

Virtual Office 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 Office applications. Students begin with VO Concepts—self-paced modules covering the terminology, features, functionality, and methodology to administer Virtual Office. Students then attend a 4-hour, hands-on VO administration and configuration workshop—practicing and performing administrative and configuration tasks within Virtual Office.

Performance Objectives

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

- Define and discuss Virtual Office terminology and concepts
- List and describe Virtual Office features and functionality
- Configure users and extensions
- Configure Branch Offices, Call Queues, and Ring Groups
- Configure Auto Attendants and Virtual Numbers
- Describe and manage additional options and add-ons, such as:
 - Group Paging and Overhead Paging
 - Switchboard Pro
 - Group Call Pickup
 - Call Recording
 - Barge Monitor Whisper
- Perform on-going maintenance and administration of a Virtual Office solution

Course Topics

- Overview and Terms
- Users and Extensions
- Branch Offices, Call Queues, and Ring Groups
- Auto Attendants and Virtual Numbers
- Additional Options and Add-Ons
- Ongoing Administration

Recommended Prerequisite US End-User Training

<https://www.8x8.com/8x8-academy/free-online-training/virtual-office-end-user>

UK End-User Training

<https://www.8x8.com/uk/8x8-academy/free-online-training/virtual-office-end-user>

Target Audience

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

Course Length

2 hours self-paced

4 hours virtual class

Additional Learning

Participants will receive access to additional self-paced training:

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

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>