

CALL &
CONTACT
CENTRE
EXPO

CUSTOMER
& USER
EXPERIENCE
EXPO

SHOW GUIDE

16-17 November

ExCel London

Day 1: 9.30am – 4.45pm

Day 2: 9.30am – 4.00pm



Sponsored by

RingCentral



Gamma



odigo

8x8

Zendesk

dialpad

puzzle.

talkdesk

twilio

AtoS

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Thank you to our Partners

Agenda and Speaker Highlights



Katie Gibbs

Katie is a Founding Partner at Emergence Partners. Working with advanced, technology-powered tools, she heads up the consulting team and no matter what the size of business or the sector, she can provide clarity on the right opportunities for advancement. Tired of seeing projects failing due to lack of data or lazy assumptions, she has pioneered the development of an AI-driven toolset and works with clients using empirical data and smart analysis to create a bespoke technology roadmap that supports their employees and customers. Having started her career at one of the 'big four', she prides herself on challenging the traditional consultancy model and bringing clients what they need to leapfrog their competitors and lead their markets. Her passion is merging human-centric design with tech innovation, and regularly speaks on the topic. She's also a Forbes Ignite Fellow, working with like-minded experts in AI and Healthcare to design innovative, tech-powered solutions for good.



Google

In this session you will learn how Google Voice and Video features within the contact centre format. Learn how Google Workspace can leverage productivity across a contact centre in both a



Jacqui Workman

Jacqui Workman is owner and Managing Director of KMB, a Telemarketing agency based in the Midlands. Jacqui has been with the business for over 12 years and has over 20 years' experience in the contact centre industry. Jacqui has a further 10 years' experience working within customer service. Her session on dealing with vulnerable customers is more timely now than ever before. With more than 50% of the UK adult population considered to be in a vulnerable circumstance at any one time, the role of a contact centre agent is getting tougher. It's essential that we support our staff with good initial training and ongoing coaching so that they are equipped to serve our customers well.



James Dodkins

James used to be an actual, real life, legitimate, award-winning rockstar. He played guitar in a heavy metal band, released albums and tore up stages all over the world. James uses this unique experience to energize, empower and inspire his clients and their teams as a 'Customer Experience Rockstar'. Not only is he an international keynote speaker, #1 Best Selling author and host of Amazon Prime's 'This Week In CX', James is also one of the world's top customer experience influencers and content creators.

