Garnet
Garnet Global Training Center

GGT-TC-128

Telecommunications

Telecom Customer Experience

تجربة العملاء في الاتصالات

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

Telecom Customer Experience turns established good practice into step-by-step methods that participants rehearse in exercises and then apply at work. Network, spectrum and service programs for operators and enterprise telecom teams. Choose 5 or 10 days, classroom or live online, English or Arabic; organisations can also run it in-house and adapt the examples to their own work.

What you will be able to do

- Apply the methods and standards of Telecom Customer Experience to real tasks.
- Diagnose common problems and identify root causes.
- Interpret data and results correctly and act on them.
- Follow safe, compliant and documented work practices.
- Avoid the mistakes that most often cause rework or failure.

Who should attend

Telecom engineers, network planners, operations and regulatory staff. Practitioners with one to five years of experience benefit most.

Key topics

- Network architecture
- Radio and spectrum
- Fibre and transmission
- Service assurance
- Regulation and licensing
- Emerging technologies

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

WhatsApp: +971 56 674 7382

Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Telecom Customer Experience: principles and standards

- Radio and spectrum
- Group discussion and peer review

Day 2 Methods and tools in practice

- Fibre and transmission
- Service assurance

Day 3 Diagnosis and problem solving

- Regulation and licensing
- Measurement and reporting

Day 4 Quality, safety and documentation

- Emerging technologies
- Hands-on workshop on a workplace challenge

Day 5 Workshop, assessment and action plan

- Network architecture
- Common mistakes and how to avoid them

10-day outline

Day 1 Telecom Customer Experience: principles and standards

- Radio and spectrum
- Group discussion and peer review

Day 2 Methods and tools in practice

- Fibre and transmission
- Service assurance

Day 3 Diagnosis and problem solving

- Regulation and licensing
- Measurement and reporting

Day 4 Quality, safety and documentation

- Emerging technologies
- Hands-on workshop on a workplace challenge

Day 5 Workshop, assessment and action plan

- Network architecture
- Common mistakes and how to avoid them

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Regional and international case studies

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Checklists and templates to take away

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
8–12 Feb 2027	5-day online	Live online	English	2,950
12–16 Jul 2027	5-day classroom	Dubai	English	4,750
10–21 Oct 2027	10-day classroom	Jeddah	English	8,950
20–24 Dec 2027	5-day classroom	London	English	4,750
3–14 Jan 2028	10-day classroom	Paris	English	8,950
3–7 Apr 2028	5-day classroom	Geneva	English	4,750
11–15 Sep 2028	5-day classroom	Barcelona	English	4,750
18–29 Dec 2028	10-day online	Live online	English	5,450
11–15 Feb 2029	5-day classroom	Riyadh	English	4,750

Dates	Format	City	Language	Fee (USD)
16–27 Apr 2029	10-day classroom	Abu Dhabi	English	8,950
14–18 May 2029	5-day classroom	Istanbul	English	4,750
16–20 Jul 2029	5-day online	Live online	English	2,950
14–25 Jan 2030	10-day online	Live online	English	5,450
4–8 Mar 2030	5-day classroom	Dubai	English	4,750
8–12 Apr 2030	5-day classroom	Barcelona	English	4,750
19–30 May 2030	10-day classroom	Doha	Arabic	8,950

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/