

# Virtual Contact Center Multi-Channels (self-paced)

## Self-paced Training

The Virtual Contact Center Multi-Channels self-paced interactive course is a collection of three independent modules—providing Virtual Contact Center administrators with the knowledge and skills necessary to perform common administrative tasks for email, chat, and social 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:

- Create an email channel and queue and assign users to the queue
- Create an email script capable of routing incoming email transactions to an email queue
- Create a chat channel and queue and assign users to the queue
- Create a chat script capable of routing incoming chat transactions to a chat queue
- Create a social channel and queue and assign users to the queue
- Create a social script capable of routing inbound social transactions to a social queue

## Course Topics

- Email channel
- Chat channel
- Social channel

## Prerequisite

Virtual Contact Center Administration and Configuration Course—self-paced or virtual instructor-led

## Target Audience

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

## Course Length

90 minutes

## Additional Learning:

Training offerings for the following are included:

- Campaigns
- Co-Browse

## Training Units:

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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>