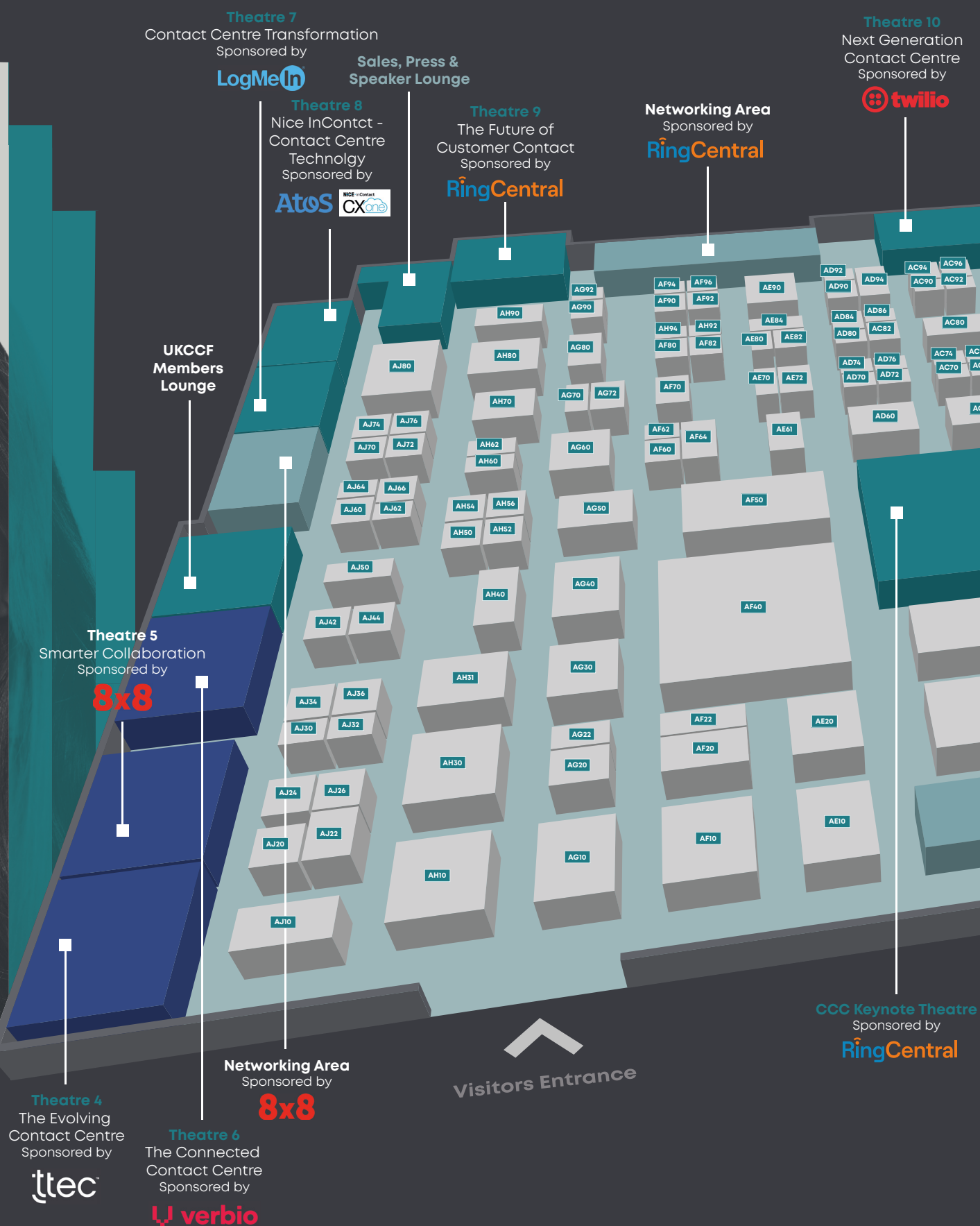


Simon Scott-Nelson and Sadie Restorick, Wellity

Having spent over 20 years in business and corporate leadership across various industries, Founder of Wellity Simon Scott-Nelson discovered first-hand the importance of creating a rewarding work environment for people. After a period of burnout, Simon realised his vocation was to normalise the conversation around mental health and established Wellity in 2017.



Floorplan



CUSTOMER & USER EXPERIENCE EXPO



CALL & CONTACT CENTRE

360 Resourcing Solutions	CC-AC72
3Sixty	CC-AB20
4Net Technologies \ FourNet	CC-AD60
8x8	CC-Z40
8x8	CC-AA30
Aculab	CC-AF80
ADDASOUND DENMARK A/S	CC-AJ42
Akio	CC-AC94
Alscient	CC-X10
Alvaria	CC-AJ44
aVer Information Europe B.V	SC-AJ24
Awaken Intelligence	CC-AA20
Bespoke International Group	CC-Z70
BICS SA/NV	CC-AE70
Blue Prism	CC-AG50
BPA Quality	CC-AH52
Brightcloud & Eleveo	CC-Z10
Britannic Technologies Ltd	CC-AG80
Business systems	CC-AB60
Call Center Resources	CC-AG22
CallCorp Inc	CC-AH54
CallMiner	CC-AH31
Callosseum	CC-AE80
CardEasy	CC-AC74
CCR Magazine	CC-Z84
Cirrus & Gamma	CC-AB80
CITIWAVE SYSTEMS LTD	CC-AC76
Cognigy	CC-AC96
Comdata	CC-AJ30
CommPeak Limited	CC-AE72
Contact Centre Support	CC-AA91
Contact Center World	CC-AC70
ContactCenter4All	CC-AE10
Content Guru Ltd	CC-AH10
Cordant People Ltd	CC-AD76
CrankWheel	CC-AC80
CXReview Limited	CC-AJ34
Daon	CC-AJ50
DDC Outsourcing Solutions	CC-X20
Diabolocom	CC-AC60
Dialfire	CC-AG70
Dialpad	CC-AF10
Dubber	CC-AB52
Eartec Office	CC-AA26
Eckoh	CC-AF22
eGain Ltd	CC-AD94
Enterprise Bot	CC-AJ74
Enterprise Management 360	CC-Y72
Evad	SC-AJ22

