

We are excited to announce that we are transitioning our quoting and ordering tool to a platform you probably already know and use - Salesforce.com! In an effort to make this transition as seamless as possible, we are providing a list of Frequently Asked Questions for your reference.

1. How do I set up my account in Salesforce.com?

You will receive an email from “Channel Partners” with your username and a link to activate your account.

2. How do I recover my password?

Send an email to sfdc@8x8.com detailing your request. The 8x8 site admins will reset your password and you will receive a recovery password email with details on how to change or reset your password. Note: this email will be sent to the email address identified in your profile.

3. How do I add or remove users from my Salesforce.com account?

Send an email to sfdc@8x8.com detailing which users you would like to add or remove. The 8x8 site admins will confirm once complete.

4. Who do I contact for access issues or questions?

Please send an email to sfdc@8x8.com detailing your access issues or questions and an 8x8 resource will help.

5. Who do I contact for technical issues related to quotes and orders?

Please send an email to sfdc@8x8.com detailing your quoting and ordering issues and an 8x8 resource will help.

6. Who do I contact for questions around pricing, quoting, and order approval?

Contact your identified Channel Account Manager. If you do not know who your Channel Account Manager is, send a detailed email to sfdc@8x8.com and 8x8 resources will help further investigate and resolve.