

# Directors Club

DIRECTORS CLUB UNITED KINGDOM

DIGITAL CUSTOMER EXPERIENCE

## LEADERS BREAKFAST

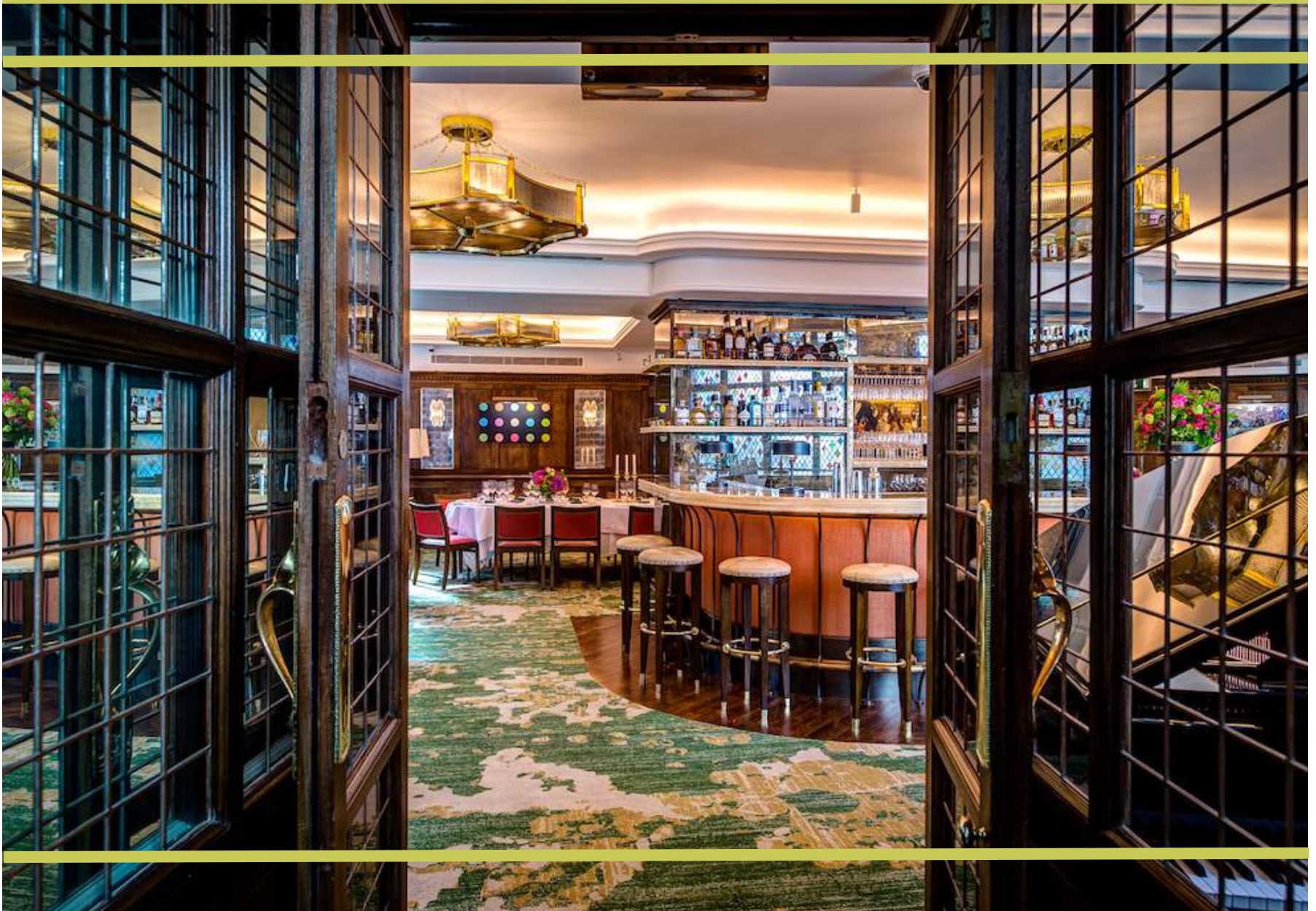
THE IVY, WEST ST, WC2

NOVEMBER 28TH

R.S.V.P.

SUPPORTED BY

TELEPERFORMANCE



London, England

Dear Members & Invited Guests,

Directors Club United Kingdom cordially invites you to attend the annual **Digital Customer Experience Leaders Breakfast** at The Ivy on West Street.

The agenda will mix learning, knowledge-share and networking in a relaxed, informal setting.

The hot-topic for this gathering has been set by Teleperformance and is titled:

*When High-Tech Meets High-Touch: How to use the strength of Generative AI to improve the customer and agent experience*

#### **WHEN**

Tuesday, November 28th

Teas, Coffees, Juices & Breakfast Canapés from 8.30am

Agenda from 9am until 10.30am

Informal Networking until 11am

#### **WHERE**

The Private Room at The Ivy, 1-5 West St, London WC2H 9NQ

#### **R.S.V.P.**

To accept this invitation (no charge), please complete a short online R.S.V.P. form.

Kind Regards,



Jon Snow

Chair

Directors Club United Kingdom

[jon.snow@directorsclub.org.uk](mailto:jon.snow@directorsclub.org.uk)

## **AGENDA**

*When High-Tech Meets High-Touch: How to use the strength of Generative AI to improve the customer and employee experience*

Hosted and facilitated by Teleperformance, you are invited to learn about, question, and exchange ideas on how Generative AI technologies, such as ChatGPT, can empower your people to deliver the experiences your customers need.

