Mastering Customer Service in the Age of AI: Skills, and Strategies

21 - 25 Sep 2025
Dubai - Residence Inn by Marriott Sheikh Zayed Road

AGILE LEADERS
Training Center

Mastering Customer Service in the Age of AI: Skills, and Strategies

Ref.: 36064_242348 **Date:** 21 - 25 Sep 2025 **Location:** Dubai - Residence Inn by Marriott Sheikh Zayed Road **Fees:** 3700 **Euro**

Excellence In Customer Service in The Age of Artificial Intelligence

Overview:

In the era of AI, this course is designed to provide comprehensive customer service aining. This course emphasizes the importance of excellence in customer service and equips participants with the best customer service skills. It offers a unique blend of traditional customer service strategies and the latest AI technologies. The course is designed to improve the quality of customer service, focusing on important skills for customer service such as listening skills, empathy, and problem-solving. The course also highlights why customer service training is important in today's competitive business environment.

Target Audience:

- Customer service professionals
- Call centre agents
- Sales representatives
- Anyone involved in customer-facing roles

This course addresses the skills gap in providing professional customer service in the age of AI and helps participants to enhance their customer service skills through training.

Targeted Organizational Departments:

- Customer service departments
- Sales departments
- Call centres

This course helps these departments to improve their customer service strategy and provides training on customer service skills.

Targeted Industries:

- Retail
- Hospitality
- Banking

- Telecommunications

These industries, which heavily rely on customer service, would gain the most from this course. It addresses the specific challenges these industries face in providing quality customer service in the age of AI.

Course Offerings:

- Understanding the importance of customer service in the age of AI
- Developing listening skills in customer service
- Enhancing customer service skills through training
- Implementing a successful customer service strategy
- Understanding why customer service training is important

Course Toolbox:

- Comprehensive workbooks on customer service skills training
- Access to AI software for customer service
- Reading materials on quality customer service
- Online resources for professional customer service
- Checklists and templates for implementing a successful customer service strategy

Course Agenda:

Day 1: Understanding Customer Service in the Age of AI

• Topic 1: The Evolution of Customer Service: From Traditional to AI-Driven

• Topic 2: The Role of AI in Customer Service: Providing 24/7 Customer Service

• Topic 3: Personalization with AI: Presenting Customized Recommendations

• Topic 4: Engaging Customer Surveys with AI

• Topic 5: Streamlining Marketing and Sales Journeys with AI

• Reflection & Review: Reflecting on the role of AI in customer service and discussing how it can be leveraged to provide excellence in customer service.

Day 2: AI in Content Generation and Multilingual Engagement

- Topic 1: AI in Content Generation: Creating Seamless and Tailored Content

- Topic 2: Engaging in Multiple Languages with AI

- Topic 3: Creating Customer Segment-Driven Experiences with AI

- Topic 4: AI and Predictive Insights: Analyzing Data for Future Predictions

- Topic 5: Boosting Customer Retention with AI

- Reflection & Review: Reviewing the importance of content generation and multilingual engagement in customer service and discussing ways to improve these skills.

Day 3: AI in Advertising and Conversational Experiences

- Topic 1: AI in Advertising: Creating Contextual Ads

- Topic 2: Providing 'Human-Like' Conversations with AI

- Topic 3: Analyzing Customer Feedback with AI

- Topic 4: The Future of Customer Experience with Generative AI

- Topic 5: Case Study: Successful Implementation of AI in Customer Service

- Reflection & Review: Reflecting on the importance of AI in advertising and creating conversational experiences, and discussing ways to continually improve these skills.

Day 4: Understanding the Risks of AI in Customer Service

- Topic 1: The Risks of Using Generative AI

- Topic 2: The Importance of Human Oversight in AI-Driven Customer Service

- Topic 3: Case Study: Negative Consequences of Solely Relying on AI in Customer Service

- Topic 4: Responsible Use of AI in Customer Service

- Topic 5: Planning for AI-Driven Customer Service: Best Practices and Pitfalls to Avoid

- Reflection & Review: Reviewing the risks of using AI in customer service and discussing ways to mitigate these risks.

Day 5: Implementing a Successful AI-Driven Customer Service Strategy

- Topic 1: The Importance of a Customer Service Strategy in the Age of AI

• Topic 2: Developing an AI-Driven Customer Service Strategy: Key Elements

• Topic 3: Implementing an AI-Driven Customer Service Strategy: Best Practices

• Topic 4: Case Study: A Successful AI-Driven Customer Service Strategy in Action

• Topic 5: Planning Your Ongoing AI-Driven Customer Service Training Program

• Reflection & Review: Reflecting on why customer service training is important and discussing ways to make it a continuous process.

How This Course is Different from Other Customer Service Courses:

Unlike other customer service courses, this course specifically addresses the challenges and opportunities of providing customer service in the age of AI. It provides a unique blend of traditional customer service skills training and the latest AI technologies. The course emphasizes the importance of listening skills in customer service and provides practical training on these and other important customer service skills. It also highlights why customer service training is important and how it can enhance the quality of customer service.

WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.

AGILE LEADERS
Training Center

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Gamified and
Interactive Training

We understand that training delivery can be challenging, both online and offline. To ensure engagement and achieve learning objectives, we have developed our own activities and collaborated with industry-leading solutions to gamify our training sessions. This approach increases interaction levels and guarantees effective learning outcomes.

Our Training
Cate gories

We cover a wide range of training categories to cater to different needs and interests

Branding, Marketing, Customer Relations, & Sales Programs
Finance and Accounting Programs
Human Resources Management Programs
Management & Leadership Programs

Political & Public Relations Programs
Project Management Programs
Quality & Process Management
Self-Development Programs

Join Agile Leaders today and embark on a transformative journey towards becoming a more agile and effective leader. Experience our customer-centric approach, actionable training, and guaranteed return on investment. Let us help you unleash your full potential in the dynamic business landscape.

Where to
Find Us

You can join our training programs at our centers located in

We also offer online training sessions through the Zoom platform.

Malaysia
Kuala Lumpur

Morocco
Casablanca

Spain
Barcelona

France
Paris

UK
London

Italy
Rome

Egypt
Cairo
Sharm El-Sheikh

Turkey
Istanbul

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