

Become a 'Delivered' Partner

Be rewarded for moving your customers profitably to the cloud.

The inContact Delivered Partner model helps you strengthen key relationships while realizing more profits. In our Delivered Partner model your organization handles sales, implementation and service while taking advantage of inContact expertise, Market Development Funds (MDF) and more.

How do Delivered Partners profit?

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

- Income on professional services and other software sales opportunities
- Installations / Implementations
- Related Customer Provided Equipment (CPE) such as phones, headsets and more

What are the Partner requirements?

Partners must be active with inContact and complete inContact technical certification for implementation and professional services. Partners must also complete sales certification with annual recertifications.

Additionally, Delivered Partners are responsible for:

- Sales and implementation
- Contract execution
- Billing, invoicing and any collections
- Level 1 and 2 technical support (inContact provides Level 3+ technical support)
- Ongoing account management
- Deal registration to ensure visibility and receive incidental sales support as needed

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 commissions and margins including regular annuity income
- 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