



**ERICSSON**

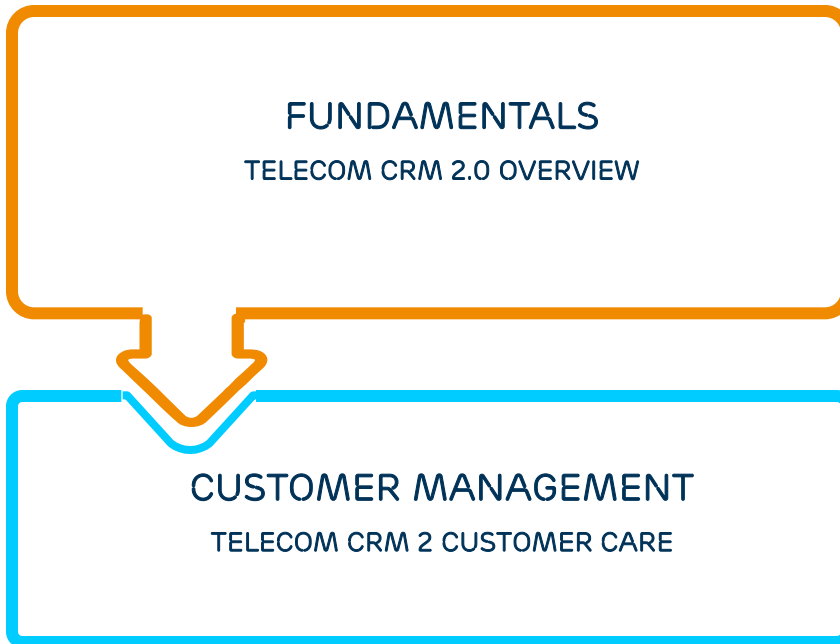


# ERICSSON TELECOM CRM 2 TRAINING PROGRAMS

# WHAT'S IN THE TELECOM CRM 2.0 LEARNING SERVICE?

Course Name	Number	Length	Method
Telecom CRM 2.0 Overview	LZU1089756	2 days	ILT
Telecom CRM 2 Customer Care	LZU1089968	1 day	ILT

# TARGET AUDIENCES: FUNDAMENTALS & CUSTOMER MANAGEMENT



Note: Microsoft Dynamics (3PP) training should be secured separately as needed

# SUPPORTED SERVICE DELIVERY METHODS



ICON DELIVERY METHOD



INSTRUCTOR LED TRAINING (ILT)



WORKSHOP (WS)



VIRTUAL CLASSROOM TRAINING (VCT)



STRUCTURED KNOWLEDGE TRANSFER (SKT)



COMPETENCE GAP ANALYSIS

# TELECOM CRM 2.0 OVERVIEW



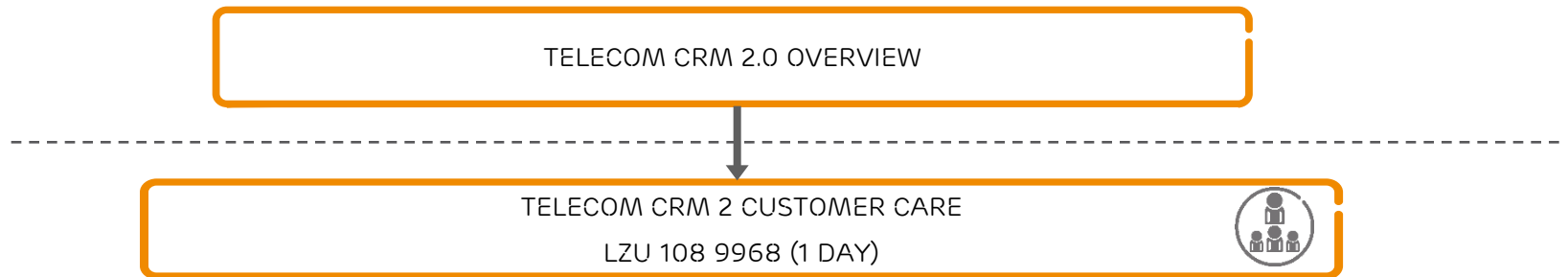
THERE ARE NO PREREQUISITES FOR THIS COURSE



TELECOM CRM 2.0 OVERVIEW  
LZU 108 9756 (2 DAYS)



# TELECOM CRM 2 CUSTOMER MANAGEMENT





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