Experts Decision	CC-AD92
Exponential-e	CC-AF60
Five9	CC-AE90
FM Outsource	CC-AD80
Foehn & Genesys	CC-AF50
Freshworks	CC-AH30
Genii Ai	CC-AH50
Gnatta	CC-Y84
GoTo Connect	CC-AH40
Hastee	CC-Y70
Hostcomm Ltd	CC-AH60
Indicate me	CC-AA90
Infobip	CC-AG72
Inform Billing Solutions	CC-X24
Inspire Me	CC-Y90
Intelligent Sourcing Magazine	CC-AG92
IRIS	CC-AJ80
IUnetworks	CC-X22
JPL Telecom	CC-AB40
JT Global Enterprise	CC-AJ76
Keynote Theatre 2 Sponsored By RingCentral	CC-AD50
KIAMO	CC-AF70
Koopid Inc	CC-AD90
Lifesize	CUX-X30
Lightico	CC-AD70
Lokulus	SC-AJ10
LumenVox	CC-AD72
Luware AG	CC-AA50
Maximum Network Solutions	CC-AJ72
Mazaru	CC-AF62
Mediatel Data	CC-AH92
Mitel Networks	CC-AH80
Mystery Shoppers Ltd	CC-Y82
Networking Area \ Sponsored by Odigo	CC-Z100
Networking Area Sponsored \ Networking Area sponsored By RingCentral	CC-AF100
Networking area sponsored by 8x8	CC-AK70
Nfon UK LTD	CC-Z60
Nimble Elearning	CC-Y86
Noetica limited	CC-AF92
Novomind	CC-AE82
Odigo	CC-AD30
Odigo UK	CC-Y96
Onecom	CC-AH90
Opus Technology	CC-AH70
Parker Software	CC-Z90
PCI-PAL (U.K)	CC-AC90
Phonexia	CC-AD82
Phonon Communications	CC-AF96
Playvox	CC-AA60
Primo Dialler	CC-AD84
Puzzel Ltd	CC-AD20
QuestBlue	CC-AH56

Read Speaker B.V	CC-AF94
Retia a.s	CC-AH94
RingCentral	CC-AF40
Ringover Group	CC-AJ32
Sales, Press and Speaker Lounge	CC-AH100
Semafone Limited	CC-AG10
Shaped by Iris	CC-AE60
Silver Lining Convergence	CC-AG90
Smart Audio	CC-AB42
SmartAgent	CC-AG30
SmartTribune	CC-Y80
Snom	SC-AJ20
StableLogic	CC-AA24
Synthetic Ltd	CC-AF82
Talkdesk	CC-AA40
Talkie.Ai	CC-AF90
Technology Reseller Magazine	CC-Y94
TechSee Augmented Vision	CC-AJ36
Telavox	CC-AJ64
TelcoSwitch	CC-AE20
The Forum	CC-AD86
The Modular Analytics Co	CC-Z96
Theatre 10 sponsored by Twilio - Next Generation Contact Centre	CC-AC100
Theatre 7 sponsored by GoToConnect by LogMeIn - Contact Centre Transformation	CC-AK80
Theatre 8 sponsored by Atos & Nice InContact - Contact Centre Technology	CC-AK90
Theatre 9 sponsored by RingCentral - The Future of Customer Contact	CC-AJ100
TTEC	CC-AG60
Twilio	CC-AB10
UKCCF	CC-AJ60
Ultimate.ai	CC-AG20
Vee24	CC-AC82
Vier	CC-Z92
VIP Lounge Sponsored By Ring Central	CC-AD10
Voiso	CC-AF64
Vonage Ltd	CC-AG40
Whistl	CC-AB92
Wisper	CC-AH62
World Connection	CC-AJ66
X2O Media	CC-Z72
Xaleon	CC-AC92
XM Reality	CC-AE84
Zendesk	CC-AB50
Zing	CC-AB96
andjump	CUX-W52

