Candidates

Those who hope to obtain HT-DHSA certificate.

Requirements

Those who have a basic understanding of video surveillance system and computer networks. Pass the theory exam of CCTV basic knowledge.

Duration

3.5 days

Objectives

• Be familiar with the basic theory of making your hotline script.

• Understand how to improve the service level of your agents.

• The script based on the process is just a basic skeleton for the script. To make it live, you must add real and practical content.

Training Form

Theory

Time Table

Course	Duration (Hour)
Call Script	3
Basic troubleshooting about General Recorder	6
Basic troubleshooting about Consumer Camera	6
Basic troubleshooting about Network	3
Basic troubleshooting about Application	3