Garnet
Garnet Global Training Center

GGT-CS-120

Customer Service & Contact Centres

Knowledge Base & Self-Service Design

تصميم قواعد المعرفة والخدمة الذاتية

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

Overview

Knowledge Base & Self-Service Design 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 Knowledge Base & Self-Service Design to real tasks.
- 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.
- Share good practice with your team.

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 Knowledge Base & Self-Service Design: principles and standards

- Channels and tools
- Checklists and templates to take away

Day 2 Methods and tools in practice

- Measuring service
- Service recovery

Day 3 Diagnosis and problem solving

- Service standards
- Group discussion and peer review

Day 4 Quality, safety and documentation

- Communication with customers
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Handling complaints
- Hands-on workshop on a workplace challenge

10-day outline

Day 1 Knowledge Base & Self-Service Design: principles and standards

- Channels and tools
- Checklists and templates to take away

Day 2 Methods and tools in practice

- Measuring service
- Service recovery

Day 3 Diagnosis and problem solving

- Service standards
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Day 4 Quality, safety and documentation

- Communication with customers
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Handling complaints
- Hands-on workshop on a workplace challenge

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Common mistakes and how to avoid them

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
- Regional and international case studies

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)
12–23 Apr 2027	10-day classroom	Abu Dhabi	English	8,950
3–7 May 2027	5-day classroom	Casablanca	English	4,750
16–20 Aug 2027	5-day classroom	Barcelona	English	4,750
6–10 Dec 2027	5-day online	Live online	English	2,950
7–11 Feb 2028	5-day classroom	Dubai	Arabic	4,750
9–20 Oct 2028	10-day online	Live online	English	5,450
13–24 Nov 2028	10-day classroom	Kuala Lumpur	English	8,950
18–22 Dec 2028	5-day classroom	Singapore	English	4,750
14–18 May 2029	5-day online	Live online	Arabic	2,950

Dates	Format	City	Language	Fee (USD)
16–27 Sep 2029	10-day classroom	Manama	English	8,950
1–5 Oct 2029	5-day classroom	Abu Dhabi	Arabic	4,750
18–22 Nov 2029	5-day classroom	Riyadh	English	4,750
8–19 Apr 2030	10-day online	Live online	Arabic	5,450
20–24 May 2030	5-day classroom	Abu Dhabi	Arabic	4,750
3–7 Jun 2030	5-day classroom	Barcelona	English	4,750
1–12 Sep 2030	10-day classroom	Riyadh	English	8,950

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