Contact Center Multi-Channels (SP)

Data sheet & course description

Self-paced Training

The Contact Center Multi-Channels self-paced interactive course is a collection of three independent modules— providing Virtual Contact Center administrators with the knowledge and skills necessary to perform common administrative tasks for email, chat, and social channels. 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:
- Create an email channel and queue and assign users to the queue
- Create an email script capable of routing incoming email transactions to an email queue
- Create a chat channel and queue and assign users to the queue
- Create a chat script capable of routing incoming chat transactions to a chat queue
- Create a social channel and queue and assign users to the queue
- Create a social script capable of routing inbound social transactions to a social queue

Course Topics
- Email channel
- Chat channel
- Social channel

Recommended Prerequisites
Contact Center Administration and Configuration Course—self- paced or virtual instructor-led

Target Audience
System administrators who will administer and configure 8x8 Contact Center solutions

Course Length
90 Minutes

Additional Learning
Self-paced training offerings for the following are included:
- Campaigns
- Co-Browse

Training Units
4 per person