

# DAMAC



## About DAMAC

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DAMAC Properties has been at the forefront of the Middle East's luxury real estate market since 2002, delivering residential, commercial and leisure properties across the region, including the UAE, Saudi Arabia, Qatar, Jordan, Lebanon and the United Kingdom.

## The Need of the Client

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DAMAC required an able customer care specialist to handle the queries, complaints and grievances of its large customer base. Due to the capital-intensive nature of real estate services, time of handling and resolution of tickets raised was of essence.

## Solution for the Client

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A well-thought-out and deeply researched solution/package of services was developed for addressing the specific requirements of DAMAC. This included a variety of complementary services, built around the core solution consisting of inbound support (global) for those people who enquired about properties in Dubai.

## Results from the Solution

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The services that we delivered included resources, timelines, and overseeing the entire execution process of the solution from implementation to feedback integration.

DAMAC gained the utmost in terms of client satisfaction, as the number of grievances addressed grew to eclipse previous performance.

The positive impact of our services on the business of the client was there for all to see, and the client acknowledging the high quality of the services we delivered added another feather to our already burgeoning hat.

Go4customer incorporated the learnings from our solution deployment for DAMAC into our existing processes so as to evolve our services for the tech-driven future!