

# CONTACT CENTRE SUMMIT NSW

THE FUTURE OF CUSTOMER CONTACT

WEDNESDAY FEBRUARY 14TH, 2024  
DOLTONE HOUSE - HYDE PARK  
SYDNEY NSW



## SPEAKERS



Matthew Parkes  
Head of Contact Centres



Deborah Dolan  
Head of Customer Experience



Nathan Peters  
Head of CTB Operations,  
Group Operations



Tim Powell  
Head of National Contact Centres & Payments



Sally Sylvester  
Head of Customer Solutions



Jason Smith  
Director of Customer Experience



## KEY TOPICS

- Create better digital experiences and enable self-service
- How contact centers can leverage AI without losing the human touch
- Driving retention in a high turnover work force
- Creating a Supportive Culture: Fostering Mental Health Awareness and Acceptance

## WHO WILL ATTEND?

- Heads/GMs of:
- Contact Centre
  - Customer Care
  - Customer Strategy
  - Customer Service
  - Customer Experience
  - Service Centre

# SUMMIT AGENDA

WEDNESDAY FEBRUARY 14TH, 2024

## 8:30 REGISTRATION, COFFEE & NETWORKING

## 9:00 WELCOME REMARKS

From Chairperson



### 9:10 ATTENDEE SPOTLIGHT

First call resolutions - dream or reality?

## 9:40 PANEL DISCUSSION: THE JOURNEY TO WORLD CLASS CUSTOMER CARE

- Create better digital experiences & enable self-service
- Shifting from cost centre to profit centre
- Understanding the evolving role of contact centres
- Enhancing CX for increased customer loyalty & lifetime value

**Matthew Parkes**, Head of Contact Centres, Tyro  
**Nicole James**, Director Service Centre, Transport for NSW  
**Nathan Peters**, Head of CTB Operations, Group Operations, Westpac  
**John Connolly**, Head of Customer Contact Centre, Newcastle Greater Mutual

## 10:20 CASE STUDY: MAXIMISING CONTACT CENTRE EFFICIENCY AND CUSTOMER SATISFACTION

## 10:50 MORNING TEA & NETWORKING

## 11:20 PANEL DISCUSSION: NEXT-GENERATION TECHNOLOGIES & THEIR ROLE IN TRANSFORMING CUSTOMER SERVICE DELIVERY

- Integrating CRM systems for a 360-degree view of customers
- Exploring how automation can streamline customer interactions
- Optimising agent performance & promptly address CX issues

**Tim Powell**, Head of National Contact Centres & Payments, Teachers Mutual Bank  
**Deborah Dolan**, Head of CX, Bingo Insurstrisies  
**Jason Smith**, Director of Customer Experience, Foxtel Group  
**Patrick Lloyd**, Director Enterprise Workflow Technology Support, ATO

## 12:00 CASE STUDY: THE POWER OF CONNECTIVITY: LEVERAGING ADVANCED COMMUNICATION SOLUTIONS FOR CONTACT CENTRE SUCCESS

## 12:30 LUNCH & NETWORKING



### 1:10 INTERACTIVE WORKSHOPS

- Real-Time Metrics and Performance Monitoring
- Implementing Virtual Agents for Customer Service Excellence
- Improving Agent Productivity and Satisfaction
- Optimising Contact Centre Efficiency and Agent Productivity
- Elevating Customer Experience through Quality Assurance

## 1:50 PANEL DISCUSSION: CONTACT CENTRE WORKFORCE CAPABILITIES - MEETING DEMAND THROUGH EXCEPTIONAL EX

- Best practice for employee recognition & rewards
- Understanding key factors contributing to high turnover rates in contact centers
- Upskilling for the new nature of work
- How your employee experience can affect your customer experience
- Career development & growth opportunities

**Kevin Watts**, Head of Customer Service Excellence, alintaenergy  
**Sally Sylvester**, Head of Customer Solutions, O'Brien Glass  
**Toby Ellis**, Head of Customer Services, AMP

## 2:30 CASE STUDY: FUTURE-PROOFING YOUR CONTACT CENTRE: EMBRACING NEXT-GENERATION COMMUNICATION SOLUTIONS

## 3:00 AFTERNOON TEA & NETWORKING



### 3:20 CONTACT CENTRE SCENARIO

## 3:40 KEYNOTE: CREATING A SUPPORTIVE CULTURE: FOSTERING MENTAL HEALTH AWARENESS AND ACCEPTANCE

**Gregory Chong**, Head of Contact Centres, Booktopia

## 4:10 CLOSING REMARKS FOLLOWED BY NETWORKING DRINKS