Garnet
Garnet Global Training Center

GGT-DT-122

AI, Digital Transformation & Cybersecurity

# Building AI Chatbots for Customer Service

بناء روبوتات المحادثة الذكية لخدمة العملاء

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

## Overview

Building AI Chatbots for Customer Service turns established good practice into step-by-step methods that participants rehearse in exercises and then apply at work. Practical AI, data and security skills for organisations moving their work onto digital platforms. 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 Building AI Chatbots for Customer Service to real tasks.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.
- Diagnose common problems and identify root causes.
- Interpret data and results correctly and act on them.

## Who should attend

Managers, IT and data professionals, analysts and digital transformation teams. Practitioners with one to five years of experience benefit most.

## Key topics

- AI use cases and value mapping
- Data quality and governance
- Hands-on tools and prompting
- Security threats and controls
- Responsible AI and regulation
- Roadmaps and change adoption

## 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

**WhatsApp:** +971 56 674 7382

**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 Building AI Chatbots for Customer Service: principles and standards

- AI use cases and value mapping
- Common mistakes and how to avoid them

### Day 2 Methods and tools in practice

- Data quality and governance
- Hands-on tools and prompting

### Day 3 Diagnosis and problem solving

- Security threats and controls
- Regional and international case studies

### Day 4 Quality, safety and documentation

- Responsible AI and regulation
- Checklists and templates to take away

### Day 5 Workshop, assessment and action plan

- Roadmaps and change adoption
- Group discussion and peer review

## 10-day outline

### Day 1 Building AI Chatbots for Customer Service: principles and standards

- AI use cases and value mapping
- Common mistakes and how to avoid them

### Day 2 Methods and tools in practice

- Data quality and governance
- Hands-on tools and prompting

### Day 3 Diagnosis and problem solving

- Security threats and controls
- Regional and international case studies

### Day 4 Quality, safety and documentation

- Responsible AI and regulation
- Checklists and templates to take away

### Day 5 Workshop, assessment and action plan

- Roadmaps and change adoption
- Group discussion and peer review

### Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Measurement and reporting

### 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
- Hands-on workshop on a workplace challenge

### 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) |
|---|---|---|---|---|
| 19–23 Apr 2027 | 5-day online | Live online | Arabic | 2,950 |
| 14–25 Jun 2027 | 10-day classroom | Istanbul | English | 8,950 |
| 18–22 Oct 2027 | 5-day classroom | Kuala Lumpur | English | 4,750 |
| 13–17 Dec 2027 | 5-day classroom | Paris | English | 4,750 |
| 20–24 Feb 2028 | 5-day classroom | Doha | English | 4,750 |
| 1–5 May 2028 | 5-day classroom | London | English | 4,750 |
| 16–27 Oct 2028 | 10-day online | Live online | Arabic | 5,450 |
| 18–29 Dec 2028 | 10-day classroom | Dubai | Arabic | 8,950 |
| 7–18 Jan 2029 | 10-day classroom | Cairo | Arabic | 8,950 |

| Dates | Format | City | Language | Fee (USD) |
|---|---|---|---|---|
| 9–13 Jul 2029 | 5-day classroom | Abu Dhabi | English | 4,750 |
| 8–12 Oct 2029 | 5-day online | Live online | English | 2,950 |
| 10–14 Dec 2029 | 5-day classroom | Kuala Lumpur | English | 4,750 |
| 14–18 Jan 2030 | 5-day classroom | Singapore | English | 4,750 |
| 18–22 Feb 2030 | 5-day classroom | Dubai | Arabic | 4,750 |
| 8–19 Sep 2030 | 10-day classroom | Doha | Arabic | 8,950 |
| 14–25 Oct 2030 | 10-day online | Live online | English | 5,450 |

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