

Quality Management Administration and Configuration

8x8 Self-paced eLearning

Quality Management Administration and Configuration (Self-paced eLearning)

This one-hour, self-paced course prepares participants to administer and configure 8x8 Quality Management. The course uses business case scenarios in an interactive environment.

Target Audience

Contact center personnel who administer 8x8 Virtual Contact Center and who will administer 8x8 Quality Management.

Agenda

- **Module 1: Introduction**—Identify how Quality Management is used with Virtual Contact Center
- **Module 2: Setting up Roles**—Configure Quality Management requirements for an example business and identify default roles
- **Module 3: Setting up Groups**—Differentiate between Virtual Contact Center Groups and Quality Management Groups, and create, edit, or delete QM Groups
- **Module 4: Setting up Users**—Step through the process of adding a new user to Quality Management
- **Module 5: Using Templates**—Step through the process of creating a new Quality Assurance (QA) template using specific features

Prerequisites

Virtual Contact Center Administration and Configuration class or similar experience

Course Length

1 hour