

MARK YOUR CALENDAR FOR THE NEXT CALCOM TRAINING SEMINAR!

Course Title & Description:

The Next Generation CSR

Presented By: Cronin Communications

Course Description:

The rapid evolution of technology is transforming telecommunications at an unprecedented rate. Telco staff face the challenge of providing customer support on a myriad of services, including broadband, wireless, data, digital video, IP-television and high-definition, not to mention legacy voice.

A one-day, hands-on, interactive program will train customer service representatives to successfully transition to broadband reps. The fundamentals of data (and how the math can help you answer any downloading question), along with an overview of broadband technologies will give every attendee a better foundation to support broadband and other advanced-services, confidently and efficiently. (SEE COMPLETE COURSE DESCRIPTION ATTACHED)

Training Date & Location:

April 21 or 22 (choose one date) • One day course
9:00AM-4:00PM

Radisson Hotel
500 Leisure Lane
Sacramento, CA 95815

To make reservations at the Radisson Hotel Sacramento t call: (916) 922-2020.

Cost Per Person:

CalCom Member Rate: \$300
Non-Member Rate: \$350



Please contact the CalCom office to register for this training seminar

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