Garnet
Garnet Global Training Center

GGT-CS-125

Customer Service & Contact Centres **New from 2028**

AI Agents in Customer Service

وكلاء الذكاء الاصطناعي في خدمة العملاء

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

AI Agents in Customer Service turns established good practice into step-by-step methods that participants rehearse in exercises and then apply at work. Deliver consistent, efficient service across counters, phones, chat and social channels. Choose 5 or 10 days, classroom or live online, English or Arabic; organisations can also run it in-house and adapt the examples to their own work.

What you will be able to do

- Apply the methods and standards of AI Agents in Customer Service to real tasks.
- Diagnose common problems and identify root causes.
- Interpret data and results correctly and act on them.
- Follow safe, compliant and documented work practices.
- Avoid the mistakes that most often cause rework or failure.

Who should attend

Customer service agents, team leaders, contact centre managers and service designers. Practitioners with one to five years of experience benefit most.

Key topics

- Service standards
- Communication with customers
- Handling complaints
- Channels and tools
- Measuring service
- Service recovery

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 AI Agents in Customer Service: principles and standards

- Channels and tools
- Hands-on workshop on a workplace challenge

Day 2 Methods and tools in practice

- Measuring service
- Service recovery

Day 3 Diagnosis and problem solving

- Service standards
- Common mistakes and how to avoid them

Day 4 Quality, safety and documentation

- Communication with customers
- Regional and international case studies

Day 5 Workshop, assessment and action plan

- Handling complaints
- Checklists and templates to take away

10-day outline

Day 1 AI Agents in Customer Service: principles and standards

- Channels and tools
- Hands-on workshop on a workplace challenge

Day 2 Methods and tools in practice

- Measuring service
- Service recovery

Day 3 Diagnosis and problem solving

- Service standards
- Common mistakes and how to avoid them

Day 4 Quality, safety and documentation

- Communication with customers
- Regional and international case studies

Day 5 Workshop, assessment and action plan

- Handling complaints
- Checklists and templates to take away

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Group discussion and peer review

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Measurement and reporting

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
3–14 Apr 2028	10-day online	Live online	Arabic	5,450
8–12 May 2028	5-day classroom	Singapore	English	4,750
5–9 Jun 2028	5-day classroom	Dubai	Arabic	4,750
9–20 Jul 2028	10-day classroom	Cairo	English	8,950
7–18 May 2029	10-day classroom	Casablanca	Arabic	8,950
6–10 Aug 2029	5-day online	Live online	English	2,950
16–20 Sep 2029	5-day classroom	Manama	English	4,750
8–12 Oct 2029	5-day classroom	Barcelona	English	4,750
14–18 Apr 2030	5-day classroom	Manama	English	4,750

Dates	Format	City	Language	Fee (USD)
19–23 May 2030	5-day classroom	Cairo	Arabic	4,750
16–27 Sep 2030	10-day online	Live online	English	5,450
21 Oct – 1 Nov 2030	10-day classroom	London	English	8,950

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/