

# Partner Sales & Services Training & Certification



## Training & Certification

8x8 offers training and certification to our partners **free of charge**.

8x8's training and certification equips partners with the knowledge and skills to better sell and service 8x8 solutions.

### Self-paced and Instructor-led Courses

Our state of the art eLearning portal delivers **self-paced** training paths with **instructor-led** courses available.

Begin training **when you want** and complete courses at **your own pace and schedule** -- with the flexibility to select the delivery method that best fits your learning style.

## Certifications

8x8 Certifications validate partners have the knowledge and skills to better **sell, build, deploy and support** 8x8 solutions. There are two categories of certifications available: **Sales** and **Services**.

### Sales

**8x8 Sales Certified** -- enables candidates with 8x8 XCaaS positioning and selling strategies, key differentiators, product overviews, playbook overview, and additional sales resources.

**8x8 Sales Engineer (SE) Certified** -- intended for individuals who perform a technical sales role.

SE certification builds on the knowledge and skills acquired from sales certification with additional training, enabling candidates to:

- Discuss and demonstrate the technical aspects of 8x8 solutions
- Setup, configure and maintain a demo environment

## Accessing Training

Partners may **attend** all 8x8 training and **attempt** certification exams **free of charge**.

[Click here](#) to request your 8x8 partner learning account.

### Services

**8x8 Build Certified** -- intended for individuals who:

- Perform initial setup and configuration of a customer's 8x8 solution
- Provide ongoing maintenance of a customer's 8x8 solution

**8x8 Deployment Certified** -- intended for individuals who:

- Architect and design an 8x8 solution to meet the customer's needs
- Document and manage the deployment of the designed solution

**8x8 Support Certified** -- intended for individuals who:

- Provide tier 1 product and technical support for a customer's 8x8 solution and resolve common issues and errors
- Escalate product and technical issues to 8x8 Support as needed and manage escalations for their customers

# Sales Certification Training Paths

8x8 offers initial Sales training organized in three paths: Sales, UCaaS Sales Engineer, and XCaaS 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.

The sales certification courses are offered as self-paced (SP) or instructor-led (ILT).

Sales Certifications		Sales	UCaaS Sales Engineer	XCaaS Sales Engineer
Courses				
8x8 Overview (SP or ILT)		X	X	X
8x8 XCaaS (SP) - or -	8x8 UCaaS (ILT)	X	X	X
	8x8 CCaaS (ILT)			
8x8 Sales Playbooks (SP or ILT)		X	X	X
8x8 Build Essentials (SP)			X	X
8x8 Build Basics (SP)			X	X
8x8 UCaaS Build (SP)			X	X
8x8 CCaaS Build (SP)				X

# Services Certification Training Paths

8x8 offers initial onboard training and certification for three core services--Build, Support, and Deployment.

8x8 Build Certification is intended for individuals who:

- Perform the initial setup and configuration of a customer's 8x8 solution given a documented design and supporting criteria.
- Provide ongoing maintenance of a customer's 8x8 solution.

8x8 Support Certification is intended for individuals who:

- Provide ongoing product and technical support for a customer's 8x8 solution and resolve common issues and errors.
- Escalate product and technical issues to 8x8 Support as needed and manage escalations for your customers.

8x8 Deployment Certification is intended for individuals who:

