

Virtual Office Advanced Topics and Troubleshooting

Virtual Instructor-Led Training

This course combines discussions and group activities with hands-on practice to give students the necessary knowledge and skills to support and troubleshoot Virtual Office solutions.

Performance Objectives

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

- Identify and troubleshoot Call Quality issues
- Perform zone fault isolation
- Describe the six steps used as a basic approach to troubleshooting
- Identify troubleshooting tools
- Identify and troubleshoot physical connections issues
- Identify and troubleshoot networking issues
- Configure Call Log Reporting

Course Topics

- Troubleshooting basics
- Troubleshooting tools and testing
- Troubleshooting physical connections
- Network Troubleshooting
- Reporting

Recommended Prerequisite
Virtual Office Administration and Configuration

Target Audience
System Administrators responsible for supporting and maintaining Virtual Office Solutions

Course Length
6 Hours

Training Units
15

Contact
For more information,
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Information about 8x8 Certification is available on the 8x8 Academy website:
<https://www.8x8.com/8x8-academy>