

Autumn/Winter 2022



Breakfast Business School®

Autumn Customer Experience Seminar

The Ivy Club, West Street, Covent Garden, London WC2

8.30am - 10am on Tuesday, October 18th 2022

Directors Club United Kingdom



[Directors Club United Kingdom](#) cordially invites you to attend the **Breakfast Business School** autumn customer experience seminar at The Ivy Club, Covent Garden, London.

WHEN

Tuesday, October 18th 2022

Teas, Coffees, Juices & Breakfast Canapés from 8am

Seminar from 8.30am until 10am

Informal Networking until 10.30am

WHERE

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

RSVP

To reserve your delegate place, please complete the online RSVP form [here](#).

COST

There is no cost. This gathering of leaders is generously supported by [Route 101](#) and [NICE CXone](#).

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Breakfast Business School - Autumn Customer Experience Seminar

High Inflation vs Customer Experience: Understanding & Meeting Expectations in a Changing World

How do high inflation, low or negative economic growth, and falling real-wages impact your customers, their engagement with your brand, their potential to re-purchase, and their customer experience expectations?

How do the same factors impact your employees' wellbeing and expectations?

This seminar will combine presentation, Q&A, and small group huddles to try and better understand how we can monitor and engage our customers and employees in these times of economic uncertainty.

The agenda for the seminar will evolve over the summer and registered delegates will be invited to suggest content topics and perspectives ahead of the date.

Themes may include monitoring for changing personal circumstances, wellbeing and vulnerability. The need for self-service to allow agents to focus on vulnerable customers. The roles for AI and other digital technologies when analysing and decisioning.

SPONSORS

Route 101

Route 101 helps businesses choose and use the right technology to make sure their customer experience is the best it can be. Combining industry-leading communications and contact centre solutions, we provide the tools to help you deliver excellent customer experience goals and empower your workers.

We do the heavy lifting, so you don't have to: evaluating your current setup, identifying key areas for improvement, and recommending the right route to take.

NICE CXone

At NICE we are passionate about removing the friction between companies and consumers, creating extraordinary experiences that build brand loyalty and create unbreakable bonds.

We enable organisations to address today's consumer and employee expectations, by delivering effortless, consistent, and personalised digital-first experiences with CXone, the world's leading cloud CX platform.

We are known for our innovation and comprehensive end-to-end CX approach, combining digital entry points, journey orchestration, smart self-service, prepared agents and complete performance suite, all embedded with our purpose-built CX Analytics, AI, and domain expertise.



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