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Directors Club[®]

To endeavour. To achieve

Winner's Webinar

SHOWCASING THE WINNERS OF THE UK NATIONAL INNOVATION AWARDS 2020

Title

Crack the Code on Contact Centre Automation
Top 5 Agent Assist Tools for 2021

Presented By

Jacada

Award Category Winner

Innovations In Customer Interaction Automation

When

Thursday, October 22nd, 1pm – 2pm BST

R.S.V.P.

Please register now via the secure GoToWebinar link below:

<https://register.gotowebinar.com/register/5302583251523268364>

If the link doesn't open, try pasting it into your browser

Please contact jon.snow@directorsclub.world if you require assistance

Dear Members & Invited Guests,

Winner's Webinar by Jacada | Thursday, October 22nd at 1pm – 2pm BST

Directors Club® United Kingdom cordially invite you to attend a webinar by **Jacada**, winner of the **Innovations In Customer Interaction Automation** category of the UK National Innovation Awards 2020.

The session is titled:

Crack the Code on Contact Centre Automation: Top 5 Agent Assist Tools for 2021

R.S.V.P.

This webinar is free and open to all. Click the secure GoToWebinar link below to book your place:

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Overview

As back-to-back winners of this Nationals title, Jacada continues to prove themselves and stand out as an innovation leader in the customer service automation landscape.

The pandemic has drawn our focus toward age-old problems that deserve our attention. Your contact centre **agent desktop** is no exception to this rule.

If your contact centre agent desktop offers a Zen-like experience for your agents and trainers, do not read further. Likewise, if you believe that your customer experience is not dependent on your contact centre employee experience, please stop reading.

Jacada's award-winning Agent Assist solutions simplify even the most chaotic contact centre agent desktops, to deliver an effortless experience that guides both agents and customers to desired outcomes.

Learning Outcomes

Join us on Thursday, October 22nd at 1pm BST, when Jacada will demonstrate some of their recent award-winning solutions while sharing customer stories and implementation best practices.

An action packed, technology intense webinar to help you crack the code on the hot topic dominating 2021 strategy meetings -- contact centre automation.

You will walk away with a better understanding of Agent Assist technology and learn about Jacada's Top 5 "must have" Agent Assist enablers for 2021.

Additional highlights include:

- Agent Assist solutions, what makes them unique.
- Essential building block of Agent Assist technology
- Using real-time speech analytics to drive actions on the agent desktop
- The next wave of knowledge innovation

If you can't make the date or time, simply register as normal and you'll receive the session recording after the live broadcast.

About Jacada

Jacada is a customer service automation company that builds software designed to future-proof your customer experience with robotic automation and artificial intelligence.

With Jacada's one of a kind robot factory, you can automate your customer interactions, conversations and related processes across the entire customer lifecycle to deliver an effortless customer service experience.

You can put an end to complexity in customer service!

For more information on Jacada's award winning solutions visit <https://www.jacada.com>

About 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.