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Oman Air continues the launch of its new chain of call centres in Malaysia

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Oman Air, the National Carrier of the Sultanate of Oman, announced the soft opening of its new call centre in Kuala Lumpur, Malaysia on November 2nd 2017 beside the current one operates in Oman and the recently launched one in India. This demonstrates the national carrier continued commitment to provide excellent customer service and a seamless guest experience.

The newly opened call centre, which will be managed by call centre experts Interglobe Technologies, will provide support in Thai, Malay, Bahasa, Tagalog, Chinese (Mandarin & Cantonese) languages eight hours on a daily basis and will offer support in English 24 hours on a daily basis one week after the soft opening. The call centre will serve customers from around the world and will be staffed by a professional team, all of whom will offer help and advice in the welcoming manner that Omanis and Oman Air are known for.

Oman Air currently flies to/from Bangkok, Kuala Lumpur, Manila, Jakarta, and Guangzhou in China in the region.

Mahfood Ali Al Harthy, Senior Vice President Sales GCC, Middle East and Africa said: “Oman Air continues its expansion program in the communication field. The opening of the new call centre in Kuala Lumpur, Malaysia is part of a series of new communications centres enabling us to provide the best customer service and support to our valued guests in Asia.”

The opening of the new call centre in Kuala Lumpur forms an integral part of Oman Air’s journey to ‘become the best’.

For more information about Oman Air, visit www.omanair.com

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