Troubleshooting Networking Issues for Customers Training Course

Professional Development Training Course Outline

Category	Customer Service and Customer Experience	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s hyper-connected digital era, reliable networking is the backbone of business continuity and customer satisfaction. Network issues can lead to significant downtime, reduced productivity, and frustrated clients. Troubleshooting Networking Issues for Customers Training Course equips IT professionals and customer support teams with practical troubleshooting skills, advanced diagnostic techniques, and customer-centric problem-solving strategies. Participants will gain hands-on experience with real-world scenarios, learn to identify root causes of network failures, and implement swift, effective solutions.

Leveraging a blend of theory, simulations, and case studies, this course emphasizes proactive network management, performance optimization, and the integration of modern tools and technologies. By the end of the program, attendees will confidently resolve networking challenges, enhance customer satisfaction, and reduce operational downtime, making them indispensable assets in any IT or support organization.

Programme Curriculum

Troubleshooting Networking Issues for Customers Training Course

Introduction

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Course Duration

5 days

Course Objectives

By the end of this training, participants will be able to:

1. Diagnose and resolve common LAN, WAN, and Wi-Fi connectivity issues.
2. Apply advanced network troubleshooting techniques and best practices.
3. Utilize diagnostic tools such as ping, traceroute, and Wireshark effectively.
4. Optimize network performance to enhance reliability and speed.
5. Identify and mitigate security vulnerabilities in network configurations.
6. Troubleshoot ISP and cloud connectivity issues efficiently.
7. Implement proactive network monitoring strategies.
8. Enhance customer communication and support during network incidents.
9. Analyze network logs and error messages for rapid root cause identification.
10. Configure routers, switches, and firewalls to resolve connectivity issues.
11. Resolve device compatibility and firmware-related networking problems.
12. Develop documentation and troubleshooting playbooks for recurring issues.
13. Apply case-study-driven learning to handle complex, real-world network scenarios.

Target Audience

- IT Support Specialists
- Network Administrators
- Help Desk Professionals
- Customer Service Engineers
- Technical Support Engineers
- System Administrators
- Managed Service Providers (MSPs)
- Network Engineers in SMEs and Enterprises

Course Modules

Module 1: Networking Fundamentals Refresher

- Overview of LAN, WAN, Wi-Fi, and VPN networks
- IP addressing, subnetting, and routing basics
- Common network topologies and protocols
- Understanding OSI and TCP/IP models in troubleshooting
- Case Study: Diagnosing IP conflicts in a small business network

Module 2: Troubleshooting LAN Connectivity Issues

- Detecting physical connection problems
- Analyzing switch and router configurations

- Resolving DHCP and DNS-related issues
- Identifying hardware failures in network devices
- Case Study: Resolving intermittent office LAN outages

Module 3: WAN & Internet Connectivity Troubleshooting

- Diagnosing ISP-related connectivity issues
- Testing and interpreting ping, traceroute, and speed tests
- VPN connectivity troubleshooting
- Load balancing and failover configurations
- Case Study: Restoring enterprise WAN after ISP failure

Module 4: Wireless Network Troubleshooting

- Wi-Fi signal analysis and coverage optimization
- Resolving SSID, authentication, and encryption issues
- Device compatibility and interference management
- Wi-Fi troubleshooting tools and apps
- Case Study: Fixing Wi-Fi drops in a multi-floor office

Module 5: Security & Firewall Troubleshooting

- Identifying firewall and NAT misconfigurations
- Detecting and mitigating unauthorized access
- Troubleshooting VPN and remote access issues
- Security protocols and their impact on connectivity
- Case Study: Resolving network blockage due to firewall rules

Module 6: Network Performance Optimization

- Analyzing bandwidth utilization
- Quality of Service (QoS) configuration
- Latency and packet loss troubleshooting
- Performance monitoring tools
- Case Study: Enhancing VoIP performance over a congested network

Module 7: Advanced Diagnostic Tools

- Packet capturing with Wireshark
- Log analysis from routers, switches, and firewalls
- SNMP monitoring and alerts
- Using network simulators for troubleshooting
- Case Study: Using Wireshark to resolve intermittent packet drops

Module 8: Customer-Centric Troubleshooting & Documentation

- Communicating technical issues to non-technical users
- Developing troubleshooting workflows and playbooks
- Managing customer expectations and follow-ups
- Reporting and escalation best practices
- Case Study: Handling a high-priority network outage for a VIP client

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com