



**TRANSFORMING YOUR
CUSTOMER
SERVICE**

#1 CUSTOMER SERVICE RESOURCE IN THE GCC REGION

CustomerService.ae takes pride in being the number one customer service resource in the GCC region. We offer a one-stop solution for all your customer service needs by bringing the following to your fingertips:



The latest news and updates from the customer service industry



In-depth research articles with insightful commentary by leaders in the field



Highlights from all the customer service events happening in the region



Interviews with customer service thought leaders and experts



Hands-on experiential training workshops for customer facing professionals



DIY Game Kits for customer service departments



All-in-One social media management services



STATISTICS

WEBSITE VIEWS

Over 400,000 website views a month



Desktop
22.75%

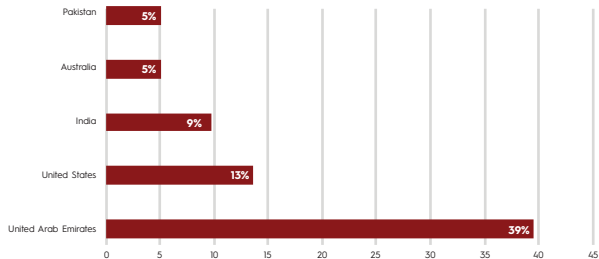


Tablet
12.33%

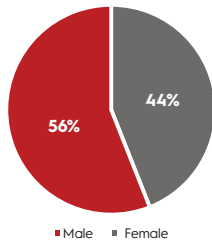


Mobile
14.67%

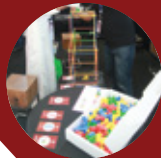
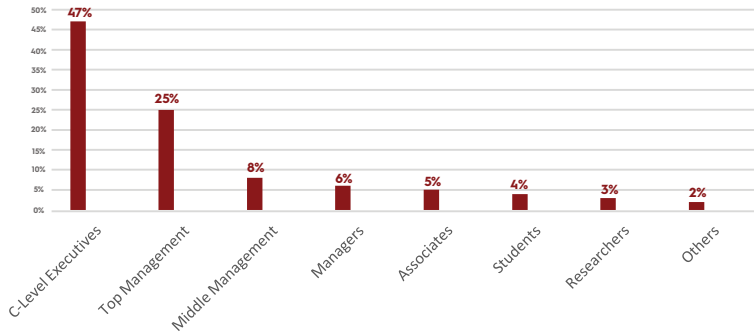
TRAFFIC



GENDER



VIEWERSHIP



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**CONNECT WITH YOUR TARGET CUSTOMERS - ADVERTISE ON
CUSTOMERSERVICE.AE TODAY!**

Interested in advertising your business to consumers in the United Arab Emirates and beyond? CustomerService.ae is where you should begin. Our website visitors consist principally of successful entrepreneurs and enterprising corporate professionals keen on improving the quality of customer service and customer experience at their respective organizations.

With over 400,000 views on the website per month, out of which 47% are C-level executives and 25% from top management, your business will be advertised to and be seen by decision-makers. Close to 40% of our readers log on primarily from the United Arab Emirates and other Middle Eastern countries. Our reach is growing by the day! The accepted file types consist of .jpg, .gif, .png. The available ad spaces are shown on the next page.



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HOMEPAGE SPLASH SCREEN AD

The image shows a website splash screen for Customer Service. The layout is a grid of promotional tiles. At the top left is the 'CUSTOMER SERVICE' logo. A central banner reads 'CUSTOMER SERVICE GET'S ULTIMATE SERVICE POINT'. Below this, there are several tiles: 'THE LARGEST TECHNOLOGY EVENT IN THE MIDDLE EAST', 'EXPERIENTIAL Your email', 'DIGITAL MARKETING', 'SOCIAL MEDIA MANAGEMENT', 'CHAT CENTER MANAGEMENT', and 'AARASHI FROM CARSON ON THE GO!'. A 'SUBSCRIBE NOW' button is visible in the bottom right area. The text '300*300' is overlaid on the center of the image.

