



8x8 Service Advantage

Optimizing your Business Resources Starts with 8x8 Service Advantage

The support you need for your 8x8 total experiences

Today's businesses are under pressure to do more with less. Between managing UCaaS and CCaaS platforms, onboarding new users, keeping employees up to date, and maintaining system configurations, your IT team is spread thin. 8x8 Service Advantage lightens that load — offering a dedicated team to manage administrative tasks, implement best practices, keep your people up to date, and ensure your platform evolves alongside your business.

8x8 Service Advantage is a flexible, recurring service offering designed to scale with your business. From system design to admin support, our team helps you stay ahead.

You also get a single point of contact for all your service needs - simplifying communication and streamlining service workflows.

At 8x8, we bring people and processes together through smarter communications.

What's Included

Here are some of the services you can expect under 8x8 Service Advantage coverage:

- 8x8 Work configuration including auto attendants, group call pickup, and group paging
- Tailored implementations of contact center queues, IVR flows, and integrations
- Regular system reviews, optimization, and utilization guidance
- Assistance with agent moves, skill groups changes, and number porting
- Setup of Quality Management templates and configuration of speech topics
- Setup and configuration of supported 8x8 out-of-the-box integrations
- Feature audits with best practice recommendations
- Unlimited access to public training sessions
- Access to private training sessions
- Priority case routing add-on option