

Quality Management and Speech Analytics

Self-paced Training

This interactive self-paced course gives you the knowledge and skills to administer and manage Quality Management and Speech Analytics solutions. This course contains three main sections: Quality Management Administrator, Quality Management Supervisor, and Speech Analytics.

Performance Objectives

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

Administrator:

- Identify how to configure and manage Users, Groups, and Roles
- Customize and assign Evaluation Templates
- Authorize User permissions

Supervisor:

- Manage and monitor Agent Groups
- Evaluate/score agent calls and analyze trends
- Create goals and manage user performance based on completed goals
- Create Snippets when necessary

Speech Analytics:

- Apply Speech Analytics' methodology to quickly target specific call data at the transcription level
- Customize Categories to target call data for unique business functions
- Analyze Reports to gather transcription metrics and measure key performance indicators

Recommended Prerequisite
Experience in Virtual Contact Center Administration or Supervision

Target Audience
System Administrators and Supervisors responsible for supporting, managing and evaluating agent performance

Course Length
1.5 - 2 Hours

Training Units
2

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