

Contact Center Adoption Kit



Data sheet & course description

Contact Center Adoption Kit

All materials needed to train end-users to use 8x8 Work apps are provided. Three tiers of the Adoption Kit available:

Free

Three fully interactive Self-Paced eLearning courses in HTML format, that can be disseminated internally within your company an unlimited number times. Core modules include Introduction to Contact Center, Manage Interactions, and Supervisor Functions. A Quality Management and Speech Analytics module is available on request. Supplementary documents provided include a project plan template, employee communication email templates, change management best practices, and links to 8x8 documentation and videos.

This version is provided without charge: **(0) Training Units.**

Customized PowerPoint

A downloadable kit available in presentation (PowerPoint and PDF) formats. Presentations include: Introduction to Contact Center, Manage Interactions, and Supervisor Functions. A Quality Management and Speech Analytics presentation is available on request.

Also included is a scoping call with an 8x8 University professional, who will customise the PPT and PDF content according to your need. Additionally, the 8x8 University Course Development team can provide a (non-interactive) SCORM version of the customized PPT content on request at no additional charge.

This tier is suitable for customers who would like to undertake light customization of 8x8 standard training materials, and can be purchased for **(5) Training Units.**

Contact Centre Adoption Kit

Self-paced eLearning

New Agents and Supervisors learn and practice at their own pace via interactive digital modules

Presentation

Teach new Agents and Supervisors or allow them to learn at their own pace via presentation-style modules

Target Audience

Agents and Supervisors

Course Length

Approx. 20 Minutes per module

eLearning Topics

Introduction to Contact Centre (Core)
Manage Interactions (Core)

- Status Codes
- Phone Interactions
- Additional Features

Supervisor Functions (Core)

- Quality Management and Speech Analytics

Training Units Costs

- Standard Kit with all content in HTML & SCORM formats - **0**
- Presentation format (PPT) - **5**
- Customized Kit in HTML & SCORM formats - **30**

Customized elearning

Custom Interactive elearning content based on standard content in the Free kit. Included is a consultation call with an 8x8 Course Development professional, in which customizations are scoped. Customizations can include options such as adding your company logo, or removal of content covering features your company has not purchased. Formats supplied are HTML, and SCORM on request.

This version is suitable if you would like heavier customization of Self-Paced content for distribution to a large number of users. The Customized course is available on a SOW basis, for a minimum of **(30)**

Training Units.

Note: Any customization requiring over 30 hours of development will incur a charge of 1 Training Unit for each additional hour scoped.

Engagement Process

Adoption Kit contents are delivered to the IT Manager (or the person accountable for training employees).

Kit contents and eLearning training strategy are reviewed during an initial phone consultation with an 8x8 University customer 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 initial consultation, and up to 30 minutes for an optional follow-up call)

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.

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