

Virtual Contact Center Administration and Configuration

Blended Learning Course

Virtual Contact Center Administration and Configuration

(Virtual Instructor-Led and Self-Paced Course)

This blended learning course includes an eight-hour virtual, instructor-led class plus self-paced modules. Participants gain the knowledge and skills to administer and configure the 8x8 Virtual Contact Center. The course utilizes business case scenarios, hands-on exercises, and group discussions to configure the contact center tenant.

Modules progress from initial design to implementation, and each activity builds upon previous ones to build proficiency. The virtual course is delivered over two days. Self-paced modules include Virtual Contact Center Analytics, Advanced IVR Scripting, Customer Experience, Post Call Survey and Wallboards.

Performance Objectives

At the end of this course you will be able to:

- Configure a Virtual Contact Center based upon business requirements
- Set up and configure a Business Call Schedule, Create Channels, Groups and Agents; Phone, Voicemail, Email and Chat Channels and Queues; and build an IVR Call Flow Script
- Discuss CRM (Local Configuration); Agent Status and Transaction Codes; Direct Agent Routing; and Outbound Phone Queues
- Discuss globalization and “Follow the Sun” technology, Co-Browsing, Language Translation, Reporting through Analytics, and Wallboards

Course Topics

Virtual Instructor-Led Training:

- Virtual Contact Center Basic Terms and Concepts
- Call Flow, IVR Design, and Basic Tenant Configuration
- Cloud-based Call Queues, Channels, and CRM's
- Global and Advanced Concepts

Self-Paced Training:

- Wallboards
- Analytics
- Advanced Scripting
- Customer Experience and Post Call Survey

Recommended Prerequisite

Select the link for US or UK

[Virtual Contact Center Agent Tutorials - 8x8 Academy \(US\)](#)

[Virtual Contact Center Agent Tutorials - 8x8 Academy \(UK\)](#)

Target Audience

Individuals responsible for setting up, configuring and maintaining the contact center tenant.

Course Length

8 Hours virtual class

3 hours self-paced training