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Directors Club[®]

To endeavour. To achieve

Breakfast Business School

SEMINARS FOR LEADERS

Cutting Through The Digital Transformation Hype

What Is The Role of Robotic Process Automation (RPA) in Delivering Improved CX and Cost Reductions

When

Thursday, November 28th, 8.30am – 10am

Plus 30-minutes of optional networking before and after

Where

[The Ivy Club](#)
9 West Street
London
WC2H 9NE

Who

Senior stakeholders in the customer journey and human resource management

R.S.V.P.

[Click Here To Register](#)

Dear Members & Invited Guests,

You are cordially invited to attend a Directors' Club® **Breakfast Business School Seminar** on Thursday, November 28th at 8.30am – 10am, with 30-minutes of optional networking before and after.

The venue is [The Ivy Club](#), 9 West Street, London, WC2.

This seminar is free of charge as a member or invited guest.

Agenda

8am – 8.30am Arrival, coffee & networking (please arrive by 8.25am)

8.30am – 10am Seminar

10am – 10.30am Coffee & networking (optional)

The Ivy's signature breakfast canapes, tea, coffee and juices will be served throughout

R.S.V.P.

If you'd like to accept this invitation, [please click here to register](#).

Seminar Overview

What Is The Role of Robotic Process Automation (RPA) in Delivering Improved CX and Cost Reductions?

With real examples of how organisations are getting the benefits from digital transformation programmes, this seminar will explore the role of **Robotic Process Automation (RPA)** in delivering improved CX and cost reductions.

Join TTEC's **Rafael Domene**, partner and CX expert, as he discusses how organisations are using RPA to help achieve their CX and financial targets.

You'll learn:

- What **Robotic Process Automation (RPA)** is, including Robotic Desktop Automation, and how organisations are using it in contact centres
- How RPA is used to overcome the difficulty of integrating legacy systems to deliver a frictionless customer experience
- The benefits of RPA and how these can be proven quickly and at a low cost
- How to start an RPA programme with minimum disruption to operations and IT
- How the introduction of RPA can drive faster Digital Transformation across all customer engagement channels.

Who should attend?

Leaders from across industry sectors with a stakeholding in customer experience and digital transformation

Leaders with a stakeholding in human resource management and cost control

Networking

Two 30-minute networking sessions before and after the seminar give you an opportunity to meet your peers and expand your network.

Seminar Sponsor

This Breakfast Business School seminar 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.

Learn more by visiting www.ttec.com/emea

Breakfast Business School®

Breakfast Business School is a regular series of leadership seminars, produced by Directors' Club® and designed to inform, educate and inspire our members.

[Click here](#) for more information on Directors' Club®.