8x8
ACADEMY

Virtual Contact Center Administration and Configuration

Virtual Instructor-Led Training

The Virtual Contact Center Administration and Configuration course provides Virtual Contact Center administrators with the knowledge and skills necessary to perform common administrative tasks for inbound voice channels. During this course, students will perform hands-on practice activities to configure and administer a basic Virtual Contact Center tenant.

Performance Objectives

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

- Review Virtual Contact Center concepts and terms
- Given a scenario, configuring a working VCC voice channel solution—with appropriate users, channels, queues and IVR script
- Create administrators accounts with the specific account permissions
- Identify the the purpose of Dial Plans and associated dial plan rules
- Identify the function of Status, Transaction, and Outbound codes—practice and test the configuration of these codes
- Discover the purpose of Wallboards and configure and test the completed Wallboard.
- Configure a local CRM to solve a business need.

Course Topics
- Overview and Terminology
- Building a Basic Virtual Contact Center Tenant
- Security and Custom Roles
- Dial Plans
- Contact Center Codes
- Wallboards

Recommended Prerequisite
US Agent Tutorials

https://www.8x8.com/8x8-academy/free-online-training/virtual-contact-center-agent

UK Agent Tutorials

https://www.8x8.com/uk/8x8-academy/free-online-training/virtual-contact-center-agent

Target Audience
System Administrators who will administer and configure 8x8 Virtual Contact Center Solutions

Course Length
The course is delivered over two days

4 hours - Day 1

4 hours - Day 2

Additional Learning:
Self-paced training offerings for the following are included:

- Email Channel
- Chat Channel
- Social Channel
- Campaigns
- Co-Browse

Training Units:
12

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

Information about 8x8 Certification is available on the 8x8 Academy website:
https://www.8x8.com/8x8-academy