



ENG-106 - Telephony for Business (for business telecom managers)

Description

A 2-day training course that will initiate participants to the business telephony environment, covering the concepts, products and services that are essential to successfully managing telephony services in a business setting. The course covers traditional telephony as well as newer technologies such as VoIP and unified communications.

Objectives

- Describe the fundamentals of telephony and telecommunications
- Explain how local, long distance, wireless, cellular and data transmission services work
- Describe how to use and source telephone systems and peripheral equipment
- Present the basic principles of contact centres
- Identify the benefits and pitfalls of telephony on the Internet
- Explore the impacts of convergence on business telephony

Topics

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

Fundamentals

- How the global telephone network functions
- Local and long distance services
- Voice and data transmission
- Telephony in Canada

Local services

- Analog and digital

- SIP trunking
- Practical traffic concepts
- Monopoly versus competition

Long distance services

- Outbound services
- Toll-free (800) services
- Calling cards

Telephone systems

- Key systems and PBXs
- Centrex
- Principal equipment vendors in Canada

Contact centres

- Principles of Automatic Call Distribution (ACD)
- Devices and functions

Peripheral equipment

- Voicemail
- Speech recognition
- Call management system
- Fax and modems
- Wireless devices
- Voice and data cabling

Wireless and cellular services

- GSM and CDMA networks
- Data transmission services
- WiMAX and LTE
- Satellite-based services

Data transmission services

- Dedicated services
- Frame Relay
- LAN extension
- IP-VPN (MPLS)

Internet

- Network and access

Convergence

- IP telephony and Voice over IP (VoIP)
- Residential IP telephony
- Centrex IP
- Unified communications

Target Audience

- Managers responsible for their organisation's telecommunications requirements who need an all-around understanding of business telephony
- Managers and professionals with an interest in learning about business telephony

Methodology

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



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.

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