All levels of topic knowledge and experience are welcome to participate; from novices to gurus, all are welcome.

## **FORMAT**

Over the 90-minute session, you will hear a presentation from the Generative AI expert, **Paul Joustra**, on the use of AI and in particular, the professional version of ChatGPT as a facilitator of the customer and employee experiences of tomorrow.

Following this, the floor will be open for questions, sharing experiences, and brainstorming ideas for future applications of this exciting technology.

## **TAKEAWAYS**

The session will provide actionable insight to help shape and influence the future direction of your organisation. Delegates are encouraged to take learning points back to their businesses and share them with colleagues.

## **WHO**

You will share the morning with a handpicked group of digital- and customer-centric leaders and stakeholders from significant organisations.

Roles represented around the table will include Digital Customer Experience, Customer Experience, Digital Experience, Customer Service, Customer Care, Customer Support, Chatbot Product Owner, AI, Automation, Self-service et al.

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## VENUE

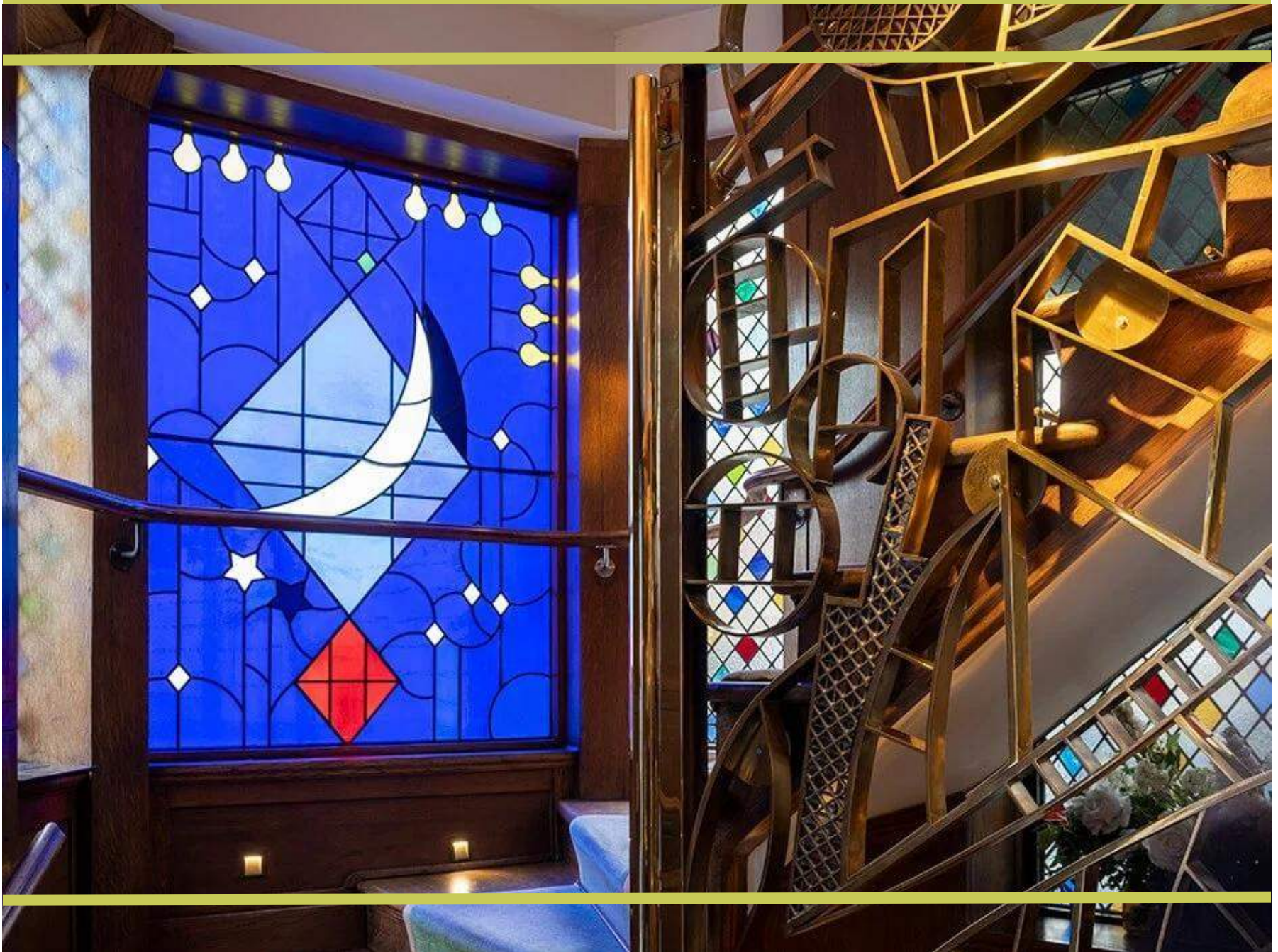
This Leaders Breakfast will take place in the Private Room at The Ivy on West Street, close to the Leicester Square and Tottenham Court Road underground stations.

See the location [here](#).

West Street is the original Ivy restaurant, an art deco-inspired masterpiece of luxury, hospitality and guest experience.

## SPONSOR

We thank [Teleperformance](#) for hosting and facilitating this Leaders Breakfast, enabling a gathering of our members and invited guests to engage with this important topic.





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