

# Middle East's only government-focused contact centre event to take place in Dubai

DUBAI, UNITED ARAB EMIRATES, April 9, 2015 /EINPresswire.com/ -- Senior contact centre heads and managers from Middle East's leading government organisations will be gathering at the Government Contact Centre Middle East



**GOVERNMENT CONTACT  
CENTRE SUMMIT**  
Middle East

Summit, to address some of the biggest challenges faced in achieving a world-class customer experience in the contact centre. This event will take place from 17-20 May at the Dusit Thani Dubai, UAE.

[www.governmentcontactcentre.com/news](http://www.governmentcontactcentre.com/news)

One of the key highlights of this event will be the Government Contact Centre Excellence Awards taking place on 18 May. This prestigious awards event will recognise those contact centres that are going above and beyond 'business as usual' in a bid to increase their customer service and customer satisfaction.

Hear from speakers from the leading government organisations including:

- Omar Al Kaabi, Director of Call Centre, Department of Transportation (DOT), UAE
- Heba Bahaj, Head of Customer Service, Emirates Identity Authority (EIDA)
- Captain Mohammad Obaid, Head of Call Centre, Dubai Police
- Fatma Al Wali, Head of Customer Service, Ministry Of Health UAE
- Rosetta Carrington Lue, Chief Customer Service Officer, City of Philadelphia, USA
- Muhammed Sarwar Valiahad, Senior Specialist, Roads & Transport Authority (RTA) Dubai

The Government Contact Centre Middle East Summit will take place from 17-20 May at the Dusit Thani Dubai, UAE, with sponsors including Vocalcom, Serco Global Services, Raya Contact Center, and SESTEK.

Find the full programme, speaker list and registration form at

[www.governmentcontactcentre.com/news](http://www.governmentcontactcentre.com/news), call +971 4 364 2975 or email [enquiry@iqpc.ae](mailto:enquiry@iqpc.ae).

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[www.governmentcontactcentre.com/news](http://www.governmentcontactcentre.com/news)

Press are invited to attend this important industry forum. If you would like a complimentary press pass, please email Shrutika Shetty at [shrutika.shetty@iqpc.ae](mailto:shrutika.shetty@iqpc.ae).

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