8x8 ACADEMY

Learning Paths

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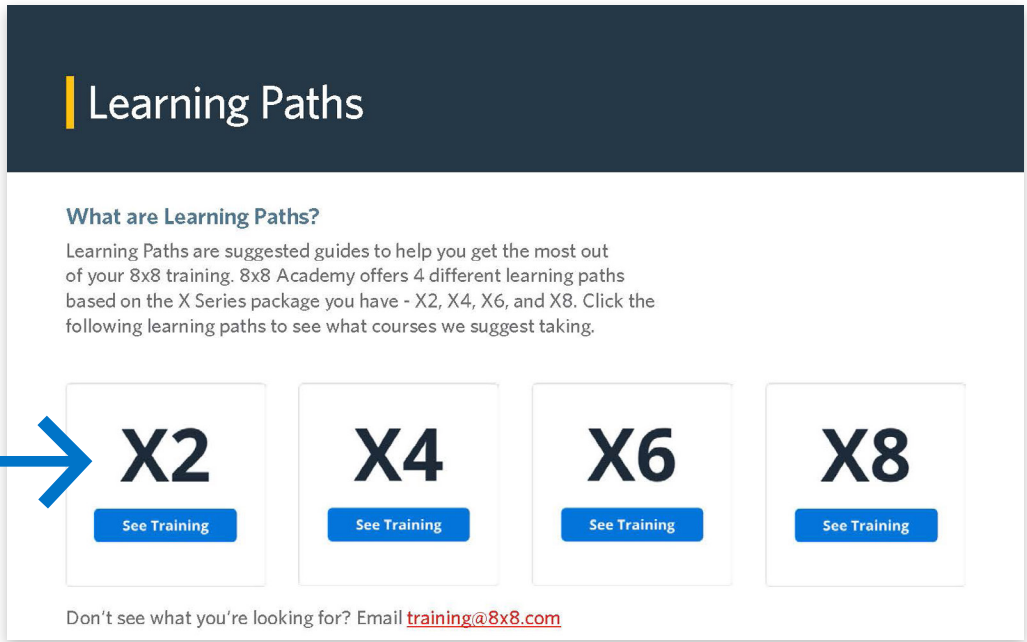
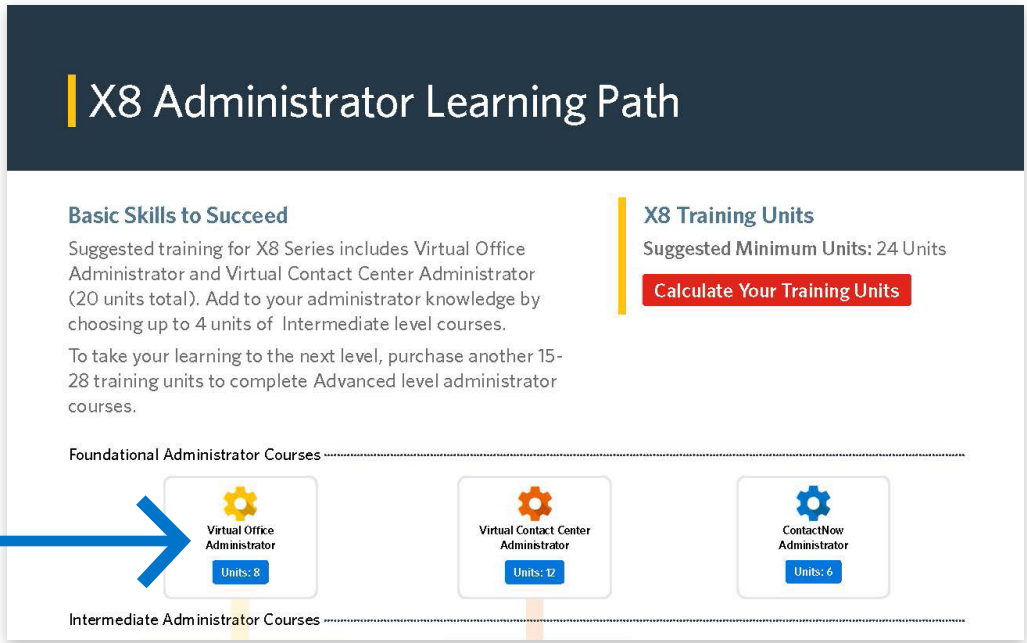
How to use this guide

Start Here

Click "See Training" to view your X Series products learning map.
Classes are organised by product type and learning level.



Click to view X2 learning path.



Click title to view course description and details.

Learning Paths

What are Learning Paths?

