

ContactNow Administration and Configuration

Virtual Instructor-Led Training

This course combines discussions and group activities with hands-on practice to give students the necessary knowledge and skills to administer and configure ContactNow.

Performance Objectives

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

- Explain ContactNow core components and structure
- Setup and configure agents
- Manage data sets
- Configure inbound dialer
- Configure outbound dialer
- Run agent, call, and contact center reports

Course Topics

- Introduction to ContactNow
- Agent Setup
- Data Settings
- Inbound Dialer
- Outbound Dialer
- Analytics

Recommended Prerequisites

US tutorials

<https://www.8x8.com/university/free-online-training/contactnow/getting-started>

UK tutorials

<https://www.8x8.com/uk/university/free-online-training/contactnow/getting-started>

Target Audience

System administrators who will administer and configure 8x8 ContactNow solutions

Course Length

6 hours

Training Units

6 per person