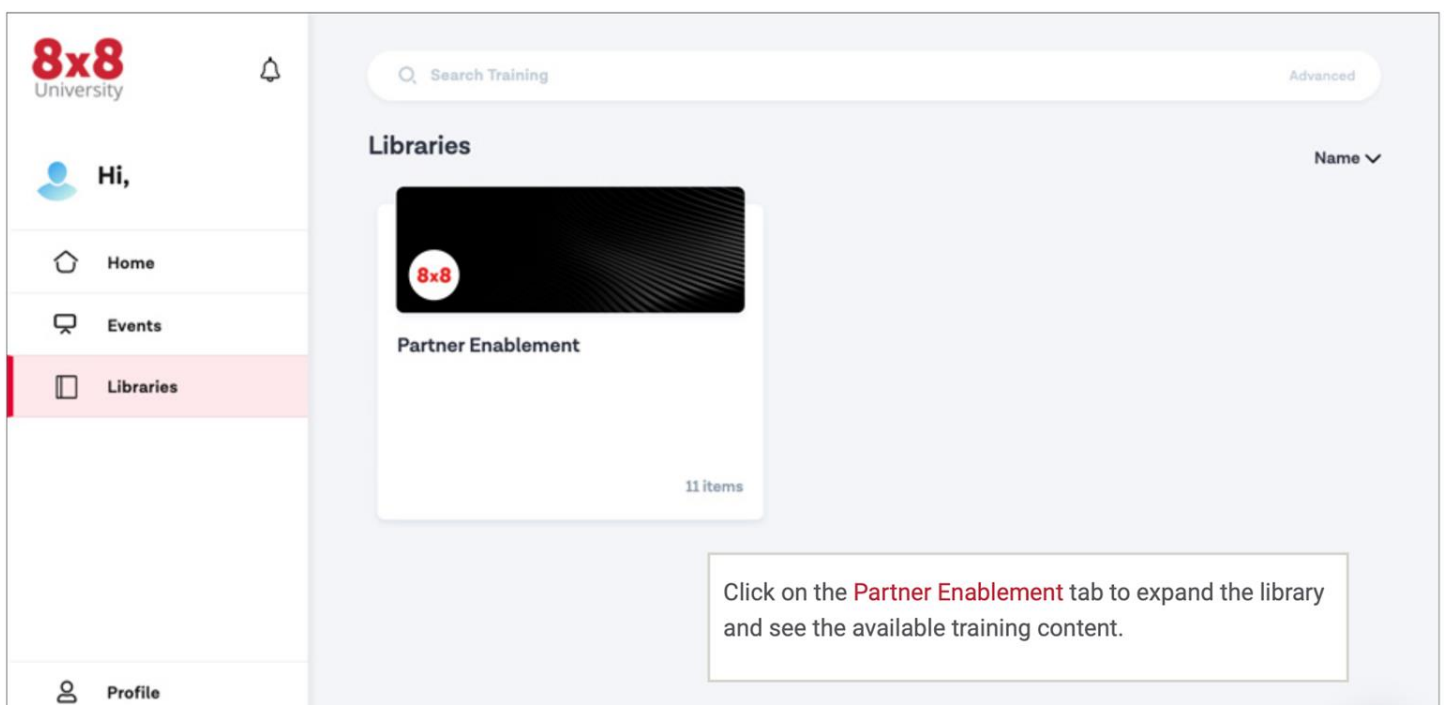
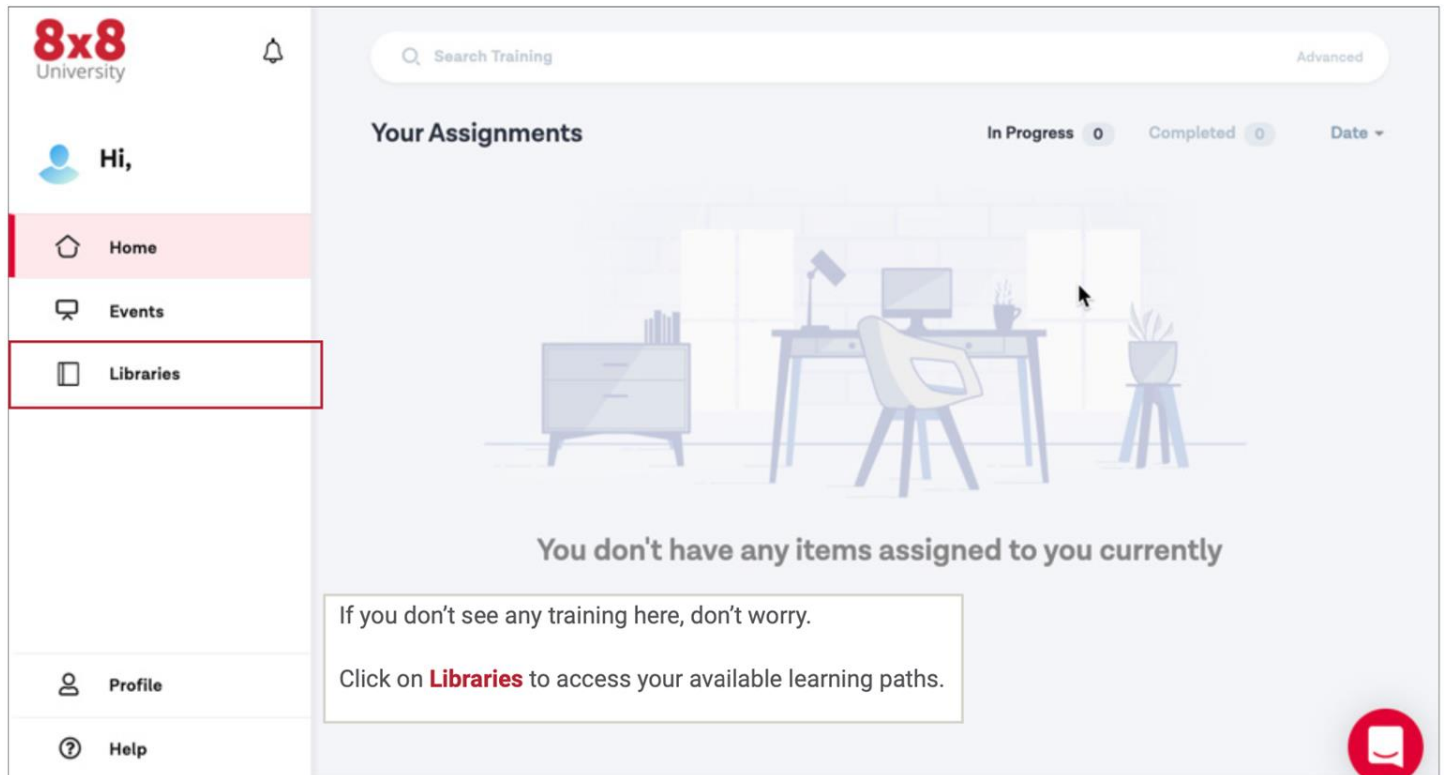
- Design and deliver an 8x8 solution given a set of customer criteria and requirements.
- Document and manage the deployment of the design

