

Programme

Multi-channel customer experience and the future of contact centres' Thursday 21 January 2021

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

The Covid-19 pandemic, the shift to digital, 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.

Housing providers are spending millions to upgrade their contact centres and make them fit for purpose in an age where customers expect a high-quality seamless experience over many different channels.

10:20 Welcome and introduction
Jon Land, HQN

10:30 The importance of contact centres in delivering first-class customer service
Jo Causon, Chief Executive, The Institute of Customer Service

11:10 The journey to achieving a multi-channel customer experience
John Chadwick, Director of Programme Delivery – Customer Experience, Stonewater and Emma Cook, Assistant Director of Customer Contact Services, Stonewater

11:40 Why the future of contact centres should be shaped around customers and colleagues
Amy Cheswick, Director of Customer and Partners, Raven Housing Trust

12:10 Break

12:30 Multi-channel customer experience – how Thirteen Group are doing things differently
Michelle Younger, Director of Experience, Thirteen Group

13:00 Better outcomes for AI infused digital experience
Richard McCrossan, Strategic Business Director, Genesys

13:30 Making life easier for residents (session title TBC)
Scott Summers, Fuzzlab

13:45 Closing remarks