

Virtual Office Analytics



Data sheet & course description

Self-paced Training

This two course interactive self-paced curriculum gives you the knowledge and skills to manage and run Virtual Office Analytics.

The **Virtual Office Analytics Course** covers the Virtual Office Analytics packages: Essentials, Supervisor, and Service Quality. These packages include core analytics information, agent and queue status performance, endpoint status, individual call details, and extension summary graphing.

The **Virtual Office Analytics Business Insights Course** covers three practical scenarios which demonstrate how Virtual Office Analytics supports you in making intelligent, business choices to maximize performance and productivity. You will also discover VOA's ability to accumulate data which enables you to identify key trends and patterns to prepare and plan the daily operations of your business.

Performance Objectives

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

- Gather data and reports for Essentials
- Gather data and reports for Supervisor
- Gather data and reports for Service Quality
- Utilize information from the three business scenarios to:
 - Forecast call volumes and compare against team capacity
 - Gather agent performance data for a monthly performance review
 - Gather information about a customer's call flow, and decide on tangible business improvements

Recommended Prerequisites

Virtual Office Administration and Configuration

Target Audience

System administrators who will administer and configure 8x8 Virtual Office solutions

Course Length

Virtual Office Analytics
30 Minutes

Virtual Office Analytics Business Insights
1 Hour

Training Units

2 per person