

Digital Customer Service and Live Chat Management

Customer Service Management

Course Overview

Digital Customer Service and Live Chat Management: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa and live...

What You Will Achieve

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

Who Should Attend

Directors, senior managers, heads of department, team leaders and high-potential professionals preparing for greater leadership responsibility.

Course Outline

1. Foundations of Digital Customer Service and Live Chat Management: principles, terminology and context
2. The business case: why Digital Customer Service and Live Chat Management 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)
21 to 25 Sep 2026	Windhoek	\$1,450
5 to 9 Oct 2026	Dar es Salaam	\$1,450
19 to 23 Oct 2026	Online	\$700
26 to 30 Oct 2026	Gaborone	\$1,550
9 to 13 Nov 2026	Kigali	\$1,395

23 to 27 Nov 2026	Cape Town	\$1,395
7 to 11 Dec 2026	Lusaka	\$1,650

LTC Consultants

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