

DIRECTORS CLUB

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BREAKFAST BUSINESS SCHOOL

WEB SEMINAR

January 24th, 2024

8.30am - 10am

Seminar - Q&A - Workshop

Online via
Video Conference

Supported by

VERINT®

LEARN - QUESTION - EXPLORE

Brilliant Bots, Clever AI and Seamless Automation

Delivering a superlative customer experience has never been more challenging for organisations and their workforces. Interactions are rising, with customers expecting more from each channel. So how can AI, bots and automation help you understand your customers better and provide them with what they want....and more?

AGENDA

8.30am - 10am via video conference

LEARN

A seminar with Maurice van der Heijden and Nadia Blinova

Brilliant Bots, Clever AI and Seamless Automation - The Key Ingredients for Winning with Customer Experience

Join us as we illuminate the following themes:

- The latest wave of AI, and how it can help your organisation
- How to future-proof your delivery of CX for the challenges that lie ahead
- How bots can help deliver cost effective, tangible CX programmes

QUESTION

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

EXPLORE

A lively roundtable-style discussion on what the future holds for CX via digital channels.

DELIVERY

We use the Google Meet video conference platform to deliver our 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 or video recording distribution.

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

SPONSOR

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

This web seminar is facilitated and supported by Verint, the customer engagement company.

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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