

Skills shortage impacts on customer care in Nigeria

Nigeria has expressed concern over lack of manpower and expertise in the field of information and communication technology.

This came to light at the Customer Service and Contact Centre conference for West African countries, organised by Aitec Africa in partnership with Huawei.

The Lagos conference was a follow up to the initial workshop held in Nairobi, Kenya, two weeks ago where Africa was urged to address the shortcomings in technology.

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