customer-owned devices



Custom Implementation

- Designed for customers deploying integrated UCaaS and CCaaS solutions
- Dedicated 8x8 project manager and team
- Support regional and global rollout

Optimization Services

How to keep your organization functioning at its best.



Contact Center Optimization

Professional consultation services to improve your contact center operations.



Health Checks

An annual service offering that provides scheduled quarterly check-ins to evaluate your organization's VoIP quality, perform site-to-server analysis of your telephony call flow, and make recommendations on improvements.

Expert Services

Get exactly what you need, when you need it.



Defined and designed by you. Services and scheduling are detailed in a Statement of Work (SOW). Activities may include customized training, integrations, API assistance, migrations and much more. Work can be on-site or remote. Supported by a dedicated 8x8 project manager and team. Ideal for complex and global rollouts.



8x8 Service Management for Contact Center allows your team to focus on your business while your assigned 8x8 contact handles all system administration and user management needs. Saving time and offloading tasks is easy with a range of monthly plans to choose from.

- Design and implement queues, channels, call flows, reports and IVRs
- Perform moves, adds, changes and deletions (MACD)
- Make and help implement best practice recommendations and solution design

We have deployment capabilities around the world.



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

8x8

8x8, Inc. (NYSE: EGHT) is transforming the future of business communications as a leading Software-as-a-Service provider of voice, video, chat, contact center 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, or follow 8x8 on LinkedIn, Twitter and Facebook.

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