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Training
COURSES

FIRST LINE SUPPORT
Understanding the Problem

Duration half day

OVERVIEW

This half day course provides a snapshot of how customers connect to the Internet via different technologies such as ADSL/ LTE / Fibre etc. It covers internal and external networking and the way equipment and hardware is connected. First Line Support technicians and Call Centre Agents, will learn how to troubleshoot more effectively, questioning skills and what to check on to resolve issues quicker. This alleviates pressure on Second Line Support.

WHO SHOULD ATTEND?

- Call centre agents
- First line support
- Account Managers
- Service Centre Agents

COURSE BENEFITS

- Improved client interaction and relationship building
- Handling difficult clients with active listening and more focused questioning techniques
- Troubleshooting basics and necessary escalation steps to Second Line Support for rapid issue resolution
- Faster turn-around on open issues and tickets

COURSE OUTLINE

- Customer interfacing and building the relationship
- Client set-up
- Points of Failure: Outbound / Inbound
- Call Fading / Call Breaking-Up
- Call Dropped
- Tunnel, hollow or tinny sound
- Call Volume / Call Echo
- Scratchy noise
- Slow internet
- Can't connect via VPN
- Internet not working

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TELESALES
Pass the gatekeeper

Duration one day

OVERVIEW

This course provides a high-level telecoms industry overview of products and services and how-to tailor sales pitches for optimum results. We cover myriad vertical industries such as mining, hospitality, transport and travel and train you on how to adapt your pitch relevantly and compellingly. We work on honing soft skills like the power of voice and tone on the telephone as well as techniques to overcome sales hurdles and those difficult customers. This engaging course includes the art of scripting, role play and scenarios as well as live calls.

WHO SHOULD ATTEND?

- Client-Facing Sales Representatives
- Outbound Sales
- Telesales Agents
- Service Centre Agents

COURSE BENEFITS

- Workable knowledge of the telecoms industry including products and services
- Tailoring sales pitches to vertical industries for optimum sales results
- The power of voice and tone, active listening and script adjustment to make the sale
- Techniques on overcoming sales hurdles and how to engage leads more effectively
- Immediately actionable with scenario base role play and live calls

COURSE OUTLINE

- Understanding the market
- Identify the main obstacles to effective Telesales
- Understand the nature of the process behind successful Telesales
- Understand a range of techniques that can be applied in Telesales
- Use these techniques to build an effective Telesales process capable of delivering real results
- Explain the benefits of having an effective Telesales process that is implemented and supported by the organization
- Roll Play
- Live Calls

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SALES EXCELLENCE

B2B Sales Success

Duration one day

OVERVIEW

This intense one-day course scopes the various technologies within the telecoms industry. Attendees will learn about the history of telecoms, from inception and follow its growth from then to now. It provides an outline of new technologies and insights into the future with trends and forecasts. The objective is to provide more insight into telecoms technologies for comparison and provide workable knowledge and understanding to optimise usage. The course methodology is workshop-based and can be described as interactive and engaging.

WHO SHOULD ATTEND?

- Sales Representatives
- Technical Support
- Financial Managers
- IT Project Managers

COURSE BENEFITS

- Working knowledge of telecoms technologies
- Broad understanding of the history, development and future of growth of telecoms
- Relevant to all departments from sales, finance and technical — improves inter-departmental communication silos and ultimately delivers a better customer experience

COURSE OUTLINE

- Scoping the telecoms industry
- Understanding VoIP
- Traditional vs Hosted
- Connectivity - ADSL, LTE, DSL, Wireless, Wi-Fi, Diginet, Fibre, Microwave, IoT, AI etc.
- Porting
- Gateway solutions

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THE ART OF SELLING
Be That Expert!

Duration two days

OVERVIEW

This course is designed to provide attendees with a thorough grasp and working knowledge of the telecoms industry. The hands-on and interactive approach is engaging and bring the latest industry trends and forecasts to life with case studies and simulation exercises.

WHO SHOULD ATTEND?

