

## 8x8 Work End User Onsite Training



### Data sheet & course description

## Onsite Instructor-Led Training

A professional 8x8 training specialist will cover topics to equip an end user to begin using 8x8 Work apps in a live, onsite training session with lecture, demonstration, hands-on exercises, and discussion. The instructor will demonstrate how to use 8x8 Work for Desktop, mobile, and meetings apps; plus desk phones (if required).

Participants receive a student guide, an 88-second guide, and a Quick Reference voicemail guide. Video tutorials on how to perform basic tasks on physical phones are available on the 8x8 University website.

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:

- Place and receive phone calls using 8x8 Work for Desktop and Mobile
- Schedule, host, and join Meetings
- Set up and listen to voicemail messages
- Customize Settings
- Send and receive instant messages via Chat

## Engagement Process

To arrange an onsite instructor-led training session, please contact [Training@8x8.com](mailto: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

8x8 Work End-users

### Course Length

1 - 1.5 hours per session

### Topics

- 8x8 Work for Desktop, meetings, and 8x8 Work for Mobile
- Desk phones (if required)
- Topics available upon request include:
  - Switchboard Pro
  - Virtual Office Analytics
  - Calendar Integration

### Training Units

28 per day

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