Services Certifications	UCaaS Build	XCaaS Build	UCaaS Support	XCaaS Support	UCaaS Deployment	XCaaS Deployment
Courses & Exams						
8x8 Build Essentials (SP)	X	X	X	X	X	X
8x8 Build Basics (SP)	X	X	X	X	X	X
8x8 UCaaS Build (SP)	X	X	X	X	X	X
8x8 CCaaS Build (SP)		X		X		X
Build Workshop (ILT)	(Optional)	(Optional)				
Networking for 8x8 (SP)			X	X	X	X
Support Methodology (SP or ILT)			X	X		
Design & Deployment Methodology (SP or ILT)					X	X
8x8 Build Certification Exam	X	X				
8x8 Support Certification Exam			X	X		
8x8 Deployment Certification Exam					X	X

# Accessing the Training Content


Once you have an account to 8x8's learning portal--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.



# Folders

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




**Partner Enablement**  
11 trainings


Content

Training Material


**Start Here**  
**Sales & Sales Engineer Certifications**


**Initial Sales Onboarding Certifications**  
New to 8x8? - Start here to become 8x8 Sales and Sales Engineer Certified.  
  
4 items


**Start Here**  
**Support & Deployment Certifications**

**Initial Support & Deployment Onboarding Certifications**  
New to 8x8? - Start here to become 8x8 Support and Deployment Certified.  
  
