

QUARTERLY FORUM

THURSDAY 19 SEPTEMBER 2019

Agenda

12:00pm	Registration	
	Network with other North West contact centre professionals over a light lunch.	
1:15pm	Welcome	Jane Thomas, MD, Call North West
1:20pm	Welcome to 8x8 EveryCloud	Rob Mukherjee, Director of Transformation, EveryCloud
	A people-led future: what does this mean to you?	
	Rob will set the scene through an interactive <i>quick-hit</i> session to collectively gain delegate thoughts on what this statement means to their business.	
1:30pm	Designing and building a people-led future	Rob Mukherjee, Director of Transformation, EveryCloud
	In this digital age, it can be all too easy to be swept along by technology and overwhelmed by talk of artificial intelligence, machine learning and digital transformation. Of course technology has a massive part to play in the future of our Contact Centres – but how do we ensure we build a people-led future fuelled by technology... rather than a technology-led future fuelled by people?	
2:20pm	Break for refreshments	
2:45pm	Sharing of Best Practice	
	Roundtable session. A unique opportunity to share experiences, thoughts and pose questions in this collaborative session which will take the theme of this forum – ‘A people-led future fuelled by technology’ & address key areas within it:	
	<ul style="list-style-type: none"> • Trends in the modern Contact Centre workforce • Culture trends and best practice initiatives from the region • Keeping pace with employee and customer expectations • The “fuel”: empowering employees with the tools they need most 	
3:45pm	Members Update	Jane Thomas, MD, Call North West
	The opportunity to engage all members on key points of interest. Call North West Diary of events.	
4:00pm	Summary and Close	

details

The Inspiration Room 1
Village Hotel Warrington
110 Centre Park Square
WARRINGTON WA1 1QA

8x8
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