

Contact Center Adoption Kit



Data sheet & course description

Contact Center Adoption Kit

All materials needed to train end-users to use Contact Center are provided. Two versions of the Adoption Kit available:

Free

Four fully interactive Self-Paced eLearning courses in HTML format. These can be disseminated internally within your company an unlimited number times. Core modules include Introduction to Contact Center, Manage Interactions, and Supervisor Functions. A Quality Management and Speech Analytics module is available on request. Supplementary documents provided include a project plan template, employee communication email templates, change management best practices, and links to 8x8 documentation and videos.

This version is provided without charge.

Customized eLearning

Custom Interactive eLearning content based on standard content in the Free kit. Customizations can include options such as adding your company logo, or removal of content covering features your company has not purchased. Formats supplied are HTML, and SCORM on request.

This version is suitable if you would like moderate customization of Self-Paced content for distribution to a large number of users. The Customized course is available via an online modification form request for **\$1,000**.

Please allow up to five working days for completion.

Contact Center Adoption Kit

Self-paced eLearning

New Agents and Supervisors learn and practice at their own pace via interactive digital modules

Presentation Modules

Teach new Agents and Supervisors or allow them to learn at their own pace

Target Audience

Agents and Supervisors

Course Length

Approx. 20 Minutes per module

eLearning Topics

Introduction to Contact Center (Core)

Manage Interactions (Core)

- Status Codes
- Phone Interactions
- Additional Features

Supervisor Functions (Core)

- Customer Experience
- Monitoring

Introduction to Quality Management and Speech Analytics

Cost

- Standard Kit with all content in HTML & SCORM formats - **Free**
- Customized Kit in HTML & SCORM formats - **\$1,000**

Note: Please contact us if customization outside of the modification form is required. A SOW will need to be produced, and any customization requiring over 10 hours of development will incur a charge of **\$100** for each additional hour scoped.

Engagement Process

Adoption Kit contents are delivered to the IT Manager (or the person accountable for training employees).

Review the Kit contents and determine whether changes are required. If changes are required, fill out the online modification form to state which content is to be removed and to provide your company logo. Once received, 8x8 will commence modification of the Kit and email this over to you.

We recommend that you send your requirements to us four to six weeks before training end-users at your location, to maximize the effectiveness of the kit.

Next Steps

Please email Training@8x8.com with your completed modification form.

Contact Center Adoption Kit

Self-paced eLearning

New Agents and Supervisors learn and practice at their own pace via interactive digital modules

Presentation

Teach new Agents and Supervisors or allow them to learn at their own pace via presentation-style modules

Target Audience

Agents and Supervisors

Course Length

Approx. 20 Minutes per module

eLearning Topics

Introduction to Contact Center (Core)

Manage Interactions (Core)

- Status Codes
- Phone Interactions
- Additional Features

Supervisor Functions (Core)

- Quality Management and Speech Analytics

Training Unit Costs

- Standard Kit with all content in HTML & SCORM formats - **Free**
- Customized Kit in HTML & SCORM formats - **\$1,000**