

Virtual Contact Center Administration and Configuration (self-paced)

Self-paced Training

The Virtual Contact Center Administration and Configuration self-paced interactive course provides Virtual Contact Center administrators with the knowledge and skills necessary to perform common administrative tasks for inbound voice channels. 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:

- Review Virtual Contact Center concepts and terms
- Given a scenario, step through the process of configuring a working VCC voice channel solution—with appropriate users, channels, queues and IVR script
- Create administrators accounts with the specific account permissions
- Identify the the purpose of Dial Plans and associated dial plan rules
- Identify the function of Status, Transaction, and Outbound codes—practice and test the configuration of these codes
- Discover the purpose of Wallboards and configure and test the completed Wallboard.
- Configure a local CRM to solve a business need.

Course Topics

- Overview and Terminology
- Building a Basic Virtual Contact Center Tenant
- Security and Custom Roles
- Dial Plans
- Contact Center Codes
- Wallboards

Recommended Prerequisite

US Agent Tutorials

<https://www.8x8.com/8x8-academy/free-online-training/virtual-contact-center-agent>

UK Agent Tutorials

<https://www.8x8.com/uk/8x8-academy/free-online-training/virtual-contact-center-agent>

Target Audience

System Administrators who will administer and configure 8x8 Virtual Contact Center Solutions

Course Length

3 Hours

Additional Learning:

Training offerings for the following are available:

- Email Channel
- Chat Channel
- Social Channel
- Campaigns
- Co-Browse

Training Units:

8

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

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