

# Virtual Contact Center Administration and Configuration

## Blended Learning Course

This blended learning course combines self-paced modules with a hands-on, virtual instructor-led workshop to give students the necessary knowledge and skills to administer and configure Virtual Contact Center. Students begin with VCC Concepts—self-paced modules covering the terminology, features, functionality, and methodology to administer Virtual Contact Center. Students then attend a 10-hour, hands-on VCC administration and configuration workshop—practicing and performing administrative and configuration tasks within Virtual Contact Center.

## Performance Objectives

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

- Define and discuss Virtual Contact Center terminology and concepts
- List and describe Virtual Contact Center features and functionality
- Create and configure Agent and Supervisor accounts
- Create and configure Channels and Queues
- Set security and configure roles
- Configure Dial Plans
- Create Status, Transaction, and Outbound codes
- Customize and configure wallboards
- Configure the local CRM
- Enable and test Co-Browsing
- Create an outbound dialing campaign
- Setup and configure Quality Management

## Course Topics

- Overview and Terms
- Getting started
- Security and Roles
- Dial Plans
- Codes
- Wallboards
- Local CRM
- Email and Chat
- Co-Browsing
- Campaigns
- [Quality Management](#)

## Recommended Prerequisite

### US Agent Tutorials

<https://www.8x8.com/8x8-academy/free-online-training/virtual-contact-center-agent>

### UK Agent Tutorials

<https://www.8x8.com/uk/8x8-academy/free-online-training/virtual-contact-center-agent>

## Target Audience

System Administrators who will administer and configure 8x8 Virtual Contact Center

## Course Length

### VCC Concepts (*self-paced*)

5 Hours

### VCC Administration and Configuration Workshop (*hands-on virtual class delivered over two days*)

4 Hours - Day 1

6 Hours - Day 2

## Additional Learning

Participants will receive access to additional self-paced training:

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

## Contact

For more information,  
Email: [Training@8x8.com](mailto:Training@8x8.com)

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