

CONTACT CENTRE SUMMIT VIC

THE FUTURE OF CUSTOMER CONTACT

WEDNESDAY AUGUST 28TH, 2024

MARVEL STADIUM, MELBOURNE, VIC



SPEAKERS



World Vision
Hope, Joy and Justice for ALL Children

Elisa Iurato
Chief Customer and Retail Officer



BOROONDARA

Jeanine Nieuwenhuizen
Chief Customer Officer



FOXTEL

Jason Smith
Director of Customer Experience



alintaenergy

Kevin Watts
Head of Customer Service Excellence



nab

Kate Liggett
Head of Customer Insights, Strategy & Innovation



CITIPOWER **POWER OF AUSTRALIA**

Daniel Bye
Head of Customer Connections and Requests

KEY TOPICS

- The journey to world-class customer care
- Building seamless customer journeys through a holistic omnichannel strategy
- Prioritising employee experience to boost contact centre capabilities
- Transforming contact centres from cost to profit

WHO WILL ATTEND?

Heads/GMs of:

- Contact Centre
- Customer Care
- Customer Strategy
- Customer Service
- Customer Experience
- Service Centre

SUMMIT AGENDA

WEDNESDAY AUGUST 28TH, 2024

8:30 REGISTRATION, COFFEE & NETWORKING

9:00 WELCOME REMARKS

From Chairperson



9:10 ATTENDEE SPOTLIGHT

What is the right balance of self-service?

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

- Enabling self-service to create better digital experiences
- Shifting from cost centre to profit centre
- Understanding the evolving role of contact centres

Elisa Iurato, Chief Customer and Retail Officer, World Vision

Jeanine Nieuwenhuizen, Chief Customer Officer, City of Boroondara

Kate Liggett, Head of Customer Insights, Strategy & Innovation, NAB

Patrick Vardhan, Head of Customer Experience, Cars24

10:20 CASE STUDY: FOSTERING LONG-TERM LOYALTY THROUGH EFFECTIVE CUSTOMER EXPERIENCE

10:50 SPEED NETWORKING

11:00 MORNING TEA

11:30 PANEL DISCUSSION: BUILDING SEAMLESS CUSTOMER JOURNEYS THROUGH A HOLISTIC OMNICHANNEL STRATEGY

- Integrating disparate channels for a 360-degree view of customers
- Exploring key metrics to measure channel success
- Leveraging key customer data to personalise interactions

Daniel Bye, Head of Customer Connections & Requests, CitiPower & Powercor

Jason Smith, Director of Customer Experience, Foxtel

Greg Curcio, Director of Customer and Performance, Knox City Council

James Kelly, Head of CX Strategy, Design and Insight, TelstraSuper

12:10 CASE STUDY: EMPOWERING AGENTS THROUGH INSIGHTS TO ENHANCE WORKFORCE MANAGEMENT

12:40 LUNCH & NETWORKING



1:20 INTERACTIVE WORKSHOPS

- Modernizing contact centre communication: Enhancing CX with cloud-native phone system
- Best practices for monitoring, evaluating, and improving agent performance
- Driving critical business metrics and automating quality management in contact centres
- Elevating customer experiences: The future of contact centre outsourcing
- How AI, analytics and automation converge to reduce the engagement capacity gap
- Integrating new technology to transform your contact centre while maintaining operations
- Enhancing collaboration and knowledge-sharing within your contact centre and across your organisation

2:00 PANEL DISCUSSION: PRIORITISING EMPLOYEE EXPERIENCE TO BOOST CONTACT CENTRE CAPABILITIES

- 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

Kevin Watts, Head of Customer Service Excellence, Alinta Energy

Brandon Davis, Director of Contact Centre, Uniting Agewell

Avryl Zangalis, Head of Service Delivery, CPA Australia

Christine Gourdoulis, Director of Contact Centre, Sigma Healthcare

2:40 CASE STUDY: EXPLORING CHANNEL TRENDS THROUGH CUSTOMER DATA TO OPTIMISE INTERACTIONS

3:10 AFTERNOON TEA & NETWORKING

3:30 KEYNOTE: IMPROVING MENTAL WELLNESS IN CONTACT CENTRES: STRATEGIES FOR SUPPORT AND RESILIENCE

4:00 CLOSING REMARKS FOLLOWED BY NETWORKING DRINKS

5:10: EVENT END