

Middle East government contact centres focus on meeting growing citizen expectations

Stakeholders to discuss how to implement innovative strategies to help contact centres improve citizen satisfaction in an era of rising expectations.

DUBAI, NON-US, UNITED ARAB EMIRATES, February 2, 2016 /EINPresswire.com/ -- The 2nd Annual Government Contact Centre Middle East Conference is taking place from 20 - 23 March 2016 in Dubai, UAE, to help heads of contact centres, call centres and customer service from the region's government organisations to effectively overcome their current challenges and plan progressive transformations while facing tightening budgets.

Stakeholders at the conference will discuss how to implement innovative strategies to help contact centres embrace digitalisation, reduce overhead costs and improve citizen satisfaction in an era of rising expectations.

In addition, the prestigious Government Contact Centre Excellence Awards ceremony will take place in conjunction with the conference on 21 March 2016 to recognise achievements and innovation from the region's leading government organisations.

www.governmentcontactcentre.com/news

The conference will gather decision makers responsible for government contact centres in the Middle East to learn directly from international and regional experts who have already successfully delivered world-class contact centres for their organisations.

Speakers include:

- Jamal Ahmed Mohammed Al Ammari, Head of Division Planning and Development, Dubai Police Call Centre, Dubai Police
- Brady Jacobsen, General Manager - Customer Sales and Service, Australia Post
- Tarek ElMoura, Division Director Strategic Performance, Abu Dhabi Education Council
- Zubair Al Junaidi, Head of Government Communication Department, Sharjah Education Council
- Muhammed Sarwar, Contact Centre Manager, Roads and Transport Authority, Dubai
- Khaled Yousry ElGouhary, Leadership and Capacity Advisor, UAE Government
- Captain Mohammed Obaid, Head of Call Centre 901, Dubai Police
- Jody Grima, Director - Contact Centres, Service New South Wales, Australia
- Ahmed Abdo, Senior Vice President, Head of Customer Contact Services, Abu Dhabi Commercial Bank
- Noora Sajwani, Director - Customer Care, Dubai Department of Economic Development
- Saood AlNeyadi, Division Director Customer Service, Abu Dhabi Education Council
- Saima Khan, Customer Experience and Relationship Management Specialist, Roads and Transport Authority, Dubai
- Ahmed Sabry, Head of Call Centre, RAK Free Trade Zone
- P.V. Balamurali, Senior Quality Assurance Analyst, Abu Dhabi Water and Electricity Authority
- Marc Karschies, Managing Partner, Karschies, Ceron & Alred Consultants

- ...and many more.

The 2nd Annual Government Contact Centre Middle East Conference will take place from 20 - 23 March 2016 in Dubai, UAE, and will feature a mix of keynote sessions, case studies, technical presentations and high-level networking sessions. Sponsors include Uniphore, Genesys and Interactive Intelligence Group.

Find the full agenda, speaker list and registration form at www.governmentcontactcentre.com/news or call +971 4 364 2975 or email enquiry@iqpc.ae for more information.

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