

Contact Center Agent and Supervisor Onsite Training



Data sheet & course description

Onsite Instructor-Led Training

A professional 8x8 instructor will cover topics that equip Agents and Supervisors to begin using Contact Center in a live, onsite training session with lecture, demonstration, hands-on exercises, and discussion. The instructor will demonstrate how to manage customer interactions in various contact center channels, including voice, email, and chat. Supervisors will see how queues and agents are managed, and how to generate historical reports.

The customer will receive an electronic copy of class handouts and reference materials.

Training for up to 20 people per session will be delivered at the customer's location (provided the customer's site can accommodate groups of that size). Up to five sessions per day can be scheduled.

Performance Objectives

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

- Perform Agent tasks such as:
 - Log in and navigate Agent Console
 - Set and view Agent and Queue status
 - Accept and manage agent interactions (Phone, Chat, Email)
- Perform Supervisor tasks such as:
 - View traffic and manage contact center queues
 - Assign agents to queues
 - Generate historical reports

Engagement Process

To arrange an onsite instructor-led training session, please contact Training@8x8.com at least two weeks before the desired training date. A signed training plan must be in place to schedule training. Dates are subject to availability.

Recommended Prerequisites

None

Target Audience

Agents and Supervisors

Course Length

1 - 2 hours per session

Topics

- Agent Console
- How to manage customer interactions within Voice, Email and Chat channels
- How to manage Queues and Agents (Supervisor role)
- How to generate Historical Reports (Supervisor role)

Training Units

- 28 per day
- 5 session per day (maximum)
 - 20 students per session (maximum)