

Agenda:

11:45 - 12:00 Registration & Welcome

12:00 - 12:15 The Modern Contact Centre Technology Landscape

12:15 - 12:45 Jo Causon, CEO of The Institute of Customer Service Presents The Key Customer Service Trends of 2019

13:00 - 13:15 The Real Cost of Poor Service

13:15 - 14:00 Bringing the Customer Journey to Life

14:00 - 14:15 Break

14:15- 14:30 Employee Empowerment 2.0 – How You Can Evolve Your Engagement Efforts

14:30 - 15:15 Charmaine Vallance-Poole, Holland & Barrett's Head of Customer Experience Presents a First-hand Account of Their Transformation Journey

15:15 - 15:30 De-Scoping for PCI Compliance in the Modern Contact Centre: Risks and Security Benefits.

15:30 - 15:50 Killer Hacks to Make Service Conversations Great

15:50 - 16:15 The Future of CX in Retail – Expert Opinion: a Q&A with Manuela Pifani, founder of the CX consultancy CXellence

16:15 - 16:30 Q&A, wrap-up and close.

16:30 - 17:30 Networking & drinks.