4 items


**Latest Updates**

**Latest Updates**  
A collection of the latest training content -- for new features, product releases and program enhancements  
  
2 items

**8x8 Voice for MS Teams** 

**8x8 Voice for MS Teams Training**  
Courses to prepare you to sell and deploy 8x8 Voice for MS Teams  
  
2 items

**Analytics Training**

**Analytics Training**  
Courses include Analytics for 8x8 Work; Analytics for Contact Center; Quality Management and Speech Analytics  
  
3 items

# 8x8 Sales Certification

## Sales Certification Path

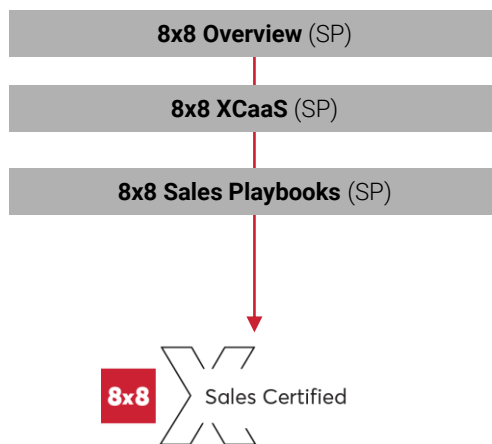
The Sales Certification path enables candidates with key differentiators, product overviews, positioning and selling strategies, playbook overview and discovery examples, and additional sales resources.

The sales certification training is available as self-paced (SP) or instructor-led (ILT). To become sales certified, you need to complete either the self-paced path or the instructor-led path.

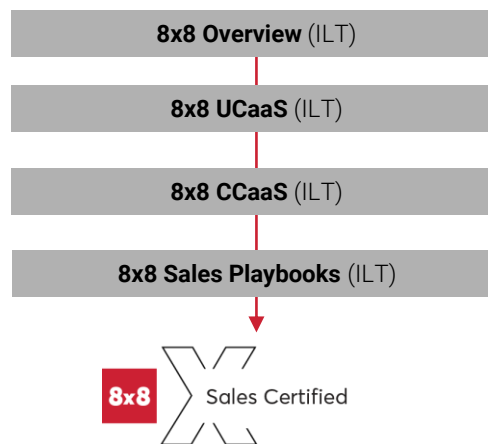
At the end of the sales training, you will be able to:

- Explain the origin of 8x8's name
- Identify 3 issues businesses are facing
- Explain the 8x8 Unified Cloud Platform
- Identify 3 Key differentiators of 8x8
- List 2 key benefits 8x8 can provide a customer
- Describe XCaaS
- Explain at least three benefits of using a cloud-based infrastructure
- Explain the four key building blocks for constructing a communications platform
- Describe the XCaaS pricing structure and an overview of building a quote
- Discuss the Partner and 8x8 Sales methodology and the Sales Playbook
- Prospect new deals
- Locate sales and marketing resources available to you as 8x8 Partners

### Self-paced Path



### Instructor-led Path



You must complete all of the courses in either the self-paced path or the instructor-led path to become sales certified.

# 8x8 Sales Engineer Certification

## Sales Engineering Certification Paths

Sales Engineer (SE) certification is intended for individuals who perform a technical sales role.

