

This is a testament that Burgan Bank’s service quality meets international standards thanks to its ISO 18295-1 certificates.

Burgan Bank has managed to obtain ISO 18295-1 Customer Communication Centres Standard certificate and this is a testament to now its communication center meets international service standards. Burgan Bank proves its service quality with this certification, which is given following audits over many elements of the communication center, including complaint management, recruitment, training, infrastructure, reporting and many more.

Driven by a “boutique banking” concept, Burgan Bank comes up with exclusive and fast solutions to meet consumer needs, and has now managed to certify the value gives to customer satisfaction with its ISO 18295-1 Customer Communication Centres Standard. As this certificate is a testament to the fact that its communication center provides services at international standards, Burgan Bank raises the bar for service quality and customer satisfaction in banking sector, and will continue its works to respond to ever-shifting customer expectations in the sector without any problem whatsoever.

All quality elements with an impact on customer experience are considered.

ISO 18295-1 Customer Communication Centres Standard is a certification given by Bureau Veritas Certification and Call Centres upon an evaluation of all processes from recruitment to training to customer communication to complaint management. This Standard is intended to respond to customer expectations correctly, to offer a fast, reliable and customer-oriented service, to improve customer communication quality and to solve communication problems. This certificate, which defines technical conditions that a customer communication center should meet and builds a framework for customer communication management is audited on an annual basis to ensure sustainability.

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