Competitor prices: CLP £3,895.00 (ex. VAT) for four days
Others range   £ 3600 - £ 1900
Cheapest approx   £ 1900 (ex.vat) for 4 days

KCC   CALL CENTER INFRASTRUCTURE

PROS= good generic and custom training for network engineers and designers needing an update or modern grounding in the infrastructure of the 21st century call center.

CONS= often difficult to cram so much technical details into a single training course unless pre-requisites are adhered to

Overview

KCC FLEX training allows the ultimate control in your training schedule. Training can be split into weekdays or weekends and time can be taken between training to suit your requirements and/or review the material. Classes are limited to a maximum of five students and students are graded into classes to ensure equal ability groups = minimum delays. Students have dedicated equipment and do not need to share PC, routers and switches. Training is conducted in modern office environments or training rooms with air conditioning and refreshments/lunches are provided.

The Instructors are of 'CCIE level' with over 10 years experience in the real world, not only to teach to achieve certification, but also to teach to improve practical and 'on-the-job' abilities.

In this training you will discuss and then design a typical BPO call center and review the options from the different manufacturers. You will become familiar with all the standard elements in the call center architecture and understand the protocols used to make each element function. The training can be customized to match your environment and manufacturers where possible.

 Pre-Requisites -   Previous networking experience of large corporation, telco or call center (ideally to >CCNP level) AND/OR you should also be very familiar with networking topics such as TCP/IP, open standards, VoIP protocols, SIP, SCCP, MGCP, H323 and be familiar with analogue and digital telephony.

Target Audience - System Engineers, Network Engineers, Design Engineers wishing to design, implement, rollout and troubleshoot 21st century call center / contact center infrastructures. This training can be CUSTOMIZED to allow for bespoke content covering your required hardware and VoIP environment. This is not recommended for folks new to networking or telephony !

Objectives

At the end of the course you will be able to;-

- Install, configure and troubleshoot VoIP networks
- Describe traditional telephony systems
- Describe the operation, protocols, components involved in a VOIP call and configure a voip gateway
- Explain components of the call center
- Understand each element and the protocols involved
- Access networks, work stations, handsets and PoE options
- Security - access, PCI compliance, DMZ, firewalls, SBC
- Explain NAT and VoIP issues with SIP and H323
- Wide Area Networks, bandwidth and CODECs
- Design the QoS for the call center
- Design dialplan and numbering scheme
- Hunt groups and queuing, voicemail, unified services
- Call center IVR/VRU menus and scripts
- Call center intelligence – skill sets, queuing, workflows
- Design for legacy system integration
- CUSTOMIZE with your own requirements

Current manufacturers within the training ; Cisco (CME, CUCM, UCCX, CUPS, CUC), Avaya, Mitel, Asterisk, AcmePacket, Broadsoft, Alcatel-Lucent