



16- May- 2017

SILAH GULF EXCELS AT MIDDLE EAST CONTACT CENTRE CONFERENCE (MECC 2017)



DUBAI – Bahrain headquartered Customer Experience Specialist Silah Gulf participated at The Middle East Call Centre Conference (MECC 2017) the region’s premier contact centre and customer management event. The MECC 2017 platform attracts international experts, subject matter specialists, and regional professionals from the customer service industry and discusses latest technologies and solutions.

Silah Gulf showcased its comprehensive customer service solutions portfolio, including GCC near-shoring capabilities, telemarketing, certified training modules for Contact Centre professionals and latest technology solutions such as Robotic Desktop Automation speech analytics and web chat.

Silah's Chief Executive, Ricardo Langwieder-Görner, delivered a key note speech highlighting the latest contact centre trends and how Digital is transforming the service industry. Bahrain's leading Outsourcing Service Provider was also awarded with 2 industry accolades. " Best Government Help Desk" (The National Contact Centre of Bahrain); and "Help Desk Manager of The Year "(Mr. Mohammed Rahman CC Operation Manager of McDonald's Bahrain)

Ricardo Langwieder-Görner, commented on the event, "Digital dominance, Robotic process automation, Data supremacy and the transition from product to customer centricity and journeys is forcing organization to adapt their business models. Silah is at the forefront of this transformation and I am honored to accept the two industry awards in behalf of my team"

Silah Gulf is a premium, multi-award winning customer experience solutions specialist headquartered in the Kingdom of Bahrain. Silah was launched in 2009 as a Joint Venture in the Middle East region by UK based Merchants (Dimension Data) and Bahrain's Information & eGovernment Authority and has operations in Bahrain, Kuwait and Saudi Arabia.

For more information on Silah Gulf, please visit www.silah.bh

Contact Details:

Noor Bubshait

Sr. Sales & Marketing Manager

NBubshait@silah.bh