



Bridgeall

8x8 Contact Centre Service Description



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1. Service Description

Bridgeall has partnered with 8x8, a global leader in cloud communications, to deliver a cutting-edge Contact Centre as a Service (CCaaS) solution. By combining 8x8's industry-leading technology with Bridgeall's deep expertise in Microsoft ecosystems, we help organizations transform customer engagement into a seamless, high-performance operation.

1.1. The Power of 8x8 Contact Centre

8x8 provides a unified "Experience Communications as a Service" (XCaaS) platform that brings together voice, video, chat, and contact centre into one interface.

- **Omnichannel Engagement:** Meet customers on their preferred channels, including Voice, Web Chat, SMS, WhatsApp, and Social Media.
- **Microsoft Teams Integration:** 8x8 is a **Microsoft-certified** contact centre solution. It integrates natively with Teams, allowing agents to see subject matter expert presence and collaborate without leaving the Teams app.
- **AI-Powered Insights:** Leverage "Intelligent Customer Assistants" (AI bots) and real-time speech analytics to identify trends and improve first-contact resolution.
- **Unmatched Reliability:** Backed by a financially guaranteed **99.999% uptime SLA** on a global cloud infrastructure.

1.2. Bridgeall's End-to-End Services

We provide a comprehensive wrap-around service to ensure your transition to 8x8 is strategic, secure, and cost-effective.

1. Strategic Advisory

We don't just deploy software; we align it with your business goals. Our consultants conduct discovery workshops to map your customer journeys, analyze current telephony bottlenecks, and design a future-proof roadmap that maximizes your ROI.

2. Expert Implementation

Transitioning a contact centre is complex. Bridgeall manages the entire technical deployment, including:

- **System Configuration:** Setting up IVR flows, skills-based routing, and ring groups.
- **CRM Integration:** Seamlessly connecting 8x8 with **Microsoft Dynamics 365**, Salesforce, or Zendesk for instant "screen pops" of customer data.
- **Number Porting:** Managing the migration of your existing phone numbers with zero downtime.

3. Specialist Licensing

As a trusted Cloud Service Provider, Bridgeall simplifies your procurement:

- **Right-Sizing:** We help you choose the correct "X Series" licenses so you aren't paying for features your team doesn't need.

- **Flexible Billing:** Consolidate your 8x8 licensing with your existing Microsoft 365 and Azure spend under a single Bridgeall contract.

4. Proactive Support

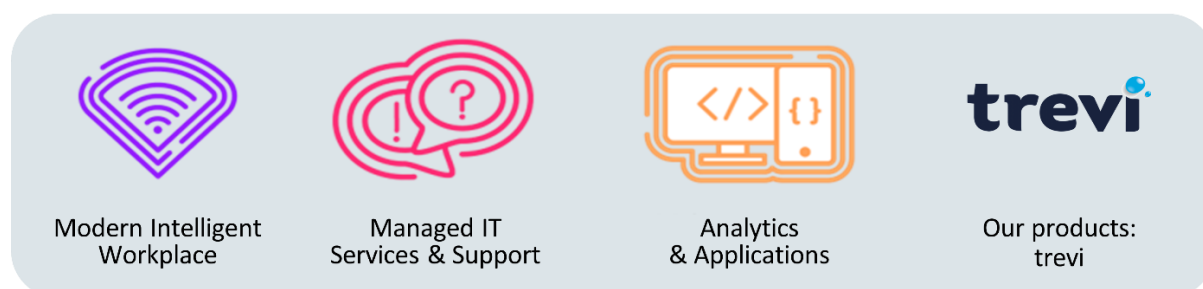
Post-launch, you are backed by our UK-based, ITIL-aligned Service Desk.

- **Dedicated Account Management:** Regular reviews to ensure the system is scaling with your growth.
- **Technical Assistance:** Fast resolution for configuration changes, new user onboarding, and technical troubleshooting.
- **Training:** Comprehensive "Train the Trainer" and agent sessions to ensure high adoption and confidence.

2. About Bridgeall

Since 2002, Bridgeall has successfully delivered hundreds of projects to private and public sector organisations. Our focus is on providing an exceptional service to our customers by delivering class-leading digital solutions. We are ISO 9001, ISO 27001 and Cyber Essentials Plus certified, demonstrating our focus on quality and governance in everything we do.

As well as having our own software solutions for the water market (Trevi), we split our services up into our 3 main business units; Managed IT Services & Support, Modern Intelligent Workplace and Applications & Analytics.



We are a one-stop-shop for all things Microsoft with certified consultants across the full stack and cloud solutions including Azure, Dynamics 365, Data & Analytics, Microsoft 365, SharePoint, Power Apps and Power Platform, working with the likes of:



Microsoft

Bridgeall takes great pride in our achievements in recent years of being a 10 x Microsoft Gold Partner. With Microsoft's new Cloud Partner Program, this changed the accreditation approach to focus on key solution areas. As a result, we have achieved the designations required to qualify as an accredited Microsoft Solutions Partner in the following key areas.



Modern Work

Azure Data & AI

Azure Infrastructure

Azure Digital & App
Innovation

In addition, we are a Tier 1 Cloud Solution Provider (CSP), meaning we have unique access to Microsoft licensing and can offer specialist licensing advice and pricing.

Being a CSP partner, Bridgeall can also offer our clients flexible pricing and billing options, as well as the ability to bundle multiple services together under a single contract.

3. Contact Us

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