

Contact Center Adoption Kit with Licensed eLearning



Data sheet & course description

Contact Center Adoption Kit

All materials needed to train agents and supervisors to use Virtual Contact Center are provided in one easy-to-use downloadable kit. Contents include 8x8 Academy's licensed eLearning, Getting Started With Virtual Contact Center; a project plan template, employee communication email templates, change management best practices, and links to 8x8 documentation and supplemental videos.

Your Adoption Kit license entitles you to:

- Unlimited internal dissemination of 8x8 Academy e-learning: Getting Started With Virtual Contact Center, co-branded with your company logo. NOTE: Most agents and supervisors will complete the Getting Started eLearning in 30 minutes or less
- Phone consultation with 8x8 Training Program Manager. Use this time to receive your download, review kit contents, and plan how to deliver training in your environment. (Allow up to one hour for the initial consultation, and 30 minutes for an optional follow-up call.)

Engagement Process

Adoption Kit contents are delivered to the IT Manager (or the person accountable for training agents and supervisors to use Virtual Contact Center).

Kit contents and eLearning training strategy are reviewed during the initial phone consultation with an 8x8 Academy customer training program manager.

We recommend that you schedule this phone consultation four to six weeks before training end-users at your location, to maximize the effectiveness of the kit.

Next Steps

Please email Training@8x8.com to schedule your initial phone consultation.

Getting Started with Virtual Office Self-paced eLearning

Agents and Supervisors learn Virtual Contact Center at their own pace in this eLearning course included in the Adoption Kit

Prerequisites None

Target Audience Agents and Supervisors

Course Length 30 Minutes

- #### eLearning Topics
- Introduction & Set Up
 - Manage Interactions
 - Supervisor Functions
 - Additional Features
 - Tips & Troubleshooting

Training Units 12 per kit