

Contact Center Administration and Configuration (Self-paced)



Data sheet & course description

Self-paced Training

The Contact Center Administration and Configuration self-paced interactive course provides Contact Center administrators with the knowledge and skills necessary to perform common administrative tasks for inbound voice 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:

- Review Contact Center concepts and terms
- Given a scenario, step through the process of configuring a working CC voice channel solution—with appropriate users, channels, queues and IVR script
- Create administrators accounts with the specific account permissions
- Identify the the purpose of Dial Plans and associated dial plan rules
- Identify the function of Status, Transaction, and Outbound codes—practice and test the configuration of these codes
- Discover the purpose of Wallboards and configure and test the completed Wallboard.
- Configure a local CRM to solve a business need.

Course Topics

- Overview and Terminology
- Building a basic Contact Center tenant
- Security and custom rules
- Dial plans
- Contact Center codes
- Wallboards

Recommended Prerequisites

US Agent tutorials

<https://www.8x8.com/university/free-online-training/contact-center/getting-started>

UK Agent tutorials

<https://www.8x8.com/uk/university/free-online-training/contact-center-agent/getting-started>

Target Audience

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

Course Length

3 Hours

Additional Learning

Self-paced training offerings for the following are included:

- Email Channel
- Chat Channel
- Social Channel
- Campaigns
- Co-Browse

Training Units

8 per person