

Virtual Office Administration and Configuration (Self-paced)



Data sheet & course description

Self-Paced Training

This 2 hour and 30 minute Virtual Office Administration and Configuration self-paced interactive course provides Virtual Office administrators with the knowledge and skills necessary to perform common Virtual Office administrative tasks. Trainees will have the opportunity to review completed configuration settings, followed by practice exercises which simulate tasks within the actual interface.

Performance Objectives

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

- Identify the primary administrative tasks involved with a Virtual Office configuration
- Review a business scenario to determine how to plan and configure initial setup features for a Virtual Office Workflow
- Preview the setup of Users and Administrators and practice common tasks to set up users based on job role and location
- Preview and practice the steps to configure Work Groups: Call Queues, Ring Groups, Barge- Monitor- Whisper Groups, Group Call Pickup
- Identify the Auto Attendant in enabling call routing capabilities and practice the setup of Auto Attendant Schedules and Call Handling features.
- Practice the ongoing administrative tasks which are common to a business workflow once Virtual Office is configured

Course Topics

- Overview and Terms
- Initial Setup
- Users and Administrator
- Workgroups
- Auto Attendant
- Ongoing Administration
- Addition Resources

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

2.5 hours self-paced

Training Units

6 per person