Garnet
Garnet Global Training Center

GGT-CS-118

Customer Service & Contact Centres

Omnichannel Service Design

تصميم الخدمة متعددة القنوات

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

Overview

Participants in Omnichannel Service Design practise the methods, tools and standards they need to perform reliably and solve problems on the job. 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 Omnichannel Service Design 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 Omnichannel Service Design: principles and standards

- Communication with customers
- Checklists and templates to take away

Day 2 Methods and tools in practice

- Handling complaints
- Channels and tools

Day 3 Diagnosis and problem solving

- Measuring service
- Group discussion and peer review

Day 4 Quality, safety and documentation

- Service recovery
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Service standards
- Hands-on workshop on a workplace challenge

10-day outline

Day 1 Omnichannel Service Design: principles and standards

- Communication with customers
- Checklists and templates to take away

Day 2 Methods and tools in practice

- Handling complaints
- Channels and tools

Day 3 Diagnosis and problem solving

- Measuring service
- Group discussion and peer review

Day 4 Quality, safety and documentation

- Service recovery
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Service standards
- 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)
3–14 Jan 2027	10-day classroom	Doha	English	8,950
18–22 Apr 2027	5-day classroom	Riyadh	English	4,750
14–18 Jun 2027	5-day online	Live online	Arabic	2,950
15–19 Aug 2027	5-day classroom	Amman	Arabic	4,750
3–7 Jan 2028	5-day classroom	Vienna	English	4,750
20–31 Mar 2028	10-day online	Live online	Arabic	5,450
15–19 May 2028	5-day classroom	Dubai	English	4,750
9–20 Oct 2028	10-day classroom	Casablanca	English	8,950
15–19 Jan 2029	5-day classroom	Abu Dhabi	English	4,750

Dates	Format	City	Language	Fee (USD)
2–6 Jul 2029	5-day classroom	Barcelona	English	4,750
17–28 Sep 2029	10-day classroom	Dubai	Arabic	8,950
10–14 Dec 2029	5-day online	Live online	Arabic	2,950
8–19 Apr 2030	10-day classroom	London	English	8,950
10–21 Jun 2030	10-day online	Live online	English	5,450
11–15 Aug 2030	5-day classroom	Amman	English	4,750
8–12 Sep 2030	5-day classroom	Doha	Arabic	4,750

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