Virtual Instructor-Led Training

This course combines discussions and group activities with hands-on practice to give students the necessary knowledge and skills to support and troubleshoot Contact Center solutions.

Performance Objectives

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

- Create the following IVR scripts: - Say and Play
  - Queue Position
  - Forward to Voicemail
  - Call back
- List and discuss the three CRM systems natively supported for integration with Contact Center
- Integrate a Contact Center tenant with Salesforce
- Identify and troubleshoot common problems with the following:
  - Audio files
  - Schedules
  - Agents
  - Queue Priorities
  - Phone, Email, and Chat
  - IVR creation, overload and timeout - Codes
  - Call quality and termination issues

Recommended Prerequisites
Contact Center Administration and Configuration

Target Audience
System Administrators responsible for supporting and maintaining Contact Center Solutions

Course Length
4 Hours

Training Units
13 per person

For more information, email: Training@8x8.com

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