8x8 Work Administration and Configuration (ILT)

Data sheet & course description

Virtual Instructor-Led Training

The 8x8 Work Administration and Configuration course provides administrators with the knowledge and skills necessary to configure 8x8 Work applications and perform ongoing administration. During this course, students will complete hands-on practice activities designed to reinforce the performance objectives.

Performance Objectives

At the end of this course, students will be able to:
- Define and discuss UCaaS terminology and concepts
- List and describe 8x8 Work features and functionality
- Configure users and extensions
- Configure Sites, Call Queues, and Ring Groups
- Configure Auto Attendants
- Describe and manage additional options such as:
  - Group Call Pickup and Barge Monitor Whisper
  - Call Recordings
  - Video Meetings, Messages, and Fax
- Use reporting features and 8x8 Analytics for 8x8 Work
- Perform basic fault isolation and correction

Course Topics
- UCaaS Overview
- Admin Console
- Users and Administrators
- Workgroups
- Auto Attendant
- Meetings, Messages, and Fax
- Reporting and Analytics
- Common Issues and Help

Recommended Prerequisites

US End-User tutorials
https://www.8x8.com/university/free-online-training/8x8-work-for-desktop

UK End-User tutorials
https://www.8x8.com/uk/university/free-online-training/8x8-work-for-desktop

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

Course Length
The course is delivered over 6 hours

Cost
$750 per person