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Registration information

Introduction to telecom services customer experience management

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Training details

Modality: Online instructor led
Dates: *27 Apr 2026 - 29 Apr 2026*
Training fees: $0.00
Language: English
Application deadline: 06 Apr 2026
Training code: 26OI500364MUL-E-D
Contact: EG-ATRC@tra.gov.eg

Training 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.

For more information about the training objectives, target population, entry requirements, methodology, evaluation and content, consult the page here.

How to apply

In order to register for the training, applicants should:

1. Create an ITU Academy account here
2. Apply for the course here
3. The selection of participants for the course will be made by the course coordinators, based on the course's entry requirements, selection criteria and available number of seats. If selected, you will receive a notification by email.

The ITU Academy is the International Telecommunication Union leading platform for capacity development initiatives.

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