- Sales Representatives
- Technical Support
- Financial Managers
- IT Project Managers

SALES TRAINING ON

- PBX (Traditional, Hosted, Call Centre)
- Circuit Lines (ISDN, Analogue, IP VOIP)
- Networks (LAN, WAN, Wifi, Switches, Routers, Virtual Servers,PoE, DSLAM, QOS)
- Connectivity (GSM, 1G, LTE, VoLTE, VDSL, Fibre, Microwave, Wireless, IP & WiFi Calling, Next Gen Mobile)
- Wireless (Architecture, Applications, Opportunities)
- Artificial Intelligence
- Cloud

COURSE BENEFITS

- Understand and define telecoms, its components and characteristics
- Demonstrate knowledge of technologies used in the telecoms sector
- Explain the principles of LAN, WAN and VoIP network
- Explain the principles of GSM and Next Generation Networks
- Explain the principles of connectivity in Fibre, ADSL, VDSL, Microwave
- Explain the principles of API, APN and VPN
- Demonstrate an understanding of converged networks

COURSE OUTLINE

- Telecom industry trends and forecasts
- Industry structure and services
- Current and emerging strategies
- Digital transformation strategy
- Interactive engagement - with a small group approach, case-studies and an engaging business simulation exercise
- Latest market data and analysis
- Digital transformation of the telco world throughout the programme

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PROCESSES
Let Your Company Take The Lead

Custom package

OVERVIEW

This is a customised course that is tailored to suit your needs. More and more we find companies creating processes to work around technology investments where in fact, technology, such as software, should work for the business.

Following a tried-and-tested process centred on Evaluation, we conduct an internal review of the organisation and its processes which includes staff interviews and other activities such as brainstorms. We then create a written report outlining the status quo with recommendations moving forward in a proposal.

These recommendations tend to include customised training programmes designed to meet your unique business challenges. This is a highly interactive and tailored approach to training delivered by our lead trainer and facilitator Felicity Menge.

WHO SHOULD ATTEND?

- Administrative Staff
- Financial Managers
- Front of House
- HR Managers
- IT Project Managers
- Sales Representatives
- Technical Support

COURSE BENEFITS

- Snapshot of unique training requirements
- Custom-developed training programmes
- Evaluation of current systems and processes with written recommendations

COURSE OUTLINE

- The meaning of processes
- How to scope processes
- Improve your processes
- Streamline operations
- Conduct multiple trainings — anytime
- Save money & valuable resources
- Ensure a smooth workflow

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UNDERSTANDING TELEPHONY & VoIP TECHNICAL

The Nitty Gritty

Duration two days

OVERVIEW

Through the power of VoIP, traditional voice and data networks are converging to become a single organisational resource. The ability to route voice and data traffic over a single IP network is resulting in major cost savings as the separate network functions are combined within one multi-purpose entity.

This two-day training course builds a deeper understanding of telephony and VoIP. We look at the market, features, functionality and benefits of VoIP technology to small, medium and large organisations, the major standards and present issues with installations.

WHO SHOULD ATTEND?

This course is excellent for anyone wishing to gain a solid introduction to this technology and understand a roadmap for planning and implementation.

COURSE BENEFITS

- Introduction to VoIP architecture, IP Telephony and Protocols used
- Market overview
- Features, functionality and benefits of VoIP
- Major standards and present hurdles
- Understand a roadmap for planning and implementation

COURSE OUTLINE

- Understanding the Market (The Good, the Bad and the Ugly)
- Current Telephony and the transition to Voice over IP
- IP Telephony Principles, Applications and Standards
- SIP (Session Initiation Protocol)
- Quality of Service (QoS) Issues within VoIP deployments
- Multi-casting Options for VoIP Services
- Best Practice for VoIP Projects

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PRACTICAL VOIP DEBUGGING

Step It Up

Duration one day

OVERVIEW

The number of corporate VoIP subscribers worldwide is forecasted to reach 204.8 billion in 2020. As this technology's prevalence grows, so will the need to debug potential issues. This intense one-day course provides elementary techniques and commands to debug and troubleshoot VoIP networks. It includes dropped packets, latency issues, and malicious activity across the network. We'll teach you how to analyze your network traffic, provide the tools to filter and drill down into that traffic to locate the cause of the problem.

WHO SHOULD ATTEND?

