

Programme

Multi-channel customer experience and the future of contact centres

Thursday 24 October 2019 | London

In this multi-channel, customer-centric world, contact centres play an increasingly important role.

The digital age, heightened customer expectations and a desire to rebalance the landlord-resident relationship are changing the way we interact and deliver services – and contact centres have an increasingly vital role to play.

10:00 Registration and refreshments

10:30 Welcome and introduction
Richard McCrossan, Head of Digital EMEA, Genesys

10:40 Getting your contact centre culture right
Jo Causon, Chief Executive, Institute of Customer Service

11:20 Future contact centre trends – what you need to know
Dr Nicola Millard, Head of Customer Insight and Futures, BT Global

12:00 Refreshments and networking

12:15 Getting the most from your housing association centre
Laura Welch, Digital Delivery Performance Leader, Home Group

12:45 Contact centre automation and what it means for social housing providers
Gary Beddow, AWS Business Development Director, Arcus Global

13:15 Lunch

14:15 Self-service checkouts in a contact centre setting
Ryan Cooper, Product Manager, The Learning Pool

14:45 Integrating AI into the customer experience – what you need to know
Scott Summers, CEO, Fuzzlab

15:05 Delivering a seamless multi-channel customer experience
Richard McCrossan, Head of Digital EMEA, Genesys

15:45 Close