

# Virtual Office Administration and Configuration

## Blended Learning Course

### Virtual Office Administration and Configuration

#### Virtual Instructor-Led Training (VILT) plus Self-Paced Modules

This blended learning course includes a four-hour, virtual, instructor-led class plus two hours of self-paced modules. Participants gain the knowledge and skills to administer and configure Virtual Office applications. Course modules progress in complexity with hands-on exercises, use cases and group discussions. Content covers basic setup and configuration, analyzing usage reports, using virtual and toll-free numbers, and answering common administration and configuration questions. Self-paced modules cover Virtual Office Analytics, Barge-Monitor-Whisper, and Switchboard Pro.

### Performance Objectives

#### At the end of the instructor-led course, participants will be able to:

- Configure a Virtual Office solution to meet business requirements
- Navigate Account Manager menus, and correctly configure Hosted Private Branch Exchange (PBX) settings
- Configure single and multi-sites to include an Auto Attendant, Ring Groups, Branch Office, Call Queues, and Virtual and Toll-Numbers
- Set up Call Recording and run reports to analyze extension and Virtual and Toll-Free Number utilization
- Identify and explain common Virtual Office administration and configuration issues

### Course Topics

#### Virtual Instructor-Led Training:

- Virtual Office Terminology and Concepts
- Basic Virtual PBX Configuration
- Configuring Branch Office, Power Keys and Call Queues
- Call Recording, Reporting and Common Issues

#### Self-Paced Training:

- Virtual Office Analytics
- Barge, Monitor and Whisper
- Virtual Office Switchboard Pro

### Recommended Prerequisite

Select the link for US or UK

[Virtual Office End-User Training \(US\)](#)

[Virtual Office End-User Training \(UK\)](#)

#### Target Audience

System Administrators who will administer and configure 8x8 Virtual Office systems

#### Course Length

4 Hours virtual class

2 hours self-paced training