

CONTACT CENTRE SUMMIT NSW

THE FUTURE OF CUSTOMER CONTACT

WEDNESDAY FEBRUARY 14TH, 2024
DOLTONE HOUSE - DARLING ISLAND
NSW



SPEAKERS



Gregory Chong
Head of Contact Centres



Deborah Dolan
Head of Customer Experience



Toby Ellis
Head of Customer Services



Tim Powell
Head of National Contact Centres & Payments



Sally Sylvester
Head of Customer Solutions



Vanessa Wong
Head of Customer



KEY TOPICS

- Create better digital experiences and enable self-service
- How contact centres can leverage AI without losing the human touch
- Driving retention in a high turnover workforce
- 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

John Connolly, Head of Customer Contact Centre, Newcastle Permanent Building Society

Kyle Walsh, Manager of Contact Centre & Operations, Ausgrid

Vanessa Wong, Head of Customer, Cleanaway
Moderator: **Mike Johnson**, Sales Director, Nice

10:20 CASE STUDY: THE AUGMENTED AGENT - DEEPER CONNECTIONS OR DEEP FAKES

Luke Jamieson, Solutions Consultant, Upland Software

10:50 SPEED NETWORKING

11:00 MORNING TEA

11:30 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 addressing CX issues

Tim Powell, Head of National Contact Centres & Payments, Teachers Mutual Bank

Deborah Dolan, Head of CX, Bingo Industries

Patrick Lloyd, A/G Assistant Commissioner Enterprise Work Management, ATO

Moderator: **Cameron Pethybridge**, Head of Contact Centre, Compassion Australia

12:10 CASE STUDY: RETAIN CUSTOMERS AND REDUCE COSTS WITH AI

Riyaz Mohammed, Lead Solutions Engineer, RingCentral

12:40 LUNCH & NETWORKING

1:20 INTERACTIVE WORKSHOPS

- Case study examples: Driving critical business metrics and automating quality management in contact centres
- Elevating customer experiences: The future of contact centre outsourcing
- Disruption by design: Breaking, assessing and improving virtual assistants
- Developing leadership and management skills to drive your contact centre to success
- Should AI always be watching and listening? Managing hyper personalisation in a digitally risk adverse world to drive better customer experiences
- Maintaining employee motivation through collaboration to reduce staff turnover
- How AI, analytics and automation converge to reduce the engagement capacity gap

2:00 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 centres
- Upskilling for the new nature of work
- How your employee experience can affect your customer experience
- Career development & growth opportunities

Sally Sylvester, Head of Customer Solutions, O'Brien Glass

Toby Ellis, Head of Customer Services, AMP

Blair Redfern, Head of Customer Support, Spaceship
Moderator: **Adele Sheers**, Associate Director, Datacom

2:40 CASE STUDY: OPTIMISING CUSTOMER CHANNEL STRATEGY: UNVEILING CUSTOMER CHANNEL PREFERENCE THROUGH DATA ANALYSIS

Maurice Zicman, Vice President, Teleperformance

3:10 AFTERNOON TEA & NETWORKING

3:30 KEYNOTE: CREATING A SUPPORTIVE CULTURE: FOSTERING MENTAL HEALTH AWARENESS AND ACCEPTANCE

Gregory Chong, Head of Contact Centres, Booktopia

4:00 CLOSING REMARKS FOLLOWED BY NETWORKING DRINKS

5:10: EVENT END