Garnet
Garnet Global Training Center

GGT-CS-108

Customer Service & Contact Centres

Contact Centre KPIs & Reporting

مؤشرات أداء مراكز الاتصال وتقاريرها

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

Overview

Contact Centre KPIs & Reporting 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 Contact Centre KPIs & Reporting to real tasks.
- Follow safe, compliant and documented work practices.
- Avoid the mistakes that most often cause rework or failure.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.

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 Contact Centre KPIs & Reporting: 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 Contact Centre KPIs & Reporting: 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)
15–19 Mar 2027	5-day online	Live online	Arabic	2,950
19–30 Apr 2027	10-day classroom	Barcelona	English	8,950
3–7 May 2027	5-day classroom	Kuala Lumpur	English	4,750
21–25 Jun 2027	5-day classroom	Geneva	English	4,750
7–18 Aug 2028	10-day classroom	Kuala Lumpur	English	8,950
18–22 Sep 2028	5-day classroom	Istanbul	English	4,750
5–9 Nov 2028	5-day classroom	Jeddah	English	4,750
4–15 Dec 2028	10-day online	Live online	Arabic	5,450
15–19 Jan 2029	5-day classroom	Paris	English	4,750

Dates	Format	City	Language	Fee (USD)
9–13 Apr 2029	5-day classroom	Istanbul	English	4,750
18–29 Jun 2029	10-day classroom	Geneva	English	8,950
12–16 Nov 2029	5-day online	Live online	Arabic	2,950
13–17 Jan 2030	5-day classroom	Kuwait City	English	4,750
10–21 Jun 2030	10-day classroom	Paris	English	8,950
2–13 Sep 2030	10-day online	Live online	English	5,450
7–11 Oct 2030	5-day classroom	Dubai	Arabic	4,750

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