

Working with Virtual Contact Center and Intelligent IVR



Self-paced Training

This interactive self-paced course explains how to create a call flow in Intelligent IVR and route calls between VCC and IIVR. The course begins by creating a basic call flow, then progresses to show how natural language processing and variables are used to route calls as well as how reports and data stores are used in Intelligent IVR. Finally, section 7 of the training focuses on how to integrate a VCC system with Intelligent IVR.

Performance Objectives

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

Supervisor:

- Initial task list set-up
- Create a new voice task
- Choose a voice task template
- Configure basic settings
- Create an event handler
- Map a phone number
- Create a basic call flow task list
- Add a welcome prompt
- Configure a menu noe
- Confirm route
- Configure transfer nodes
- Test the task

Recommended Prerequisites

Experience with administering 8x8 Contact Center and or the Contact Center Administration and Configuration course

Target Audience

Contact Center administrators

Course Length

2.5 Hours

Training Units

2 per person