From basic classes to advanced topics, learning paths provide you the skills necessary to manage X Series product features. Click X2, X4, X6, or X8 to view recommended courses. Click on any course title in the learning path to see details: course length, learning objectives, and delivery method.

X2	X4	X6	X8
See Training	See Training	See Training	See Training

Don't see what you're looking for? Email training@8x8.com

What are Training Units?

Training units are like cash that you use to pay for training classes. Each class will cost a certain number of training units per person (based on the complexity of the material and course duration). This system gives you total control and maximum flexibility to schedule basic training according to your needs. For example, let's look at three ways to organize training for a company that purchased X6 Series and 24 training units:

Company A

(3) Virtual Office Admins learn basic skills

Mike, Pierre, and Becky each attend Virtual Office Admin & Config class (8 units)

8 + 8 + 8 = 24 units

Company B

(1) Virtual Office Admin learns advanced skills

Mike attends Virtual Office Admin & Config (8 units), then enrolls in Virtual Office Advanced Topics & Troubleshooting (15 units)

8 + 15 = 23 units

Company C

(1) Virtual Office Admin and (1) Virtual Contact Centre Admin learns basic skills. Both complete elective, self-paced classes

Mike attends Virtual Office Admin & Config (8 units) and Virtual Office Analytics (2 units). Pierre attends Virtual Contact Centre Admin & Config (12 units) and Quality Management & Speech Analytics (2 units)

8 + 2 and 12 + 2 = 24 units

*You can purchase more Training Units at any time. The way you spend your units is up to you.

X2 Administrator Learning Path

Basic Skills to Succeed

To take your administrator learning to the next level, purchase 10 training units and select from foundational and intermediate courses.

X2 Training Units

Suggested Minimum Units: 10 Units

Calculate Your Training Units

Foundational Administrator Courses

Virtual Office Administrator
Units: 8

or

Virtual Office Administrator eLearning
Units: 6

Intermediate Administrator Courses

Virtual Office Analytics
Units: 2

Virtual Office Sandbox
Units: 5

*Free Online Tutorials are also available at any time

X2 End User Options

Drive Adoption

For options to train your employees, consider purchasing a Customer Adoption Kit, which provides unlimited use of 8x8's licensed eLearning for end users (6 units), or a remote training session with an 8x8 customer trainer (5 units).

Help your end users reinforce what they learn by pointing them to 8x8 Academy's website, where end users can view video tutorials and practice task simulations, 24/7.

X2 Training Units

Suggested Minimum Units: 10 Units

Calculate Your Training Units

End User Training

Virtual Office Adoption Kit	Virtual Office Remote Sessions	Virtual Office Onsite Training
Units: 12	Units: 5	Units: 28

*Free Online Tutorials are also available at any time

X4 Administrator Learning Path

Basic Skills to Succeed

Suggested training for X4 Series includes Virtual Office Administrator and Virtual Office Analytics (10 units total).

To take your learning to the next level, purchase another 15 training units for your administrator to complete the Advanced Topics and Troubleshooting course.

For end user learning solutions, view the X4 End User Options learning path.

X4 Training Units

Suggested Minimum Units: 10 Units

Calculate Your Training Units

Foundational Administrator Courses

Virtual Office Administrator — Units: 8

or

Virtual Office Administrator eLearning — Units: 6

Intermediate Administrator Courses

Virtual Office Analytics — Units: 2

Virtual Office Sandbox — Units: 5

Advance Administrator Courses

Virtual Office Adv. Topics & Troubleshooting — Units: 15

*Free Online Tutorials are also available at any time

X4 End User Options

Drive Adoption

Unleash the full power of X4 Series by teaching your end users how to use Virtual Office. The Virtual Office Adoption Kit gives you unlimited use of 8x8's licensed eLearning, with video tutorials, text instructions, and project rollout tools.

If you prefer, book a remote training session with one of our customer trainers.

Help your end users reinforce what they learn by pointing them to 8x8 Academy's website, where end users can view video tutorials and practice task simulations, 24/7.

X4 Training Units

Suggested Minimum Units: 10 Units

Calculate Your Training Units

End User Training

Virtual Office Adoption Kit	Virtual Office Remote Sessions	Virtual Office Onsite Training
Units: 12	Units: 5	Units: 28

*Free Online Tutorials are also available at any time

X6 Administrator Learning Path

Basic Skills to Succeed

Suggested training for X6 Series includes Virtual Office Administrator, Virtual Office Analytics, Virtual Contact Centre Administrator, and Virtual Contact Centre Analytics (23 units total).

To take your administrator learning to the next level, purchase another 15-28 training units and complete the Advanced Topics and Troubleshooting courses.