CUSTOMER & USER EXPERIENCE

Bunny Foot	CUX-W12
Conjure Ltd	CUX-X64
Cxceed	CUX-W56
Disciple Media	CUX-W22
e-bot7 GmbH	CUX-X62
eSales Hub	CUX-W82
Freshnous	CUX-X72
Freshworks	CUX-W14
Infinity	CUX-X50
In-Tact	CUX-X82
Keynote Theatre 1 Sponsored by Odigo	CUX-X90
KMS Lighthouse	CUX-W24
Limetropy UK	CUX-X86
Live Person	CUX-X66
Masterclass - Sovran	CUX-X40
Membit Bot	CUX-W34
Networking Area Sponsored \ Networking Area Sponsored by NFON	CUX-V50
Oxford Business	CUX-X84
Pixel Tree	CUX-W32
Robo Robo	CUX-X60
Seating Area	CUX-W86
Smartlook	CUX-W26
Sound Control Technologies	CUX-W20
Theatre 17 - Customer & User Experience	CUX-V30
Theatre 18 The Digital Customer Sponsored by Infinity	CUX-V10
TVR Media LTD	CUX-X70
Voice Interaction	CUX-W30

SMART COMMUNICATIONS & CONNECTED BUSINESS

Theatre 4 The Evolving Contact Centre Sponsored by TTEC	SC-AK10
Theatre 5 sponsored by 8x8 Smarter Collaboration	SC-AK20
Theatre 6 - The Connected Contact Centre Sponsored by Verbio Technologies	SC-AK40
UKCCF Members Lounge sponsored by NFON	SC-AK50
Snom Technology	SC-AJ20
Experts Decision	CC-AD92
Aver Information Europe	AC-AJ24

Key Show Floor Features 2021



VIP Lounge

Sponsored by: **RingCentral**

If you've been invited as a VIP guest, speaker or press the lounge will give you the chance to network with your peers in a relaxed and hospitable environment.



UKCCF Members Lounge

Grab a coffee and catch up with your peers in the UKCCF.

Networking Areas

Our dedicated Networking Areas provide ample opportunity to meet like-minded individuals, share beneficial advice and create long-lasting business relationships.



Exclusive Keynote Theatres

Watch and learn as our incredible Keynote Speaker line-up, which features the masterminds behind some of the biggest brands, share their expert industry knowledge.



Digital Goody Bag

Don't forget to check out your digital goody bag online and gain access to exclusive offers, competitions and news from our sponsors and exhibitors.

SMART COMMUNICATIONS & CONNECTED BUSINESS EXPO

Smart Communications & Connected Business

With ineffective communication costing companies billions across the world, ensuring your workforce is more connected than ever has never been more important. To this end, this year's expo will introduce two new theatres with content centred around the latest developments in smartcomms.

Reach customers
like never before with

Chat
Alexa
Voice
WhatsApp
SMS

Video
Facebook Messenger
IoT
Bots
Contact Center



The Cloud Communications Platform

We are a cloud communications platform that enables companies to build, scale, and operate any communications experience. Twilio has democratized channels such as voice, text, chat, video, and email by virtualizing the world's communications infrastructure through APIs that are simple enough for any developer to use, yet robust enough to power the world's most demanding applications.

