

Virtual Office Administration and Configuration (self-paced)

Self-Paced Training

This 2 hour and 30 minute Virtual Office Administration and Configuration self-paced interactive course provides Virtual Office administrators with the knowledge and skills necessary to perform common Virtual Office administrative tasks. Trainees will have the opportunity to review completed configuration settings, followed by practice exercises which simulate tasks within the actual interface.

Performance Objectives

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

- Identify the primary administrative tasks involved with a Virtual Office configuration
- Review a business scenario to determine how to plan and configure initial setup features for a Virtual Office Workflow
- Preview the setup of Users and Administrators and practice common tasks to set up users based on location and job function
- Preview and practice the steps to configure Work Groups: Call Queues, Ring Groups, Barge- Monitor- Whisper Groups, Group Call Pickup
- Identify the Auto Attendant in enabling call routing capabilities and practice the setup of Auto Attendant Schedules and Call Handling features
- Practice the ongoing administrative tasks which are common to a business workflow once Virtual Office is installed and active

Course Topics

- Overview and Terms
- Initial Setup
- Users and Administrator
- Workgroups
- Auto Attendant
- Ongoing Administration
- Addition Resources

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

2.5 hours self-paced

Training Units

6

Contact

For more information,
Email: Training@8x8.com

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

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