

ContactNow Agent and Supervisor Remote Training



Data sheet & course description

Virtual Instructor-Led Training

Agents or Supervisors will attend a remote, instructor-led training session and product demonstration of how to use ContactNow.

The instructor will demonstrate:

- Agent session: How to manage customer interactions in the contact center
- Supervisor session: How to manage agents and assignments, and how to run Analytics reports

The customer will receive an electronic copy of class handouts and reference materials.

Virtual sessions can accommodate 40 participants per session, a maximum of four sessions per day can be scheduled, and a single session will focus on either Agent tasks or Supervisor tasks (not both).

Performance Objectives

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

- Perform Agent tasks, including how to:
 - Log in and navigate Agent Console
 - Set and view Agent device and status
 - Accept and manage interactions (Phone, SMS)
 - Utilize the local CRM
- Perform Supervisor tasks, including how to:
 - Manage Agent assignments
 - Generate reports with ContactNow Analytics

Engagement Process

To arrange a remote, virtual instructor-led training session, please contact Training@8x8.com at least two weeks before the desired training date. Dates are subject to availability.

Recommended Prerequisites
None

Target Audience
ContactNow Agents or Supervisors

Course Length
1 - 1.5 hours per session

Topics

- Agent Console
- How to manage customer interactions within Voice and SMS channels
- How to manage assignments and Agents (Supervisor role)
- How to generate reports (Supervisor role)

Training Units
5 per session (40 people maximum per session)