

Become a 'Shared' Partner

Engage in sales. Sign deals. Leave the implementation and support to us.

Our Shared Partner model helps you strengthen key relationships while realizing more profits. With a Shared Partner engagement, your team takes the lead in sales and outsources implementation, service and support to inContact. This program is ideal for partners with contact center sales expertise but aren't yet ready to expand their implementation and operational support programs.

How do Shared Partners profit?

Shared Partners can collect from several revenue channels beyond initial cloud solution sales, including:

- Perpetual income and brand new revenue streams without certification costs or expensive management costs
- Shared Partners retain the relationship with their customers
- Related Customer-Provided Equipment (CPE) such as phones, headsets and more

In today's ultra-competitive market, creating profitable 'sticky' customers through superior products, great service and nurtured relationships is crucial... and it's made much easier utilizing inContact resources.

What are the partner requirements?

Shared Partners must complete sales certification and annual recertification.

Additionally, Shared Partners are responsible for:

- Registering the deal with inContact
- Jointly sharing the sales effort with inContact
- Contract execution, billing and collection efforts
- Ongoing account management

Why inContact?

inContact is the only provider to offer core contact center infrastructure, workforce optimization in the cloud plus an enterprise-class telecommunications network for the most complete customer interaction solution.

inContact also embraces the partner and developer community with APIs, Plug-ins and SDKs to arm you with the solutions you need. From Salesforce apps to Oracle CRM integrations, our experience across the enterprise is unmatched.

For more details on how you can partner with inContact, reach out to the inContact Partner Onboarding Department:

Phone: (877) 317-1732

Email: partners@incontact.com

Key Features

- Industry-leading margins
- You own the relationship – partners have the ability to bill their customer directly
- White label programs available for qualified partners
- Support – dedicated Partner Managers to assist in business development for sales and marketing
- Access to programs and funds – participate in Marketing Development Programs and lead generation campaigns utilizing inContact campaign assets
- Partner portal – access white papers, co-branded sales materials, industry data sheets, videos and more
- Training and demonstrations – whether it's meeting in person, virtual classrooms or webinars, we'll help you become inContact solution savvy
- Customer upstreaming – as your customer grows, so does your ability to move them into a more suitable partner model