8x8
ACADEMY

Quality Management Call Auditing

8x8 Self-paced eLearning

Quality Management Call Auditing

(Self-paced eLearning)

This 45-minute, self-paced course prepares participants to navigate the 8x8 Quality Management product to search, review and evaluate calls. The course uses business case scenarios in an interactive environment.

Target Audience

Contact Center Agent Supervisors and Agents

Agenda

• **Module 1: Introduction**—Shows how to log in, navigate the Quality Management browser console, and find Help

• **Module 2: Search Calls**—Covers how to search call recordings and save searches for later use

• **Module 3: Evaluate a Call**—Explains how to select a call recording to listen to, view the screen recording, make annotations, and complete an evaluation

• **Module 4: Search Evaluations**—Covers how to search through completed evaluations and run reports

• **Module 5: Templates**—Covers how to create and modify quality assurance templates

• **Module 6: As An Agent**—Explains how to use Quality Management as an Agent to evaluate your own call recordings

Prerequisites

Experience using 8x8 Virtual Contact Center as an Agent Supervisor or Agent.

Course Length

45 minutes