

Virtual Contact Center Post Call Survey and Customer Experience

Self-paced Training

This interactive self-paced course gives you the knowledge and skills to create and maintain post-call surveys and reviews the features and functionality of Customer Experience.

Performance Objectives

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

- Configure a post-call survey
- Explain the features and functionality of Customer Experience

Course Topics

- Post Call Survey
- Customer Experience

Recommended Prerequisite

Virtual Contact Center Administration and Configuration

Target Audience

System Administrators responsible for supporting and maintaining Virtual Contact Center Solutions

Course Length

25 Minutes

Contact

For more information,
Email: Training@8x8.com

Information about 8x8 Certification is available on the 8x8 Academy website:
<https://www.8x8.com/8x8-academy>