NetworkRail

Telecoms Engineering

Course Name

Contact Centre as a Service Administrator

Course Description

As we are moving to a new Cloud based Contact Centre Platform for Contact Centre Administrators.
This course is designed to train how to Administer and use the new Contact Centre platform for their specific role.

Audience

Occupational Health, National • IT HelpDesk, Manchester • Route Services Business System Support, Milton Keynes • Shared Services, Manchester • Network Management Centre, Doncaster, Stoke, Manchester • Supply Chain Operations, Milton Keynes

Duration: 1 Day(s) **Class Size:** 4

Competence Name Awarded

Understanding the principles and knowledge required for a Contact Centre as a Service Administrator

Competence Awarded

TEL 560

Course Code

TEL 560

Prerequisite Name

Prerequisite Short Code

Skills Assessment Scheme Regime

Course Type

Face to Face

Download Date: 16/5/2024