CUSTOMER SERVICE

GET'S ULTIMATE SERVICE POINT

300*300

THE LARGEST TECHNOLOGY EVENT IN THE MIDDLE EAST

EXPERIENTIAL Your email

DIGITAL MARKETING

SOCIAL MEDIA MANAGEMENT

CHAT CENTER MANAGEMENT

AARASHI FROM CARSON ON THE GO! POWERING THE MIDDLE EAST

BITLY

NEW

16

SUBSCRIBE NOW

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HOMEPAGE

CUSTOMER SERVICE

COMPANY TRAINING SERVICES RESOURCES EVENTS

UPCOMING EVENT
THE LARGEST TECHNOLOGY EVENT IN THE MIDDLE EAST
Register Now

EXPERT INSIGHTS
AAKASH FROM CAREEM TALKS ABOUT WOWING CUSTOMERS
Read More

EXPERIENTIAL TRAINING

TRAINING GAME KITS

SOCIAL MEDIA MANAGEMENT

CHAT CENTER MANAGEMENT

MARKETING

NEW 'EXPRESS BUY' SERVICE LAUNCHED IN ABU DHABI
This service has been introduced to provide a wider coverage of this network in the emirate to benefiting customers.
Read More

LATEST

NEW 'EXPRESS BUY' SERVICE LAUNCHED IN ABU DHABI
This service has been added to provide a wider coverage of this network in the emirate to benefiting customers.
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VIEW ALL

VIEW ALL

VIEW ALL

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BLOG

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3 WAYS TO IMPROVE CUSTOMER SERVICE INTERACTIONS

Aisarah Khan (5 months ago)

Share Now



Your customers will always remember the service you provide. Along with the quality of your products, the way you communicate and handle them are decisive factors that will determine their experience and decision to return to you for business. Keeping this in mind, every interaction with a customer needs to be designed in a way that it is a memorable and pleasant one. Your customers will always

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MENDING CUSTOMER SERVICE BLINDERS OVER THE PHONE

Your customers will always remember the service you provide. Along with the quality of your products,

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INSIGHTS PAGE

RECENT



SAYAF KOFABI OF NESTLÉ
MIDDLE EAST TALKS ABOUT
DELIVERING QUALITY
CONSUMER EXPERIENCES
Zayrub Malik (7 month ago)

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MIDDLE EAST TALKS ABOUT
DELIVERING QUALITY
CONSUMER EXPERIENCES

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PRODUCTS AND SERVICES

TRAININGS & WORKSHOPS

Our Experiential Training Workshops provide participants with an instructional experience on key professional and personal development topics. While participating in a dynamic training session, our participants are able to improve their productivity skills and sharpen their customer engagement skills. Our seasoned customer service trainers design and deliver workshops which are fully customizable to the needs of an organization.



COMMUNICATION SKILLS

This workshop will enable participants to effectively communicate with assertiveness



CALL CENTER ESSENTIALS

Understand all the essential customer service skills required while interacting with customers over the phone



EMOTIONAL INTELLIGENCE

Learn the essentials of emotional intelligence and its core competencies



TIME MANAGEMENT

Learn how to set priorities, meet deadlines and get things done by delegating tasks

PRODUCTS AND SERVICES

DIY GAME KITS

Each DIY Game Kit, specially designed by our trainers and game designers, is fully equipped with easy-to-understand instructions and relevant props for instant use. DIY Game Kits can be used for in-house training sessions again and again - each time delivering new actionable insights for professional growth.

Our expert trainers can also customize games for your organization's specific needs.



PIPE IT RIGHT

Pipe It Right helps you develop skills necessary for effective communication



PAVE THE WAY

Pave the Way helps improve your memory retention and skills to help deliver information accurately



TRICKLE

Focused on creating a sense of professional collaboration between participants



ENSEMBLE

Through this game professionals can learn how to work together to solve problems

PRODUCTS AND SERVICES

ALL-IN-ONE CUSTOMER SERVICE SOLUTION FOR SOCIAL MEDIA MANAGEMENT

Social Media is a powerful tool that customers use to express their opinions and share their experiences about brands & businesses in their communities. Social Media Management consists of a balancing act between managing customer expectations, achieving customer satisfaction and protecting a brand's online 'social' reputation.

CustomerService.ae provides companies an opportunity to enhance their customers' experience by managing their social media accounts. Our team expertly handles customer queries in real-time with an average response time of under 1 minute.



INDUSTRY RECOGNITION FOR EXCELLENCE



MALL OF ARABIA



الغوليا
GLORIA HOTEL

GLORIA HOTEL



DUBAI COURTS



TECOM INVESTMENT

SPORTER.com

SPORTER.COM



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بنك نيزوا
Bank Nizwa

BANK NIZWA



CUSTOMER EXPERIENCE IS EVERYTHING

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