



Est. 2010

Directors Club[®]

To endeavour. To achieve

CX Insights Exchange

ROUNDTABLE DISCUSSION VIA VIDEO CONFERENCE

How Does Working From Home Impact Your Customers' Experience?

An exchange of insights on the CX impact of customer-facing staff working from home

When

Thursday, August 6th, 10.45am – 12pm BST

Format

Online roundtable discussion via video conference

Equipment Required

You can participate via your laptop, smartphone or tablet
using standard home broadband

Who

Senior leaders of and stakeholders in the customer experience

R.S.V.P.

Delegate places are limited by the online roundtable format

Please register now via the link in the covering email

Dear Members & Invited Guests,

You are cordially invited to participate in a **Directors Club® CX Insights Exchange** roundtable discussion via video conference on Thursday, August 6th at 10.45am – 12pm BST.

How Does Working From Home Impact Your Customers' Experience?

An exchange of insights on the CX impact of customer-facing staff working from home

This is an opportunity for senior CX leaders and stakeholders to come together, in a confidential and trusted forum, and share insights and experiences regarding the management and improvement of customer experience during this current stage in the national pandemic response.

The **Chatham House Rule** will be invoked and there will be no viewing audience or distributed recording.

This event is **free of charge** for Directors Club® members and our invited guest.

R.S.V.P.

If you'd like to accept this invitation, please register via the link in the covering email.

We only have a limited number of places due to the roundtable format. These will be allocated on a first come basis. Please register as soon as possible to avoid disappointment.

Who Will Attend?

We are inviting senior leaders of and stakeholders in customer experience insight, management and innovation.

Series Sponsor

This educational series is supported and facilitated by [TTEC](#), a leading global customer experience technology and services company.

TTEC work with their clients to assess every consumer touchpoint and then put in place the best people, technology, processes and mindset needed to make your brand's customer experience truly outstanding. TTEC are customer experience experts.

Directors Club® United Kingdom

Today's [Directors Club®](#) has its origin as a supper club in London's Mayfair.

The Directors' Dining Club, as it was known, had its home at Claridge's Hotel and brought together business leaders of the day to discuss trends and disruptive forces for change.

In February 2010, Jon Snow (founder and chairman) re-constituted the dining club as the Directors Club® and so a business lifestyle and networking institution was born.

The Club motto **To endeavour. To achieve** captures the spirit of the organisation and the ambitions of its members.

Membership is by invitation or recommendation.