The UK Contact Centre Forum is delighted to be a Strategic Partner for this year's Expo.

The UK Contact Centre Forum is your gateway to a **unique network** of contact centre professionals. Our members are from all sectors and the UKCCF is the place for sharing experiences and knowledge, and making connections.

UKCCF share contact centre industry best practice through:

- regional face-to-face networking sessions
- webinars
- podcasts
- special interest groups
- conferences
- research
- annual awards programme
- online magazine

We invite guest speakers in to deliver **thought leadership** presentations that highlight trends and best practices within the industry and we encourage debate and open discussion to challenge the norm.

We also organise charity fundraising events with our awards programme, two annual golf days and annual clay pigeon shoot.



If you'd like to know more, pop and have a chat with Trevor Butterworth on stand CC AJ60.



Safety Measures at ExCeL

Your safety is our number one priority and we have been working hard on implementing safety and sanitary protocols to ensure the event is safe for you to meet and do business again.

We continue to liaise with the Government, the ExCeL and the Association of Event Organisers and have aligned our measures to those in place in other public spaces in the UK.

The health and safety of our staff, exhibitors and visitors is of paramount importance and will not be compromised so you can visit our event with complete peace of mind.

*Unless exempt. Please visit NHS Exemptions to view the NHS guidance on exemptions.

Playing your part to keep events safe



Entry

Proof of double vaccination, Covid-19 antibodies or negative Lateral Flow Test will be required to gain entry.

Please note, UK-based visitors can use their NHS Covid Pass, and international visitors, the equivalent from their country of origin.*



Face Mask

We recommend that you wear a face covering inside the venue, unless you are exempt.



Distancing

You are encouraged to observe social distancing.



Hand Sanitiser

Please use the hand sanitiser dispensers that will be provided throughout the venue concourses, hall entrances and other high traffic areas.

NHS Covid Pass

You may be asked to show this when you attend an event anywhere in England.

Find out more at callandcontactcentreexpo.co.uk



Ventilation

Increased and improved fresh air circulation in line with latest CIBSE (Chartered Institution of Building Services Engineers) guidance and recommendations.



Enhanced Cleaning

The ExCeL Cleaning Team have been trained to deliver new cleaning procedures ensuring all touch points and seating areas are regularly wiped with chlorine-based cleaning fluid.



Bathrooms

All bathrooms will be checked and maintained by a dedicated team of cleaners. ExCeL have installed a Nimlok Entry Management System (NEMS) at the entrances to all bathrooms, located along the boulevard, to assist with managing the flow of people.



Stay home if you feel ill

Finally, as much as we want to see you join us, we kindly ask you to respect everyone's health and safety.

If you feel at all ill – including mild cold symptoms or a high temperature – please stay at home and recommendations.



CALL & CONTACT CENTRE

Keynote Theatre

Contact Centre Transformation

Contact Centre Technology

The Future of Customer Contact

Next Generation Contact Centre

RingCentral

LogMeIn

NICE inContact CXone | Atos

RingCentral

twilio

10:00-10:45

Google Voice and Video in the Contact Centre in 2022
Mark Grady
(Head of Channel & Sales, EMEA, Google Meeting Room)

11:00-11:30

Optimising mental health - recovery and resilience
Simon Scott-Nelson
(CEO, Wellity),
Sadie Restorick
(COO, Wellity)

The key role of Private Cloud and Contact Center VAR's experts to support ambitious Customer Relations Strategies
Antoine Doumenc
(VP Sales & Partner Success, KIAMO)

The Great Resignation: Resource threats and opportunities for the contact centre
Nerys Corfield
(Contact Centre Consultant, Atos & Nice InContact),
Sebastian Tietz
(Group Vice President Head of Cloud & Contact Center, Atos Unify),
Tim Cook (Director Cloud Voice & Contact Centre - Global Strategic Sales, Colt Technologies)