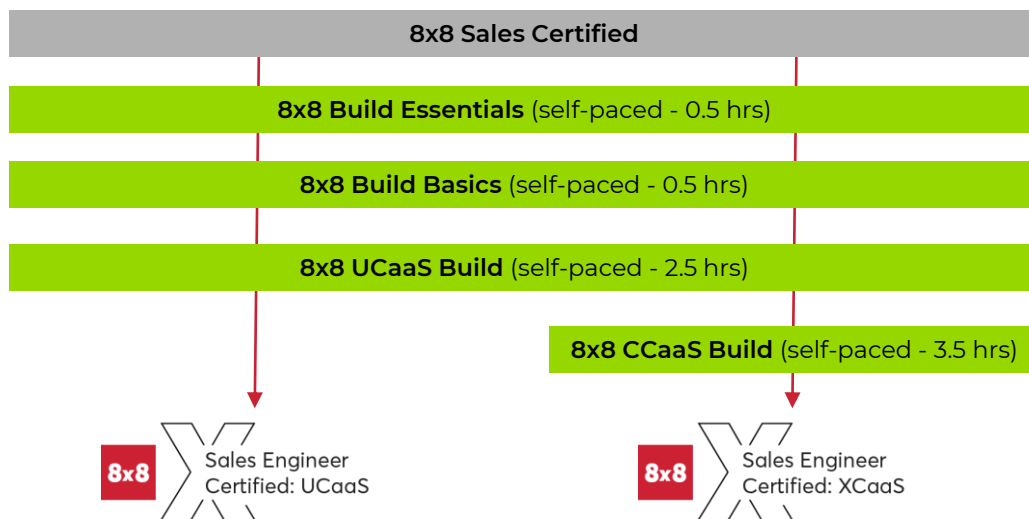
The Sales Engineer Certification paths build on the knowledge and skills acquired from sales certification with 8x8 Work and Contact Center Build training. There are two Sales Engineer Certification paths--UCaaS and XCaaS.

To become SE Certified:

- Complete the either the self-paced or instructor-led Sales Certification path
- Complete the self-paced Build courses

The Build courses provide the knowledge and skills to:

- Discuss and demonstrate the technical aspects of 8x8 solutions
- Setup, configure and maintain a demo environment



You must complete all of the courses to become sales engineer certified.

# 8x8 Build Certification

## Build Certification Paths

8x8 Build Certification is intended for individuals who:

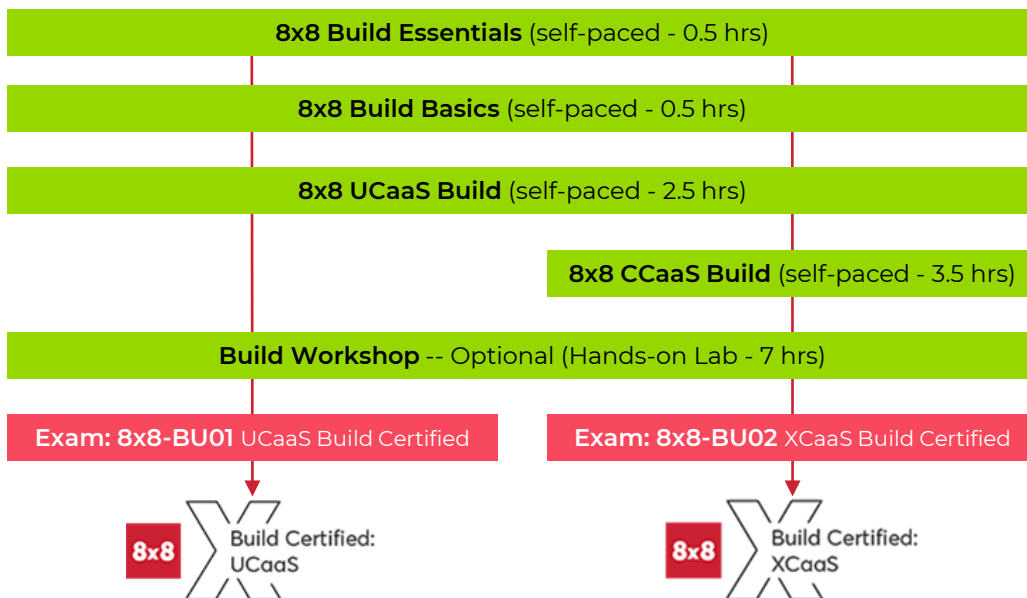
- Perform initial setup and configuration of a customer's 8x8 solution given a documented design and supporting criteria.
- Provide ongoing maintenance of a customer's 8x8 solution.

To become Build Certified, candidates must pass one of the following exams:

- 8x8-BU01 -- 8x8 UCaaS Build Certified
- 8x8-BU02 -- 8x8 XCaaS Build Certified

Both exams are hands-on practicum exams. Given a documented design with supporting collateral, candidates must successfully build an 8x8 system that meets the documented design.

