Automation.bh

Webinar

AI for customer service: chat and WhatsApp agents

How to answer customers faster on your website and WhatsApp with AI agents, while keeping a human in control.

Customers expect quick answers at any time of day. This webinar shows how AI agents can handle common questions, book appointments and pass complex cases to your team with the full context.

What you will learn

- Which customer questions an agent can answer well
- Training the agent on your own content
- Handing over to a human at the right moment
- Measuring response time and satisfaction

Agenda

1. The new customer expectations (10 min)
2. Live demo: website and WhatsApp agent (25 min)
3. Setting rules and hand-over (15 min)
4. Questions and answers (10 min)

DATE
13 January 2027, 17:00 – 18:00

FORMAT
Online

LOCATION
Online (link sent after registration)

DURATION
1 hour

LANGUAGE
Arabic and English

PRICE
Free

SEATS
300

REGISTER BY
12 January 2027

Who should attend

Customer service, sales and contact centre managers.

Request a place

Fill in the request form on the event page, or contact our events team:
events@automation.bh · +973 3668 2813

Sample brochure. Details may change.