

Contact Center Post Call Survey and Customer Experience



Data sheet & course description

Self-paced Training

This interactive self-paced course gives you the knowledge and skills to create and maintain post-call surveys and reviews the features and functionality of Customer Experience.

Performance Objectives

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

- Configure a post-call survey
- Explain the features and functionality of Customer Experience

Course Topics

- Post Call Survey
- Customer Experience

Recommended Prerequisites

Virtual Contact Center Administration and Configuration

Target Audience

System administrators who will administer and configure 8x8 Contact Center solutions

Course Length

25 Minutes

Training Units

1 per person