

Virtual Office Administration and Configuration



Data sheet & course description

Virtual Instructor-Led Training

The Virtual Office Administration and Configuration course provides Virtual Office administrators with the knowledge and skills necessary to configure Virtual Office applications and perform ongoing administration. During this course, students will complete hands-on practice activities designed to reinforce the performance objectives.

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 Sites, Call Queues, and Ring Groups
- Configure Auto Attendants
- Describe and manage additional options such as:
 - Group Call Pickup and Barge Monitor Whisper
 - Call Recordings
 - Video Meetings, Messages, and Fax
- Use reporting features and 8x8 Analytics for Virtual Office
- Perform basic fault isolation and correction
- Perform maintenance and administration of a Virtual Office solution

Course Topics

- Virtual Office Overview
- Configuration Manager
- Users and Administrators
- Workgroups
- Auto Attendant
- Meetings, Messages, and Fax
- Reporting and Analytics
- Common Issues and Help
- Ongoing Maintenance

Recommended Prerequisites

US End-User tutorials

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

UK End-User tutorials

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

Target Audience

System administrators who will administer and configure 8x8 Virtual Office solutions

Course Length

The course is delivered over 2 days:

4 hours - Day 1

4 hours - Day 2

Training Units

8 per person