Analytics for 8x8 Work

Data sheet & course description

Self-paced Training

This two course interactive self-paced curriculum gives you the knowledge and skills to manage and run Analytics for 8x8 Work.

The Analytics for 8x8 Work Course covers the Analytics for 8x8 Work packages: Essentials, Supervisor, and Service Quality. These packages include core analytics information, agent and queue status performance, endpoint status, individual call details, and extension summary graphing.

The Analytics for 8x8 Work Business Insights Course covers three practical scenarios which demonstrate how Analytics for 8x8 Work supports you in making intelligent, business choices to maximize performance and productivity. You will also discover its ability to accumulate data which enables you to identify key trends and patterns to prepare and plan the daily operations of your business.

Performance Objectives

At the end of this course, students will be able to:
- Gather data and reports for Essentials
- Gather data and reports for Supervisor
- Gather data and reports for Service Quality
- Utilize information from the three business scenarios to:
  - Forecast call volumes and compare against team capacity
  - Gather agent performance data for a monthly performance review
  - Gather information about a customer's call flow, and decide on tangible business improvements

Recommended Prerequisites
8x8 Work Administration and Configuration

Target Audience
System administrators who will administer and configure 8x8 Work solutions

Course Length
Analytics for 8x8 Work
30 Minutes

Analytics for 8x8 Work Business Insights
1 Hour

Training Units
2 per person