## Recommended Training Path



## Exam Policy and Prep:

The exam takes approximately 7 hours to complete on average. Once registered, candidates will have 7 days to complete the exam. If you fail to complete the exam within the allotted time, you must wait 7 days before re-registering for the exam.

The training is recommended to help prepare candidates for the exam. However, the training is not a prerequisite for the exam. Candidates may register for an exam when they feel they are ready.

Candidates may download a comprehensive workbook at the end of the self-paced Build courses. The workbook can be used as a study guide for the build exam and as an on the job reference guide.

Candidates may optionally attend the Build Workshop to practice hands-on labs using the workbook.

# 8x8 Deployment Certification

## Deployment Certification Paths

Deployment certification is intended for individuals who:

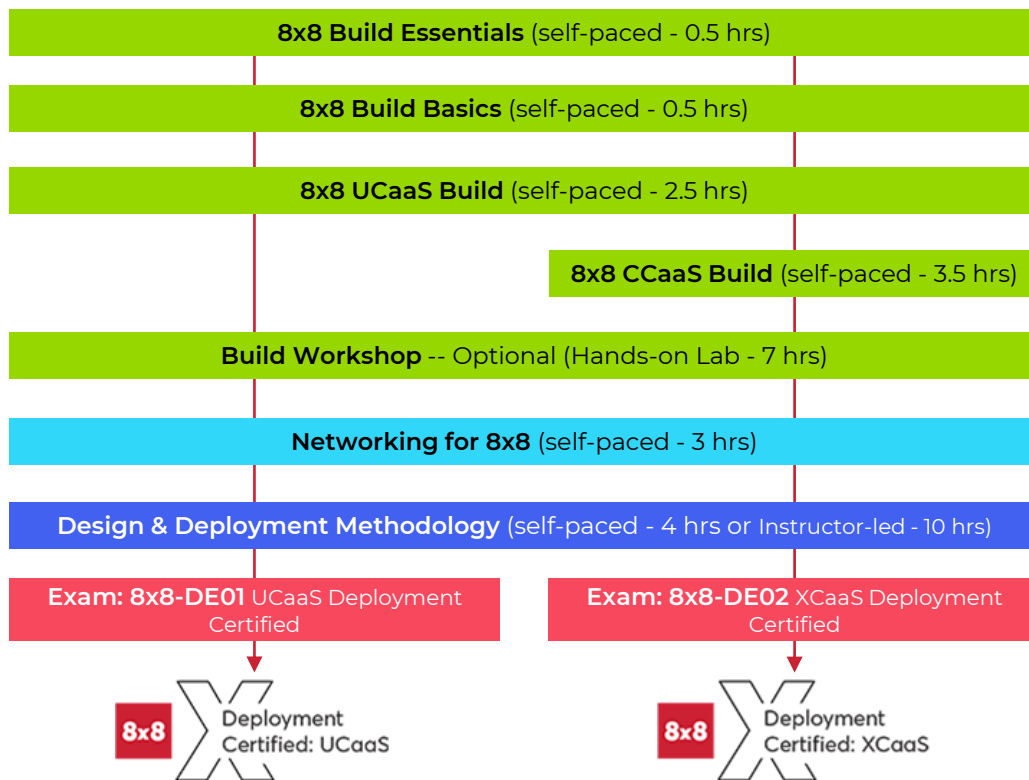
- Given a set of customer criteria and requirements, design an 8x8 solution to meet the customer's needs
- Document and manage the deployment of the designed solution

To become Deployment Certified, candidates must pass one of the following exams:

- 8x8-DE01 -- 8x8 UCaaS Deployment Certified
- 8x8-DE02 -- 8x8 XCaaS Deployment Certified

Both exams are hands-on practicum exams. Given a set of customer requirements, candidates must successfully design and document a solution that meets the customer's needs.

## Recommended Training Path



## Exam Policy and Prep:

The exam takes approximately 10 hours to complete on average. Once registered, candidates will have 14 days to complete the exam. If you fail to complete the exam within the allotted time, you must wait 7 days before re-registering for the exam.

