ENG-108 - Unified Communications Essentials for Managers

Description

This course is also available as a live distance learning course

By connecting people and information in an integrated way, Unified Communications (UC) has tremendous potential to facilitate collaboration and improve efficiency, productivity and responsiveness of users and businesses.

This 2-day course will explore the technologies, components, applications and benefits of UC for enterprises and organizations.

Objectives

- Gain a good understanding of UC and its various tools and techniques
- Understand the potential benefits of UC technologies and applications to enterprises and organizations
- Discover how UC connects preferred devices anywhere, integrating voice, video and data
- Learn how UC helps to enable comprehensive and effective collaboration and transformative changes in an enterprise's operations

Topics
*Note: the course structure may be subject to change as trainings are updated on a regular basis.

Introduction
- Communications integrated to optimize business processes
- Background and history
- Key concepts

Technologies
- TCP/IP
- IP telephony
- Federated presence management

- Softphones

Components of unified communications
- Telephony
- Audio and video conferencing
- Data sharing
- Interactive white boards
- Call control
- Multimodal communications
- Presence
- Instant messaging (chat)
- Unified messaging (integrated voicemail, email, SMS and fax)
- Speech recognition
- Voice-to-text services
- Business Process Integration (BPI)

UC applications
- Categories
  - UC-U: User productivity
  - UC-B: Business processes
- Groupings
  - ontact management
  - Resource identification and problem resolution
  - Seamless information for mobility
  - Collaboration acceleration
  - Communication-enabled job portals

Benefits to enterprises and organizations
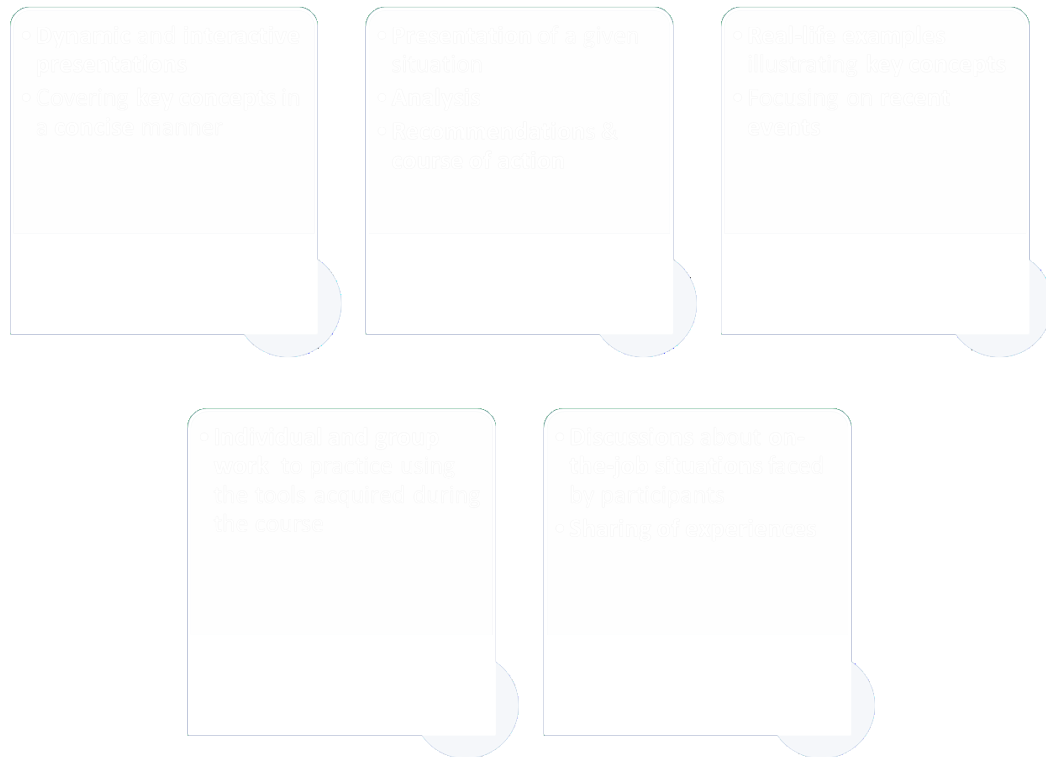- Individual user productivity
- Business process transformation

Overview of vendor solutionsLive demonstration of UC
Target Audience

- Telecommunications, contact center and IT managers seeking to exploit the benefits of unified communications
- Professionals who need an understanding of unified communications and its impact on an organization

Methodology

A combination of engaging activities and dynamic presentations to stimulate and maximize participants' learning.

- Dynamic and interactive presentations
- Covering key concepts in a concise manner

- Presentation of a given situation
- Analysis
- Recommending a course of action

- Real-life examples illustrating key concepts
- Focusing on recent events

- Individual and group work to practice using the tools acquired during the course

- Discussions about on-the-job situations faced by participants
- Sharing of experiences

Location

A selection of Neotelis' training courses is held in various cities around the world. Please contact us at training@neotelis.com for the complete Yearly Training Calendar.

Neotelis can also deliver in-house sessions of this course specifically for your organization. Please contact us at training@neotelis.com for more information and a Proposal.

About Neotelis

Neotelis provides training, consulting, conferences and publications to the telecommunications industry worldwide. Its team of senior experts has trained thousands of executives and managers working for operators, regulators, policy-makers and governments in over 120 countries around the world.

... Telecom Leaders Use Neotelis. Don't Get Left Behind! ...

4802 de Verdun St, Office #1, Montreal, QC, H4G 1N1 Canada
Tel: +1 514 281 1211 Fax: +1 514 281 2005
info@neotelis.com