- Anyone in IP from Junior to Senior
- Network Traffic Analysers
- IT Security Professionals
- System Administrators
- First, Second, Third Line Support

COURSE OUTLINE

VoIP Equipment Outline:
- Servers (Asterisk/3CX /etc.)
- Extensions (Handsets/ATAs/Softphones)
- Servers IP address, Firewall, NAT and ports
- Extension, Codecs , UDP/TCP RTP
- Digit interpretation and permissions (0/27)
- Handsets ability to capture packets
- What to do with packets? (Wireshark)

SIP Components and Language:
- Looking at expected transactions
- Identifying possible issues (ports, security)
- Making sense of flow
- Identifying the faulty party and acting

Setting-Up for Fault Finding:
- Capture options and making traces available
- Equipment capture options
- Ethernet TAPs
- Setting up test Exts for tracing
- Splitting capture into manageable sections
- Using recordings as additional help

Command Line Options vs Web:
- Speed of results
- Available tools
- Linux/asterisk console commands
- Responsibilities
- Reporting

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ASTERISK PRO

Installer Training Course

Duration three days

OVERVIEW

Want to be an Asterisk developer or build your own telephone system? Then this is the course is for you.

Thinking of writing the dCAP exam? Our preparation course for the dCAP exam includes the Asterisk Pro Installer course and the Advanced course. Get an internationally recognized qualification. Our dCAP qualified trainer will teach you the practical skills and explain the theory in depth to help you prepare for the dCAP exam.

Asterisk comes from the term Wild Card, which means anything and everything. So, no matter what system, protocol or platform you have, asterisk can interface with it.

Our Asterisk course teaches you all three skillsets required to be an asterisk developer, Linux, Telco and Asterisk programming skills.

Asterisk is stable, robust and very powerful . You can create your own IP-PBX using a normal server and a PSTN gateway or card. You can build a home automation system with which you switch lights on/off from your telephone. Build a VoIP platform and sell airtime to your clients and a lot more.

WHO SHOULD ATTEND?

This is the ideal course for someone who has no experience on Linux, Telecom or Asterisk or if you have been working on an IP system but need guidance and direction. The course is extremely hands on with lots of lab sessions and in-depth discussions on each topic.

COURSE OUTLINE

Day 1:
- Linux Basics, Networking & Command line
- Telco Terms and Signalling
- (SIP) Session Initiation protocol
- SIP Client Configuration

Day 2:
- The Dial Plan
- Class-of-Service Implementation
- IVR Set Up

Day 3:
- IAX2 Client Configuration
- Voice Recording
- Conference Bridge
- CDR call data records
- Flash Operator Panel
- Call Queues
- Legacy PBX Interfacing
- 32 Point Checklist

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MICROSOFT EXCEL

TRANSFORMING YOU FROM A NOVICE TO A PROFICIENT USER

Duration one day

OVERVIEW

Microsoft Excel is a pivotal programme to Business success. There is a generalised Misconception that it is solely used as a database capturing programme.

The fact is it has numerous other features and benefits that enable incredible data mining, financial and structural business management functionality amongst many other benefits. ictEngage offers various proprietary one- and two-day online courses designed to help you use Microsoft Excel for maximum business results and best possible outcomes.

REQUIREMENTS

To join this course, attendees will need to be computer literate and have had some exposure to Microsoft Excel.

TOPICS COVERED

Overview of Excel interface and terminology

- Creating, saving, and opening workbooks
- Navigating Excel
- Number and Date Formats
- Entering and Editing Data
- Working with Columns and Rows
- Auto Fill and Flash Fill
- Formatting Cells and Data
- Basic Formulas and Functions
- Dealing with Common Formula and Function Errors
- Absolute vs Relative Cell References
- BODMAS
- Managing Worksheets
- Printing and Page Setup

Overview of Excel interface and terminology

- Explanation of the Ribbon, Quick Access Toolbar, and Backstage view
- Creating and saving a new workbook
- Opening an existing workbook

Navigating Excel

- Moving around a worksheet
- Selecting cells, ranges, rows, and columns

Number and Date Formats

- How to determine which decimal separator your computer uses
- How to change the decimal separator
- How to determine which date format your computer uses
- How to change the date format

Entering and Editing Data

- Entering data into cells (text, numbers, dates)
- Editing and deleting data
- Using undo and redo

Working with Columns and Rows

- Inserting and deleting rows and columns
- Adjusting row height and column width
- Hiding and unhiding rows and columns

