

# Virtual Office Administration and Configuration

## Virtual Instructor-Led Training

This course is focused on Virtual Office administrative operations, covering the topics needed to configure and administer a Virtual Office solution. A combination of lecture and discussion provides the necessary knowledge of Virtual Office features and functionality that is reinforced with hands-on activities—allowing students to practice and perform administrative and configuration tasks within Virtual Office.

## Performance Objectives

At the end of this course, students will be able to:

- Define and discuss Virtual Office terminology and concepts
- List and describe Virtual Office features and functionality
- Configure users and extensions
- Configure Sites, Call Queues, and Ring Groups
- Configure Auto Attendants
- Describe and manage additional options and add-ons, such as:
  - Group Paging and Overhead Paging
  - Switchboard Pro
  - Group Call Pickup
  - Call Recording
  - Barge Monitor Whisper
- Perform on-going maintenance and administration of a Virtual Office solution

## Course Topics

- Overview and Terms
- Users and Extensions
- Sites, Call Queues, and Ring Groups
- Auto Attendants
- Additional Options and Add-Ons
- Ongoing Administration

## Recommended Prerequisite US End-User Training

<https://www.8x8.com/8x8-academy/free-online-training/virtual-office-end-user>

## UK End-User Training

<https://www.8x8.com/uk/8x8-academy/free-online-training/virtual-office-end-user>

## Target Audience

System Administrators who will administer and configure 8x8 Virtual Office systems

## Course Length 7.5 hours

## Additional Learning

Participants will receive access to additional self-paced training:

- Virtual Office Analytics
- Barge Monitor and Whisper
- Virtual Office Switchboard Pro

## Training Units 8

## Contact

For more information,  
Email: [Training@8x8.com](mailto:Training@8x8.com)

Information about 8x8 Certification is available on the 8x8 Academy website:

<https://www.8x8.com/8x8-academy>