

Elite Touch Implementation Services for 8x8 Virtual Contact Centre

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

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

Services Matched to Your Needs

Virtual Contact Centre 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 Centre 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 Centre 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

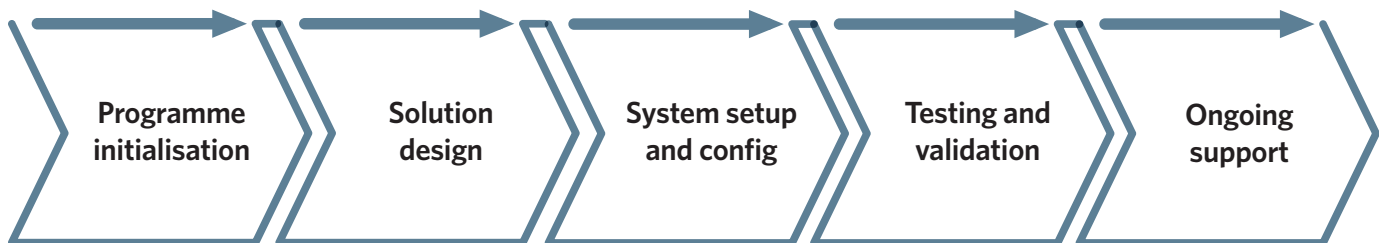
8x8 provides a unique, powerful and cost effective package to ensure you get the maximum value from your Virtual Contact Centre deployment.

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 Initialisation:** 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 organisation’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 Centre 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 organisation.
- **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 centre environment including CRM workflows

- Define schedules, queues and agent groups
- Work through number porting process
- Integrate Virtual Contact Centre 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 £2400 | Custom Implementation Services Statement of Work |
|--------------------------------|---|---|
| Virtual Contact Centre 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 Dialler | | ✓ |
| 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. |

For more information, call **0333 043 8888** or visit 8x8.com/uk