

Telecoms Engineering

Course Name

Contact Centre as a Service Supervisor

Course Description

As we are moving to a new Cloud based Contact Centre Platform for Contact Centre Supervisors.

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: 2 hours Day(s) **Class Size:** 4

Competence Name Awarded

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

Competence Awarded

TEL 561

Course Code

TEL 561

Prerequisite Name**Prerequisite Short Code****Skills Assessment Scheme Regime****Course Type**

Face to Face

Download Date: 10/1/2025