

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 an 8-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
- Configure the local CRM
- Create an outbound dialing campaign
- Enable and test Co-Browsing
- Customize and configure Wallboards

Course Topics

- Overview and Terms
- Getting started
- Security and Roles
- Dial Plans
- Codes
- Local CRM
- Campaigns
- Email and Chat
- Co-Browsing
- Wallboards

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

3 hours self-paced

Virtual Contact Center Administration and Configuration Workshop-8 hours virtual class (delivered in two 4-hour sessions)

Additional Learning

Participants will receive access to additional self-paced training:

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

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>