Contact Center Administration and Configuration

Data sheet & course description

Virtual Instructor-Led Training

The Contact Center Administration and Configuration course provides Contact Center administrators with the knowledge and skills necessary to perform common administrative tasks for inbound voice channels. During this course, students will perform hands-on practice activities to configure and administer a basic Contact Center tenant.

Performance Objectives

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

- Review Contact Center concepts and terms
- Given a scenario, configure a working CC voice channel solution—with appropriate users, channels, queues and IVR script
- Create administrator accounts with specific account permissions
- Identify the purpose of Dial Plans and associated dial plan rules
- Identify the function of Status, Transaction, and Outbound codes—practice and test the configuration of these codes
- Discover the purpose of Wallboards and configure and test the completed Wallboard
- Configure a local CRM to solve a business need

Course Topics

- Overview and Terminology
- Building a basic Contact Center tenant
- Security and custom rules
- Dial plans
- Contact Center codes
- Wallboards

Recommended Prerequisites

US Agent tutorials
https://www.8x8.com/university/free-online-training/contact-center/getting-started

UK Agent tutorials
https://www.8x8.com/uk/university/free-online-training/contact-center-agent/getting-started

Target Audience
System administrators who will administer and configure 8x8 Contact Center solutions

Course Length
The course is delivered over 2 days:
5 hours - Day 1
5 hours - Day 2

Additional Learning
Self-paced training offerings for the following are included:

- Email Channel
- Chat Channel
- Social Channel
- Campaigns
- Co-Browse

Training Units
12 per person