Garnet
Garnet Global Training Center

GGT-CS-109

Customer Service & Contact Centres

Live Chat & Messaging Support

الدعم عبر المحادثات المباشرة والرسائل

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

Overview

Live Chat & Messaging Support 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. You can join a public session in one of 20 cities or live online, in English or Arabic, or bring the course in-house with examples from your own operations.

What you will be able to do

- Apply the methods and standards of Live Chat & Messaging Support to real tasks.
- 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.
- Diagnose common problems and identify root causes.

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 Live Chat & Messaging Support: principles and standards

- Service standards
- Common mistakes and how to avoid them

Day 2 Methods and tools in practice

- Communication with customers
- Handling complaints

Day 3 Diagnosis and problem solving

- Channels and tools
- Regional and international case studies

Day 4 Quality, safety and documentation

- Measuring service
- Checklists and templates to take away

Day 5 Workshop, assessment and action plan

- Service recovery
- Group discussion and peer review

10-day outline

Day 1 Live Chat & Messaging Support: principles and standards

- Service standards
- Common mistakes and how to avoid them

Day 2 Methods and tools in practice

- Communication with customers
- Handling complaints

Day 3 Diagnosis and problem solving

- Channels and tools
- Regional and international case studies

Day 4 Quality, safety and documentation

- Measuring service
- Checklists and templates to take away

Day 5 Workshop, assessment and action plan

- Service recovery
- 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)
1–5 Feb 2027	5-day online	Live online	Arabic	2,950
18–29 Apr 2027	10-day classroom	Cairo	Arabic	8,950
13–17 Sep 2027	5-day classroom	Istanbul	English	4,750
15–19 Nov 2027	5-day classroom	Dubai	English	4,750
16–20 Jan 2028	5-day classroom	Cairo	Arabic	4,750
7–11 Aug 2028	5-day classroom	Abu Dhabi	English	4,750
4–15 Sep 2028	10-day classroom	Amsterdam	English	8,950
16–27 Oct 2028	10-day online	Live online	English	5,450
5–9 Mar 2029	5-day online	Live online	Arabic	2,950

Dates	Format	City	Language	Fee (USD)
2–6 Jul 2029	5-day classroom	Abu Dhabi	English	4,750
3–7 Sep 2029	5-day classroom	Dubai	Arabic	4,750
17–28 Dec 2029	10-day classroom	Istanbul	English	8,950
17–28 Jun 2030	10-day classroom	Geneva	English	8,950
12–16 Aug 2030	5-day classroom	Dubai	English	4,750
2–13 Sep 2030	10-day online	Live online	Arabic	5,450
13–17 Oct 2030	5-day classroom	Cairo	Arabic	4,750

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