Artificial Intelligence Driven Customer Service Excellence

AI (Artificial Intelligence)

Course Overview

Artificial Intelligence Driven Customer Service Excellence: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa...

What You Will Achieve

- Explain the core principles and current good practice in Artificial Intelligence Driven Customer Service Excellence
- Apply practical tools and techniques for Artificial Intelligence Driven Customer Service Excellence in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Artificial Intelligence Driven Customer Service Excellence in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Executive assistants, office managers, administrators, coordinators and support professionals who keep organisations running.

Course Outline

1. Foundations of Artificial Intelligence Driven Customer Service Excellence: principles, terminology and context
2. The business case: why Artificial Intelligence Driven Customer Service Excellence matters to performance
3. Core tools, frameworks and methods
4. Applying the tools: guided case study and exercises
5. Common pitfalls and how experienced practitioners avoid them
6. Working with stakeholders: communication and influence
7. Measuring results and continuous improvement
8. Personal action planning and course review

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
2 to 6 Nov 2026	Pretoria	**$1,450**
9 to 13 Nov 2026	Harare	**$1,550**
16 to 20 Nov 2026	Cairo	**$1,550**

23 to 27 Nov 2026	Online	**$800**
30 Nov to 4 Dec 2026	Windhoek	**$1,395**
7 to 11 Dec 2026	Dar es Salaam	**$1,550**

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.