

Education Portfolio



Knowledge is Key

Integ believes that knowledge is the key to making the most of your chosen communication solution. As such Integ provides a range of quality educational courses that are practical, quick and easy to undertake. Courses can be undertaken at Integ's Education Centres in Sydney, Melbourne and Brisbane, alternatively Integ can provide training at your premises.

IT administrators, call centre managers & team leaders, security specialists and telephone users can all benefit from the skills obtained by attending one of Integ's courses. Courses incorporate learning methods that are rich in interactive procedures and techniques to allow students to develop relevant, job related skills.

Range of courses

Telephony & Call Centre

- IP Telephony
- Wireless/Cordless Telephony
- Traditional (TDM) Telephony
- Administration for Managers
- Multi-level User Training

Additional Training Available

- Alcatel-Lucent University
- Genesys
- Juniper
- F5
- Cisco
- Higher Ground

Training Styles

- Customer Premises
- Integ Education Centre
- Cutover Support

		Courses for Alcatel-Lucent Solutions						Agents & Operators				Applications						
		4018/19 Handset	4028/29 Handset	4035 Handset	4038/39 Handset	4068 Handset	DECT Handset	4035 Operator	4035 Agent/Supervisor	4039 Agent/Supervisor	4059 SBC Operator	Softphone	CCS Supervisor	Omnivisor 4760 Basic	Omnivisor Call Accounting	OTCC Premium Edition	Genesys CCPulse & Config Mgr	Super User Course
Available	NSW/QLD/VIC/SA/WA	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Duration		1hr	1hr	1hr	1hr	1hr	1hr	1.5hr	1.5hr	1.5hr	1.5hr	1hr	4-6hrs	3hrs	3hrs	4-6hrs	4hrs	2days
Max Number of Participants		1-10	1-10	1-10	1-10	1-10	1-10	1-4	1-10	1-10	1-4	1-4	1-3	1-3	1-3	1-3	1-3	4-8
Designed For	Handset Users	✓	✓	✓	✓	✓	✓					✓						✓
	Operators/Attendants							✓			✓							✓
	Call Centre Agents								✓	✓								✓
	Call Centre Supervisors								✓	✓			✓			✓	✓	✓
	Supervisors	✓	✓	✓	✓	✓	✓					✓	✓	✓	✓	✓	✓	✓
	Administrators	✓	✓	✓	✓	✓	✓						✓	✓	✓	✓	✓	✓