

Virtual Contact Center Analytics

Self-paced Training

This self-paced Virtual Contact Center Analytics Course provides information on how setup and configuration agent status, resources, and performance as well as queue status, custom metrics, thresholds, dashboards, wallboards, and information on Agent Interaction Summary Reports.

Performance Objectives

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

- Quickly identify trends in how you are serving your customers with at-a-glance visualizations
- Filter out noise and focus on the things that are impacting your customers' experiences
- Identify highly-performing agents and those who need coaching or assistance
- Detect performance anomalies to catch issues before they become widespread
- Say on top of your team's performance, no matter where they are

Topics

- Getting Started
- Queue Summary Widget
- Agent Performance Widget
- Agent Status Widget
- Agent Resources Widget
- Single Agent Stat
- Single Queue Stat
- Dashboard and Wallboards
- Thresholds
- Custom Metrics
- Agent Interaction Summary Report

Recommended Prerequisite
None

Target Audience
Supervisors responsible for defining and reporting Virtual Contact Center analytics

Course Lengths
1 Hour

Training Units
2

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>