

DIRECTORS CLUB

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BREAKFAST BUSINESS SCHOOL

UNDERSTANDING AI

April 16th

8.30am - 10am GMT

Seminar - Q&A - Discussion

Online via Video Conference

In Partnership With

NICE[®]

LEARN - QUESTION - EXPLORE

Beyond Operational Efficiency

Transforming the contact
centre with automated
customer interaction
summaries

In this web seminar we will explore the real-world potential and implementation challenges of transitioning from manual to automated customer interaction summaries powered by AI.

AGENDA

8.30am - 10am via video conference

LEARN

Beyond Operational Efficiency: Transforming the contact centre with automated customer interaction summaries

Join us as we explore:

- The real-world potential and implementation challenges of transitioning from manual to automated customer interaction summaries powered by AI.
- Current benefits around productivity, costs, and customer experience as well as future possibilities for using summary insights to orchestrate seamless journeys and elevate CX.
- Methodologies for quantifying cost savings from reduced after call work and more efficient operations.
- Lessons learned on change management, building agent trust, and ensuring accuracy of AI-generated summaries.

QUESTION

Q&A session allowing delegates to ask questions arising from the seminar.

EXPLORE

A lively roundtable-style discussion on how emerging AI use cases, accelerating innovation, and pushing boundaries will uncover a vision for the contact centre powered by thoughtful human-AI collaboration.

DELIVERY

We use the Google Meet video conference platform to deliver our Breakfast Business School web seminars. No downloads. Any device. Any browser. No stress!

All delegates will be on screen and we ask that cameras are switched on during the opening introductions and the interactive elements of the agenda.

CHATHAM HOUSE RULE

Our web seminars are closed events with no external audience and no video recording or transcript distribution.

The Chatham House Rule will be invoked, creating a confidential and trusted forum for the exchange of ideas, opinions and experiences.

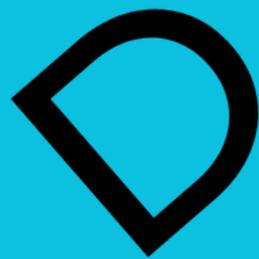
PARTNER

Breakfast Business School is free to attend thanks to the generosity of our partners.

This web seminar is facilitated and supported by NICE, a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center – and beyond.

REGISTER

You will find a registration link in the covering email or post. If you have any questions, please contact Jon Snow.



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