

NCTI Master Dispatcher

Contact NCTI to map out your career path. You may be on your way to earning a College Certificate or Degree.

The NCTI Master Dispatcher Certification recognizes highly-skilled and trained broadband technology personnel responsible for successful deployment and daily management of service requests.

An NCTI Master Dispatcher is adept at the skills necessary for efficient technical workforce management and to support organizational initiatives to enrich the customer experience.

To be qualified as a Master Dispatcher, industry professionals must successfully complete a defined set of courses related to specific dispatch operations.



NCTI.com | 866.575.7206

Integrated Career Path for Broadband Dispatch Operations

NCTI MASTER DISPATCHER COURSES

- Cable Network Overview
- Excellence in Customer Service
- Delivering Cable Services
- Consumer Digital Electronics
- Basic Broadband Troubleshooting
- High-Speed Data Customer Service
- Advanced High-Speed Data Customer Service
- Operations Center Technical Support I
- Operations Center Technical Support II
- Operations Center Technical Support III
- Introduction to Networking: Home and Peer-to-Peer Networks

IN HOUSE TRAINING

- MSO Specific Training

NCTI MASTER REP CERTIFICATES

- Master Dispatcher
- Operations Center Representative
- PROGRESSING TOWARD:**
 - Account Representative
 - Master Account Representative
 - Master High-Speed Data Representative
 - Master Network Operations Center Representative

ACADEMICS

- PROGRESSING TOWARD:**
 - Customer Care College Certificate
 - Associate of Applied Science, Broadband Technology Communication Degree

