

Directors Club

DIRECTORS CLUB UNITED KINGDOM

BREAKFAST & BRIEFING

HOT-TOPIC SEMINAR + ROUNDTABLE DISCUSSION

THE IVY CLUB

MARCH 28TH 2023

WC2 BRANCH



Directors Club

The WC2 Branch of Directors Club United Kingdom cordially invites you to a Breakfast & Briefing at The Ivy Club on West Street, for a relaxed morning of good company, hot-topic learning, and roundtable discussion.

The hot-topic for this gathering is: Empowered Agents In The Age Of Customer Experience.

Our Seminar+ format combines a Hot-Topic Seminar with moderated Roundtable Discussion.

WHEN

Tuesday, March 28th 2023

Teas, Coffees, Juices & Breakfast Canapés from 8.30am

Seminar+ from 9am until 10.30am

Informal Networking until 11am

WHERE

The Loft at The Ivy Club, 9 West Street, London, WC2H 9NE.

COST

There is no cost. You are invited to attend as a guest of the Directors Club United Kingdom.

SEMINAR+ AGENDA

Empowered Agents In The Age Of Customer Experience

HOT-TOPIC SEMINAR

- Customer journeys typically start with Google and many now end in a digital channel
- Journeys that aren't resolved through digital channels end up in the contact centre with agents
- It's therefore typically the complex customer queries and issues that make it through to the agents
- How can you empower agents to deal with this complexity?
- How can you measure complete performance of agents and your processes?
- How can you make this insight actionable?

ROUNDTABLE DISCUSSION

We will discuss key agent support capabilities like real-time guidance, automation, compliance and quality:

- How do you prioritise these - what's the most important to your business?
- Should you have to choose a priority? Is it possible to have it all? If not, why not?

R.S.V.P.

To book your place at the table, please fill out a short online R.S.V.P. form [here](#).

WHO

You will share the morning with a handpicked group of customer-centric leaders from significant businesses.

BUSINESS CASUAL

Guests may choose to wear whatever makes them comfortable.

SPONSORS

This Breakfast & Briefing is generously supported by [NICE](#). With our sponsors' support we can achieve our mission and elevate our members. We encourage guests to engage with our sponsors' representatives.

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