

Getting Started with 8x8 Analytics for Contact Center Remote Training



Data sheet & course description

Virtual Instructor-Led Training

Supervisors will attend a remote, instructor-led training session and product demonstration of how to use 8x8 Analytics for Contact Center.

The instructor will demonstrate:

- How to create and share a dashboard
- How to customize and schedule a report
- How to create and apply a threshold
- How to create a custom metric
- How to apply a custom metric to a dashboard widget

The customer will receive an electronic copy of class handouts and reference materials.

Virtual sessions can accommodate 40 participants per session, a maximum of four sessions per day can be scheduled, and a single session will focus on Supervisor tasks.

Performance Objectives

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

- Perform Supervisor tasks such as:
 - Create a dashboard
 - Share a dashboard or wallboard with colleagues
 - Create and apply a threshold to queues or agents
 - Create a Custom Metric
 - Customize and schedule a report

Engagement Process

To arrange a remote, virtual instructor-led training session, please contact Training@8x8.com at least two weeks before the desired training date. Dates are subject to availability.

Recommended Prerequisites

Getting Started with Contact Center Supervisor Training

Target Audience

Supervisors

Course Length

1 hour per session

Topics

- Creating and sharing dashboards
- Customizing reports
- Scheduling reports
- Creating thresholds
- Creating custom metrics

Additional Learning

Advanced 8x8 Analytics for Contact Center – Remote only
8x8 Analytics for Contact Center – Self-paced course

Training Units

Bundled with Getting Started with Contact Center, cost is 5 per session (40 people maximum per session)