8x8 Troubleshooting Methodology (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 perform Tier 1 support of an 8x8 UCaaS and CCaaS solution—focusing on the support process and methodology.

Performance Objectives

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

- Recall the zone fault isolation process
- Recall the troubleshooting methodology for Contact Center
- Identify and troubleshoot common system configuration issues
- Identify and resolve common user issues and questions
- Escalate to 8x8 support as needed

Course Topics

- UCaaS troubleshooting and support methodology
- Call Quality
- Virtual Contact Center troubleshooting and support methodology
- Common configuration issues
- Common user issues and questions
- Escalation process

Recommended Prerequisites

Experience with administering and configuring 8x8 UCaaS and CCaaS solutions

Recommended prerequisite courses

- 8x8 Work Admin & Config
- CC Admin & Config
- UCaaS Advanced Topics & Troubleshooting
- CCaaS Advanced Topics & Troubleshooting

Target Audience

Individuals responsible for providing Tier 1 support of Virtual Contact Center

Course Length

5 hours

Training Units

8 per person