

# Elite Touch Implementation Services for 8x8 Virtual Contact Center

8x8's proven methodology helps you use the cloud to improve customer service—fast

8x8 Elite Touch Implementation Services for Virtual Contact Center ensure successful deployments that help our clients revolutionize customer service. Realize the fastest time to value and the best system utilization for years to come—from basic voice-based call centers to complex, multi-channel systems with CRM integrations and global, multi-site operations.

## Services Matched to Your Needs

Virtual Contact Center implementation services are tied to your edition to ensure that the services we provide are appropriate to your needs:

- **Quick Start Implementation:** Services for Virtual Contact Center Standard Edition “Voice Only” deployments provide the setup, configuration and testing you need to provide your customers the best possible service over the phone.
- **Custom Implementation:** Services for all Virtual Contact Center Editions including multi-channel, distributed deployments, enhanced IVR custom applications, co-browse and more as defined by a custom statement of work.

## A Smart, Focused Approach

8x8 offers separate implementation and training services to ensure our customers are best prepared to use their system, and that their system is up and running quickly and efficiently.

With 8x8 Elite Touch services, you get a leg up that ensures you'll be providing your customers with the best possible customer service for years to come.

## Deploy with Confidence

8x8 provides a unique, powerful and cost effective package to ensure you get the maximum value from your Virtual Contact Center deployment.

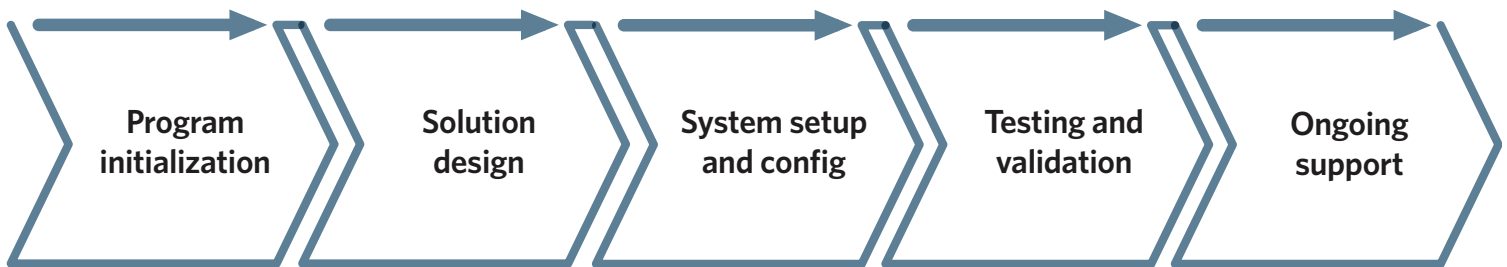
Our skills, knowledge and tools have been honed installing over 47,000 systems so you can rest assured that our team knows just what it takes to provide you with the best value for your implementation.



## A Proven Implementation Framework

8x8 follows a five-step implementation framework to ensure your system is online quickly and efficiently.

- **Program Initialization:** Kickoff meeting to bring together key stakeholders across 8x8 and the customer. Identify scope, key requirements, risks, gaps and timeline. Establish project team.
- **Solution Design:** Gather detailed requirements, perform a thorough network assessment, identify all customer interaction and call flows, prepare number porting documentation, and provide the system design required to meet your organization's unique needs.
- **System Setup and Configuration:** Build and configure schedules, queues, scripts, agents and agent groups. 8x8 guides you through the number porting process and integrates Virtual Contact Center with your CRM and back-office systems.
- **Testing and Validation:** Ensure that the system and your scripts are performing as desired, and provide a customer experience that will differentiate your organization.
- **Ongoing Support:** Seamless transition to 8x8 Support to ensure that you're getting the best value out of the complete breadth of the system.



- Hold project kickoff meeting
- Identify scope, key requirements and timeline
- Identify key stakeholders
- Establish project team

- Gather full requirements for customer interactions across all appropriate channels
- Perform network assessment
- Gain a detailed understanding of the full contact center environment including CRM workflows

- Define schedules, queues and agent groups
- Work through number porting process
- Integrate Virtual Contact Center with back end systems

- Ensure systems and scripts are performing as expected
- Identify and correct unexpected behavior in various error conditions

- Seamless transition to technical support team



## Elite Touch Implementation Services

Included Services	Quick Start Implementation Services	Custom Implementation Services
Virtual Contact Center Edition	Standard	Digital, Standard, Pro or Ultimate
Number of Agents	25	Any
Voice & Voicemail	✓	✓
FAQ	✓	✓
8x8 Native CRM	✓	✓
SFDC Integration	✓	✓
Softphone	✓	✓
Call Recording	✓	✓
Barge-Monitor-Whisper	✓	✓
Wallboards	✓	✓
Proactive Chat		✓
System & Routing Setup	Up to 5 queues	Unlimited queues
Standard IVR	✓	✓
Schedule setup	✓	✓
Scripts	Up to 3 scripts	Unlimited
Email		✓
Web Callback		✓
Personal Agent Connect		✓
Co-Browse		✓
Campaign Dialer		✓
Onsite Services		Additional
Custom CRM Integration		✓
IVR Custom Application		✓
End User Training	Additional	Additional
8x8 Team Lead	Implementation Advisor	Implementation Manager
8x8 Responsibilities	Implementation Advisor will complete the above tasks and will perform all system configuration, testing and validation. They will also enable customers to setup and manage additional queues and seats on their own.	An 8x8 implementation team will lead all custom engagements. This will begin with a whiteboarding session to refine the requirements and to determine exact scope. Team will execute all configuration, testing and validation as scoped in the custom SOW.