The training is recommended to help prepare candidates for the exam. However, the training is not a prerequisite for the exam. Candidates may register for an exam when they feel they are ready.

During the Design & Deployment Methodology course, students are guided through activities to complete the same tasks and body of work required to successfully complete the exam.

# 8x8 Support Certification

## Support Certification Paths

Support certification is intended for individuals who:

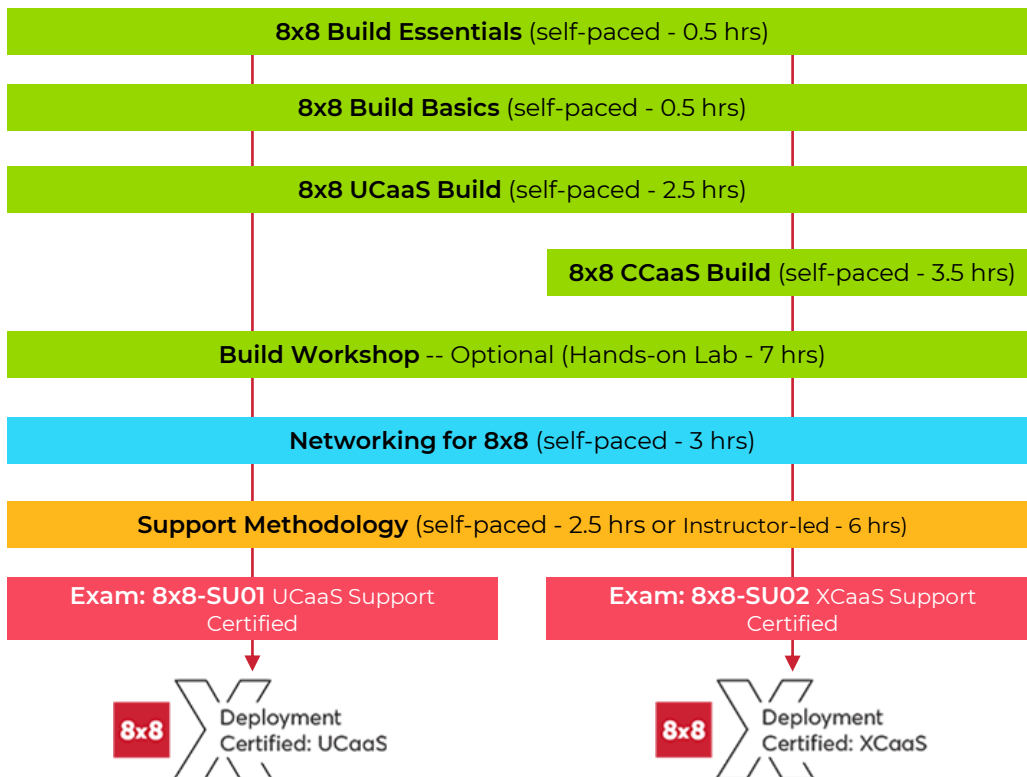
- Provide ongoing product and technical support for a customer's 8x8 solution and resolve common issues and errors
- Escalate product and technical issues to 8x8 Support as needed and manage escalations for your customers

To become Support Certified, candidates must pass one of the following exams:

- 8x8-SU01 -- 8x8 UCaaS Support Certified
- 8x8-SU02 -- 8x8 XCaaS Support Certified

Both exams are hands-on practicum exams. Given a series of customer issues, candidates must successfully document and resolve the problems.

## Recommended Training Path



## Exam Policy and Prep:

The exam takes approximately 4 hours to complete on average. Once registered, candidates will have 7 days to complete the exam. If you fail to complete the exam within the allotted time, you must wait 7 days before re-registering for the exam.

The training is recommended to help prepare candidates for the exam. However, the training is not a prerequisite for the exam. Candidates may register for an exam when they feel they are ready.

During the Support Methodology course, students are guided through activities to complete the same tasks and body of work required to successfully complete the exam.