Auto Fill and Flash Fill

- Using Autofill to extend data series and patterns
- Utilizing Flash Fill to automatically fill in data based on patterns

Formatting Cells and Data

- Changing font style, size, and colour
- Applying cell borders and background colours
- Formatting numbers and dates

Basic Formulas and Functions

- Understanding basic mathematical operators (+, -, *, /)
- Writing basic formulas to perform calculations
- Using simple functions like SUM, AVERAGE, MAX, MIN

Dealing with Common Formula and Function Errors

- ######
- #VALUE!
- #REF!
- #NAME?
- #DIV/O
- #N/A

Absolute vs Relative Cell References

- How to determine when a cell needs to be made absolute when used in a formula or function

BODMAS

- How to identify which operators have priority when evaluating a numerical expression
- How to apply the order of operators correctly when evaluating numerical expressions

Managing Worksheets

- Adding, deleting, and renaming worksheets
- Moving and copying worksheets within a workbook

Printing and Page Setup

- Adjusting page orientation, margins, and page size
- Inserting headers and footers
- Printing worksheets and workbooks

MICROSOFT EXCEL

TRANSFORMING YOU FROM A PROFICIENT TO A SKILLED USER

Duration one day

OVERVIEW

A good command of Microsoft Excel is of benefit to all levels within an organisation from Administration to IT and even Marketing. It offers a myriad of skills including the ability to effectively structure, capture, visualise and manipulate data.

We go beyond teaching to integrating. Data is nothing without the ability to calculate it effectively. Understanding how to use the most common of functions can guide business decisions in the areas of stock and finance.

BENEFITS

This course explores the most commonly used functions that help you accomplish tasks that would be impossible with standard formulas as well as features that will enhance time efficiencyand maintain the integrity of data input.

PREREQUISITES

- Have a working knowledge of basic functions
- Understand how to create a formula
- Currently be using Excel to create spreadsheets and

TOPICS COVERED

- Understanding the use of Text in Functions
- Range Names
- Logical Functions
- Maths/Trig/Statistical Functions
- Lookup Functions
- Date Functions

WHO SHOULD ATTEND?

- Office Professionals
- Business Analysts
- Financial Professionals
- Educators
- University Students
- Entrepreneurs
- Small Business Owners
- Anyone Interested in Career Development

Understanding the use of Text in Functions

- Text as an answer in a function
- Text as a criterion in a function
- Excel generated text as an answer
- Using Excel generated text as a criterion

Range Names

- Creating range names
- Using range names in formulas and functions
- Editing range names
- Deleting range names

Logical Functions

- IF
- IFS
- OR
- IF OR
- AND
- IF AND
- IFERROR

Maths/Trig/Statistical Functions

- SUMIF
- SUMIFS
- COUNTIF
- COUNTIFS
- ROUND
- ROUNDUP
- ROUNDDOWN

Lookup Functions

- VLOOKUP
- HLOOKUP
- XLOOKUP

Date Functions

- DATEDIF
- TODAY
- NETWORKDAYS
- NETWORDAYS.INTL

Basic Formulas and Functions

- In Excel, text can be used within logical functions to perform conditional evaluations based on text criteria.

The Use of Range Names in Functions

- Using range names in functions offers several advantages including clarity and readability, ease of maintenance, enhanced formula building, error reduction, improved collaboration and dynamic data ranges.

What are Logical Functions?

- Excel logical functions are built-in functions used to perform logical operations on data in Excel spreadsheets. These functions evaluate logical conditions and return TRUE or FALSE based on whether the conditions are met.

What are Math/Trig/Statistical Functions?

- These functions in Excel are built-in tools that allow users to perform various calculations on numeric data within spreadsheets. These functions can handle basic arithmetic operations and more. These functions are essential for performing calculations, analyzing data, and generating insights in Excel.

What are Lookup Functions

- Lookup functions in Excel are tools used to search for specific values within a dataset and return related information based on that search. These functions are invaluable for tasks such as retrieving data from tables, matching data across multiple datasets, and performing advanced data analysis.

What are Date Functions?

- Date functions in Excel are built-in tools used to manipulate and perform calculations with date and time values. These functions are essential for tasks such as date arithmetic, date formatting, date extraction, and date-based analysis.