Garnet
Garnet Global Training Center

GGT-TC-116

Telecommunications

VoIP & Unified Communications

الاتصال عبر الإنترنت والاتصالات الموحدة

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

Overview

VoIP & Unified Communications focuses on how the work is actually done: the methods, checks and decisions practitioners use every day, illustrated with real cases from the region. Network, spectrum and service programs for operators and enterprise telecom teams. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

What you will be able to do

- Apply the methods and standards of VoIP & Unified Communications to real tasks.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.
- Diagnose common problems and identify root causes.
- Interpret data and results correctly and act on them.

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

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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 VoIP & Unified Communications: principles and standards

- Emerging technologies
- Common mistakes and how to avoid them

Day 2 Methods and tools in practice

- Network architecture
- Radio and spectrum

Day 3 Diagnosis and problem solving

- Fibre and transmission
- Regional and international case studies

Day 4 Quality, safety and documentation

- Service assurance
- Checklists and templates to take away

Day 5 Workshop, assessment and action plan

- Regulation and licensing
- Group discussion and peer review

10-day outline

Day 1 VoIP & Unified Communications: principles and standards

- Emerging technologies
- Common mistakes and how to avoid them

Day 2 Methods and tools in practice

- Network architecture
- Radio and spectrum

Day 3 Diagnosis and problem solving

- Fibre and transmission
- Regional and international case studies

Day 4 Quality, safety and documentation

- Service assurance
- Checklists and templates to take away

Day 5 Workshop, assessment and action plan

- Regulation and licensing
- Group discussion and peer review

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Measurement and reporting

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
- Hands-on workshop on a workplace challenge

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)
19–30 Apr 2027	10-day classroom	Dubai	Arabic	8,950
19–23 Jul 2027	5-day classroom	Vienna	English	4,750
2–6 Aug 2027	5-day online	Live online	Arabic	2,950
10–14 Oct 2027	5-day classroom	Jeddah	English	4,750
13–24 Mar 2028	10-day classroom	Abu Dhabi	Arabic	8,950
19–23 Jun 2028	5-day classroom	Paris	English	4,750
14–25 Aug 2028	10-day online	Live online	English	5,450
6–10 Nov 2028	5-day classroom	Kuala Lumpur	English	4,750
4–8 Jun 2029	5-day online	Live online	Arabic	2,950

Dates	Format	City	Language	Fee (USD)
16–20 Jul 2029	5-day classroom	Paris	English	4,750
10–14 Sep 2029	5-day classroom	Abu Dhabi	English	4,750
2–13 Dec 2029	10-day classroom	Doha	Arabic	8,950
1–5 Apr 2030	5-day classroom	Dubai	Arabic	4,750
1–5 Jul 2030	5-day classroom	Abu Dhabi	English	4,750
14–25 Oct 2030	10-day classroom	Barcelona	English	8,950
2–13 Dec 2030	10-day online	Live online	Arabic	5,450

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