

# 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:** 10/1/2025