
[Introduction to telecom services customer experience management](#)

Registration

Start date of registration

09 Jan 2025

-

End date of registration

10 Apr 2025

Event dates

Start date

05 May 2025

-

End date

Location

Global or multi-regional

Training topics

Training topics

Quality of Service

Training type

Training modality

Online instructor led

Languages

Languages

English

Tutors

-
- HAZEM ELTABAA

Coordinators

- Mona Ismail
- Amany Shehab
- Ahmed Soliman

Event email contact

Event mail contact

EG-ATRC@tra.gov.eg

Price

\$0.00

Event organizer(s)



Description

In our interconnected world, Quality of Service (QoS) and Quality of Experience (QoE) are essential metrics for telecom regulators and operators. These metrics not only indicate the technical performance of a network but also gauge the satisfaction of end-users. This course focuses on understanding and monitoring these metrics to maintain a high-quality network, ensure regulatory compliance, and boost customer satisfaction.

This course offers a comprehensive foundation in Telecommunications Services Customer Experience Management, emphasizing the critical metrics of Quality of Service (QoS) and Quality of Experience (QoE). Participants will learn the basics of QoS/QoE and key performance indicators (KPIs) for mobile telecommunication services, including both voice and data. The course also covers regulatory aspects governing these KPIs across the market. Additionally, it provides insights into managing the telecom customer journey and handling escalations when customers are dissatisfied.

By the end of the course, attendees will be equipped to maintain a high-quality network, ensure regulatory compliance, and enhance overall customer satisfaction.

Registration information

Unless specified otherwise, all ITU Academy training courses are open to all interested professionals, irrespective of their race, ethnicity, age, gender, religion, economic status and other diverse backgrounds. We strongly encourage registrations from female participants, and participants from developing countries. This includes least developed countries, small island developing states and landlocked developing countries.

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