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# DIRECTORS CLUB

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## INTRODUCING THE INNOVATORS: COVEO

AI + Web Self-Service = New Customer Economics

Understand The Science That Is Challenging Your Business

March 29<sup>th</sup> 1pm – 2pm BST

LIVE WEBINAR

# AI + Web Self-Service = New Customer Economics

## Understand The Science That Is Challenging Your Business

March 29th 1pm – 2pm BST

The speed of innovation in customer self-service is frighteningly fast, presenting opportunities for the disrupters and changing the economics of business.

Customer-centric leaders need to know about the innovators who are literally changing the way we work and deliver service; hence our webinar series Introducing The Innovators.

Join me for a one-hour Leadership Webinar on Wednesday, March 29th at 1pm BST, when I will be introducing Coveo to the UK and giving an exclusive first-sight of how AI-powered search can supercharge web self-service.

This webinar is **free of charge**.

### Agenda

During a 30-minute presentation, you will learn:

- The differences between traditional web self-service and AI-powered intelligent self-service
- Best practices for leveraging the collective knowledge in your organization to improve self-service results and the customer experience
- How you can automatically learn from your customers to always deliver the most relevant answer for everyone, without manual effort

Then I will host 30-minutes of Q&A when you can ask the experts your questions.

### Who Should Attend

This webinar is aimed at forward-thinking leaders who wish to stay ahead of the curve on new and emerging tech as well as new tech-driven business strategies.

Roles that will benefit from attending this webinar include customer service, self-service, sales support, customer experience, customer contact, customer operations, digital and online.

## **Register**

Register your place (free of charge) via the secure link below:

<https://attendee.gotowebinar.com/register/2423394377654161667>

If the link fails to open, copy and paste it into your browser.

Feel free to forward this invitation to colleagues and connections.

## **Can't Make The Date?**

If you can't make the date, register normally via the link above and you'll receive the video link after the live broadcast.

## **Introducing The Innovator**

Coveo helps companies transform by bringing relevance to every interaction their business has with customers, partners and employees. Coveo improves customer, partner and dealer engagement, and upskills employees with self-learning, AI-powered insights and recommendations across all digital experiences. Its intelligent solutions drive self-service success from websites to contact centres and intranets.

If you have any questions regarding this webinar, please reply to this email.

I hope to have your company on March 29th.

Kind regards,

Jon Snow

Chairman

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