

forum

QUARTERLY FORUM 22 MARCH 2018

St. Peter's House, 2 Lawrence Street, Stockport. SK1 1DL

Please note, there is no parking on site. A

NCP car park is directly opposite the train station, opposite the Sky building.

Agenda

12:30pm Registration, light lunch, refreshments and networking

1pm **Welcome** Jane Thomas, Managing Director, Call North West

1:05pm **Welcome to Sky** Stacey Hill, Head of Sales Operation, Sky

Stacey and her team of outstanding Managers present how they embrace the need to deliver outstanding service to Sky customers via Webchat and SMS – a real insight into an incredible and continuous journey.

Attending delegates will enjoy the opportunity of learning how Sky leads the way through channels which many businesses are only just discussing. They will share the challenges, learning curves and successes along with how such delivery has enhanced the customer journey & helped differentiate their service in a very competitive market.

Ask the Experts Sky Management Team

Your chance to ask the team all your questions about Sky's experience in delivering these Services - Go away fully armed with real insight you can apply to your own business.

An Insight into Sky's Award Winning Entries Sky Award Winners

Best Customer Engagement and Best people Engagement. The team will share details of both initiatives and how their outstanding results positively impact the business. Delegates will learn how both of the awards underpin Sky business strategy.

3:15pm Refreshment break and networking

3:35pm **Industry Updates** Key dates and events update

3:40pm **Sharing Best Practice: The CX Challenge** Nicola Sawford, Director, Customer Whisperers

Nicola will chair and lead the group in an interactive session with the objective of sharing experience and intel from the contact centre industry as well as other sectors using subject headlines to guide the session:

- Who's delivering what – well?
- 'Quick wins' and best practice
- What are our current/future challenges in getting it right for our customers?

4:20pm **Members Roundup** An opportunity ask/update other members with any questions.
