8x8
ACADEMY

Virtual Contact Center Adoption Kit with Licensed eLearning

Virtual Contact Center Agent Adoption Kit

All materials needed to train agents and supervisors to use Virtual Contact Center are provided in one easy-to-use downloadable kit. Contents include 8x8 Academy's licensed eLearning, Getting Started With Virtual Contact Center; a project plan template, employee communication email templates, change management best practices, and links to 8x8 documentation and supplemental videos .

Your Adoption Kit license entitles you to:

- Unlimited internal dissemination of 8x8 Academy e-learning: Getting Started With Virtual Contact Center, co-branded with your company logo. NOTE: Most agents and supervisors will complete the Getting Started eLearning in 30 minutes or less

- Phone consultation with 8x8 Training Program Manager. Use this time to receive your download, review kit contents, and plan how to deliver training in your environment. (Allow up to one hour for the initial consultation, and 30 minutes for an optional follow-up call.)

Engagement Process

Adoption Kit contents are delivered to the IT Manager (or the person accountable for training agents and supervisors to use Virtual Contact Center).

Kit contents and eLearning training strategy are reviewed during the initial phone consultation with an 8x8 Academy Training Program Manager. A 30-minute follow-up call is available upon request.

We recommend that you schedule the initial phone consultation four to six weeks before training agents and supervisors at your location, to maximize the effectiveness of the kit.

Next Steps

Please email Training@8x8.com to schedule your initial phone consultation.

Getting Started With Virtual Contact Center

Self-paced eLearning

Agents and Supervisors learn Virtual Contact Center at their own pace in this eLearning course included in the Adoption Kit

Target Audience
Agents and Supervisors

Prerequisites
None

Course Length
30 minutes

eLearning Topics

- Introduction & Set Up
- Manage Interactions
- Supervisor Functions
- Additional Features
- Tips & Troubleshooting