Self-paced Training

This interactive self-paced course gives you the knowledge and skills to administer and manage Quality Management and Speech Analytics solutions. This course contains three core modules: Overview, Settings, and Interactions, Evaluations, and Reports. The course also contains two optional modules: Speech Analytics and Live Monitoring.

Performance Objectives

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

- Identify how to configure and manage Users, Groups, and Roles
- Customize and assign Evaluation Templates
- Authorize User permissions
- Manage and monitor Agent Groups
- Evaluate/score agent calls and analyze trends
- Create goals and manage user performance based on completed goals
- Create Snippets when necessary

Speech Analytics:

- Apply Speech Analytics’ methodology to quickly target specific call data at the transcription level
- Customize Categories to target call data for unique business functions
- Analyze Reports to gather transcription metrics and measure key performance indicators

Live Monitoring:

- Assign Live Monitoring Permissions to a Role
- Navigate the Live Monitoring Dashboard
- Explain the differences between Live Monitoring with and without Screen Recording

Recommended Prerequisites
Experience in Virtual Contact Center Administration or Supervision

Target Audience
System Administrators and Supervisors responsible for supporting, managing and evaluating agent performance

Course Length
2 Hours

Training Units
2 per person

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