

**Telecommunications**

VoIP & Unified Communications

الاتصال عبر الإنترنت والاتصالات الموحدة

Duration

5 or 10 days

Language

English or Arabic

Formats

Classroom, online, in-house

Hours

35 / 70

Overview

VoIP & Unified Communications is part of the Telecommunications track at Garnet Global Training Center. Network, spectrum and service programs for operators and enterprise telecom teams. The course is taught in English or Arabic as a 5-day or 10-day program, in classrooms in cities such as Dubai, Riyadh, Cairo, London and Istanbul, or live online, and it can be delivered in-house with examples and exercises built around your own operations.

What you will be able to do

- Explain the principles, terminology and standards that govern VoIP & Unified Communications.
- Apply proven methods and tools to real situations from your own workplace.
- Analyse performance gaps, risks and root causes, and choose the right response.
- Measure results with practical indicators and report them clearly to management.
- Leave with a personal action plan you can start using the following week.

Who should attend

Telecom engineers, network planners, operations and regulatory staff.

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: www.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 Foundations of VoIP & Unified Communications

- Scope, terminology and governing standards
- Network architecture

Day 2 Methods and tools

- Radio and spectrum
- Fibre and transmission

Day 3 Application and case studies

- Service assurance
- Emerging technologies

Day 4 Performance, risk and compliance

- Regulation and licensing
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Hands-on workshop on a workplace challenge
- Final assessment and personal action plan

10-day outline

Day 1 Foundations of VoIP & Unified Communications

- Scope, terminology and governing standards
- Network architecture

Day 2 Methods and tools

- Radio and spectrum
- Fibre and transmission

Day 3 Application and case studies

- Service assurance
- Emerging technologies

Day 4 Performance, risk and compliance

- Regulation and licensing
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Hands-on workshop on a workplace challenge
- Final assessment and personal action plan

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Common mistakes and how to avoid them

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
- International case studies

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)
11–22 Apr 2027	10-day classroom	Cairo	English	8,950
10–21 May 2027	10-day online	Live online	Arabic	5,450
19–23 Jul 2027	5-day classroom	Vienna	English	4,750
9–13 Aug 2027	5-day online	Live online	Arabic	2,950
18–22 Oct 2027	5-day classroom	Dubai	English	4,750
5–16 Mar 2028	10-day classroom	Jeddah	Arabic	8,950
15–26 May 2028	10-day online	Live online	English	5,450
19–23 Jun 2028	5-day classroom	London	English	4,750
7–11 Aug 2028	5-day online	Live online	Arabic	2,950
20–24 Nov 2028	5-day classroom	Dubai	Arabic	4,750

Dates	Format	City	Language	Fee (USD)
5–16 Mar 2029	10-day online	Live online	English	5,450
4–8 Jun 2029	5-day online	Live online	Arabic	2,950
16–20 Jul 2029	5-day classroom	Paris	English	4,750
3–7 Sep 2029	5-day classroom	Vienna	English	4,750
2–13 Dec 2029	10-day classroom	Doha	Arabic	8,950
21–25 Apr 2030	5-day classroom	Cairo	English	4,750
15–19 Jul 2030	5-day classroom	Geneva	English	4,750
7–18 Oct 2030	10-day classroom	Dubai	Arabic	8,950
18–29 Nov 2030	10-day online	Live online	Arabic	5,450
2–6 Dec 2030	5-day online	Live online	English	2,950

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