

UCaaS Advanced Topics and Troubleshooting (ILT)



Data sheet & course description

Virtual Instructor-Led Training

This course combines discussions and group activities with hands on practice to give students the necessary knowledge and skills to support and troubleshoot 8x8 UCaaS solutions.

Performance Objectives

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

- Identify and troubleshoot Call Quality issues
- Perform zone fault isolation
- Describe the six steps used as a basic approach to troubleshooting
- Identify troubleshooting tools
- Identify and troubleshoot physical connections issues
- Identify and troubleshoot networking issues
- Configure Call Log Reporting

Course Topics

- Troubleshooting basics
- Troubleshooting tools and testing
- Troubleshooting physical connections
- Network Troubleshooting
- Reporting

Recommended Prerequisites

8x8 Work Administration and Configuration

Target Audience

System Administrators responsible for supporting and maintaining 8x8 UCaaS Solutions

Course Length

6 Hours

Training Units

15 per person