

Virtual Contact Center Adoption Kit with Licensed eLearning

Virtual Contact Center Agent Adoption Kit

This kit contains complete resources to plan a successful training roll-out and equip new Agents to adopt Virtual Contact Center app.

The license permits unlimited internal dissemination of self-paced eLearning, *Getting Started With Virtual Contact Center*, in PowerPoint format.

Consult with an 8x8 Customer Training Project Manager to:

- Review Adoption Kit resources, and plan how to deliver training in your environment
- Select kit modification options, including:
 - Co-brand the eLearning package with your company logo
 - Select from Bonus slides to add to the eLearning package
 - Choose slides to delete from the eLearning course (if not relevant to your environment)
- Request access to additional modules, Quality Management and Virtual Contact Center Analytics

Allow up to one hour for initial phone call, and up to 30 minutes for an optional follow-up call

Engagement Process

Adoption Kit contents are delivered to the IT Manager (or the person accountable for training employees to use Virtual Contact Center apps).

Kit contents and eLearning training strategy are reviewed during the initial phone consultation with an 8x8 Academy customer training project manager.

Next Steps

Please email Training@8x8.com to schedule your initial phone consultation. For best results, please schedule this call 4-6 weeks prior to your end-user training roll-out. This ensures time to review and implement kit resources, including the training project schedule, pre-written email announcements, and Best Practices tips for agent adoption.

Getting Started With Virtual Contact Center

Self-paced eLearning

Agents and Supervisors learn Virtual Contact Center at their own pace in this eLearning course included in the Adoption Kit

Target Audience

Agents and Supervisors

Prerequisites

None

Course Length

30 minutes

eLearning Topics

- Introduction & Set Up
- Manage Interactions
- Supervisor Functions
- Add-Ons & optional Bonus Content
- Tips & Troubleshooting

Training Units

12

Optional: +6 Training Units to convert PowerPoint eLearning to SCORM package