X6 Training Units

Suggested Minimum Units: 24 Units

Calculate Your Training Units

Foundational Administrator Courses

- Virtual Office Administrator — Units: 8
- or
- Virtual Office Administrator eLearning — Units: 6

- Virtual Contact Centre Administrator — Units: 12
- or
- Virtual Contact Centre Administrator eLearning — Units: 8

Intermediate Administrator Courses

- Virtual Office Analytics — Units: 2
- Virtual Office Sandbox — Units: 5
- Virtual Contact Centre Analytics — Units: 2
- Post-Call Survey — Units: 1
- Quality Management & Speech Analytics — Units: 2

Advance Administrator Courses

- Virtual Office Adv. Topics & Troubleshooting — Units: 15
- Virtual Contact Centre Adv. Topics & Troubleshooting — Units: 13

*Free Online Tutorials are also available at any time

X6 End User Options

Drive X6 Adoption

Unleash the full power of X6 Series by teaching your end users how to use Virtual Office and Virtual Contact Centre. Adoption Kits provide unlimited use of 8x8's licensed eLearning for either Virtual Office or Virtual Contact Centre.

If you prefer, book a remote or onsite training session with one of our customer trainers.

Help reinforce learning by pointing end users to 8x8 Academy's website, where users can view video tutorials and practice task simulations, 24/7.

X6 Training Units

Suggested Minimum Units: 24 Units

Calculate Your Training Units

End User Training

Virtual Office Adoption Kit Units: 12	Virtual Office Remote Sessions Units: 5	Virtual Office Onsite Training Units: 28
Virtual Contact Centre Onsite Training Units: 28	Virtual Contact Centre Remote Sessions Units: 5	Virtual Contact Centre Adoption Kit Units: 12

*Free Online Tutorials are also available at any time

X8 Administrator Learning Path

Basic Skills to Succeed

Suggested training for X8 Series includes Virtual Office Administrator and Virtual Contact Centre Administrator (20 units total). Add to your administrator knowledge by choosing up to 4 units of Intermediate level courses.

To take your learning to the next level, purchase another 15-28 training units to complete Advanced level administrator courses.

X8 Training Units

Suggested Minimum Units: 24 Units

Calculate Your Training Units

Foundational Administrator Courses

- Virtual Office Administrator — Units: 8
- or
- Virtual Office Administrator eLearning — Units: 6
- Virtual Contact Centre Administrator — Units: 12
- or
- Virtual Contact Centre Administrator eLearning — Units: 8
- ContactNow Administrator — Units: 6

Intermediate Administrator Courses

- Virtual Office Analytics — Units: 2
- Virtual Office Sandbox — Units: 5
- Virtual Contact Centre Multi-Channel — Units: 4
- Virtual Contact Centre Analytics — Units: 2
- Quality Management & Speech Analytics — Units: 2
- Post-Call Survey — Units: 1

Advance Administrator Courses

- Virtual Office Adv. Topics & Troubleshooting — Units: 15
- Virtual Contact Centre Adv. Topics & Troubleshooting — Units: 13

*Free Online Tutorials are also available at any time

X8 End User Options

Drive X8 Adoption

Unleash the full power of X8 Series by teaching your end users how to use Virtual Office and Virtual Contact Centre. Adoption Kits provide unlimited use of 8x8's licensed eLearning for either Virtual Office or Virtual Contact Centre.

If you prefer, book a remote or an onsite training session with one of our customer trainers.

Help reinforce learning by pointing end users to 8x8 Academy's website, where users can view video tutorials and practice task simulations, 24/7.

X8 Training Units

Suggested Minimum Units: 24 Units

Calculate Your Training Units

End User Training

Virtual Office Adoption Kit Units: 12	Virtual Office Remote Sessions Units: 5	Virtual Office Onsite Training Units: 28
Virtual Contact Centre Onsite Training Units: 28	Virtual Contact Centre Remote Sessions Units: 5	Virtual Contact Centre Adoption Kit Units: 12
ContactNow Onsite Training Units: 28	ContactNow Remote Sessions Units: 5	ContactNow Adoption Kit Units: 12

*Free Online Tutorials are also available at any time

Resources

8x8 Academy Website

Check out our 8x8 Acadevvvvmy website for free online training and additional information.

Learning Paths

Visit our Learning Paths page on our website for more information.

Training Units Calculator

Use our calculator alongside our training paths to see if you meet our suggested minimum units.

Course Catalog

Ready to book your courses? Visit our learning portal to see course schedules and availabilities.

Frequently Asked Questions

Not sure how Learning Paths work? Have general questions about 8x8 Academy? Visit our FAQ.

Contact Us

Can't find what you need? Send us an email at training@8x8.com.