

8x8

CPaaS Readiness Checklist

How to Prepare Your Tech Stack for Integration

Is your infrastructure ready for CPaaS?

Use this checklist to assess your tech stack and align it for seamless CPaaS (Communications Platform as a Service) integration.

Assess Your Current Communications Infrastructure



- Inventory existing voice, video, messaging, and contact center tools.
- Identify gaps in your communication workflows.
- Evaluate which systems can be replaced or integrated.

Team & Stakeholder Alignment



- Involve cross-functional teams—Dev, IT Ops, Security, Product—from the start.
- Align use cases with business goals (customer engagement, automation, etc.).
- Design a phased rollout and test environment.

Ensure API Compatibility



- Confirm your platform supports RESTful APIs and Webhooks.
- Check for SDK availability across preferred languages (JavaScript, Python, etc.).
- Prepare for API authentication (OAuth, API keys).

Plan for Scalability



- Determine peak usage loads for messaging, voice, and video.
- Ensure your backend and cloud environment can scale dynamically.
- Choose CPaaS providers with global reach and proven uptime.

Pro Tip

Future-proof your tech stack by choosing a flexible CPaaS provider like 8x8 that supports modular integration, robust APIs, and enterprise-grade reliability.

Find out more

Validate Security & Compliance



- Review industry-specific compliance requirements (GDPR, HIPAA, etc.).
- Check for end-to-end encryption, data residency options, and secure token handling.
- Implement role-based access control (RBAC).

Evaluate Data & Analytics Needs



- Identify what communication metrics matter (response time, delivery rate, engagement).
- Ensure CPaaS provides real-time dashboards and API access to analytics.
- Plan for integrating these insights into BI tools.

Prepare for Omnichannel Integration



- Map customer or user journeys across SMS, voice, chat, and social messaging.
- Ensure your app/platform can support multiple channels seamlessly.
- Use CPaaS orchestration tools to unify these channels.

Conduct a Pilot Integration



- Choose a low-risk, high-visibility use case.
- Monitor integration points and performance.
- Collect feedback for scaling across the enterprise.

For more information, contact us at hello-cpaas@8x8.com or visit cpaas.8x8.com

© 8x8, Inc. All Rights Reserved. Unless otherwise specified, all trademarks identified by the ®, TM, or SM are registered trademarks, trademarks, or services marks respectively of 8x8, Inc. 8x8®, Experience Communications as a Service™, Experience Communications Platform™ are trademarks of 8x8, Inc.