

Contact Center Agent or Supervisor Remote Training



Data sheet & course description

Virtual Instructor-Led Training

Agents or Supervisors will attend a remote, instructor-led training session and product demonstration of how to use Contact Center.

The instructor will demonstrate: Agent session:

- How to manage customer interactions in contact center channels (voice, email, chat)
- Supervisor session: How to manage agents and queues, and how to generate historical reports

The customer will receive an electronic copy of class handouts and reference materials.

Virtual sessions can accommodate 40 participants per session, a maximum of four sessions per day can be scheduled, and a single session will focus on either Agent tasks or Supervisor tasks (not both).

Performance Objectives

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

- Agent tasks, including how to:
 - Log in and navigate Agent Console
 - Set and view Agent and Queue status
 - Accept and manage interactions (Phone, Chat, Email)
 - Utilize Local CRM
- Supervisor tasks, including how to:
 - View traffic and manage contact center queues
 - Assign agents to queues and monitor agent calls
 - Generate historical reports
 - View Customer Experience and Post Call Survey

Engagement Process

To arrange a remote, virtual instructor-led training session, please contact Training@8x8.com at least two weeks before the desired training date. Dates are subject to availability.

Recommended Prerequisites

None

Target Audience

Agents or Supervisors

Course Length

1 - 1.5 hours per session

Topics

- Agent Console
- How to manage customer interactions within Voice, Email and Chat channels
- How to manage Queues and Agents (Supervisor role)
- How to generate Historical Reports (Supervisor role)

Training Units

5 per session (40 people maximum per session)