TBC
Syntec

Payments: The future of security and CX
Dominic Newman
(VP Sales EMEA PCI-PAL)

11:30-11:45

BREAK

11:45-12:15

Take back control of your customer experience now! Deliver best-in-class customer service with AI-powered intelligent automation
Peter Walker
(CTO EMEA, Blue Prism)

Building an effective customer interaction suite with automation and AI
Jonathan Sharp
(Sales & Marketing Director, Britannic Technologies)

Customer service is everybody's business
Paul Barclay
(Head of Partner Operations and Customer Service, Premium Credit),
Steve Miller (Head of Customer Success, Cirrus)

Case study: How to achieve 95% CSAT through a sea of change
Daniela Norkus
(Telephony and ITSM, Littlefish),
Karen Wakelin (Intraday and Scheduling Manager, Littlefish),
Jack Sumner (Customer Success Manager, RingCentral)

How to connect employees to customers anywhere, with flexibility and security: Debt free London case study
Steve Walker
(Chief Revenue Officer, Ciptex Ltd),
Matt Duggan (Head of DevOps, Ciptex Ltd),
Matt Dronfield (Head of Debt Free London, Debt Free London)

12:15-12:30

BREAK

12:30-13:00

Automation, augmentation and the contact centre agent of the future... or the present
Mark Tindal
(Head of Customer Success, BrightCloud Group)

Reach your customers like never before with Video in the Contact Centre
Ashish Seth
(Chief Product Officer, Lifesize)

Efficiency and CX: Unpacking intelligent automation
Sam Fuller
(Customer Success Director - Content Guru)

Utilizing AI and Deep Machine Learning to Deliver Amazing Voice Experiences
Heiner Kruessmann (VP Sales and Marketing - EMEA, LumenVox)

Improving Employee Engagement at Zen Internet with a People-First Philosophy
Alex Stenton-Hibbert
(Workforce Engagement Management Account Director, Business Systems),
Scott Budding (WPO Manager, Business Systems)

13:00-14:00

LUNCH BREAK

DAY 1: 16 NOVEMBER

CUSTOMER & USER EXPERIENCE

SMART COMMUNICATIONS & CONNECTED BUSINESS

Keynote Theatre

Customer and User Experience

The Digital Customer

The Evolving Contact Centre

Smarter Collaboration

The Connected Contact Centre



Customer experience 2021 - changing customer behaviour & attitudes
Neil Titcomb
(Managing Director, Odigo)

Journey map hierarchies: How to operationalise journey mapping across organisational silos
Michael Steingress
More than Metrics GmbH (Head of Partnership and Sales, Smaply by More than Metrics GmbH)

How to avoid a CX strategy flatline by embracing the new hybrid
Nick Beardsley
(Enterprise Director, Onecom), **Thomas John** (VP EMEA Channels, Five9)

Leveraging Digital DNA: seamless end-user experiences with Microsoft Teams
Andy Rawll
(Senior Product Marketing Manager, 8x8)

How Hindawi have built a culture based on creativity, collaboration and customer-centricity within service delivery
Simon Johnson (UK&I General Manager, Freshworks), **Felicity Allen** (Operations Manager, Hindawi)

BREAK

Collinson, Freshworks and AWS: How omni-channel service helps Collinson gain a 360-degree view to deliver more meaningful customer experiences
Chris Barrow (Solutions Architect, Collinson), **Simon Johnson** (UK&I General Manager, Freshworks), **Simon Nisbet** (Head of Sales, Amazon Connect - Global Accounts & Financial Services EMEA, Amazon Web Services (AWS))

How human-in-the-loop technology unlocks the potential of AI for a modernised hybrid contact centre
Jay Gupta
(AI Expert, Talkdesk)

The Power of Hybrid Experiences
Frederic Laziou
(CEO, Puzzel Ltd)

Contact Centre 101 - Everything has changed but nothing has changed
Neil Russell-Smith
(Head of Marketing EMEA, TTEC)

Hybrid working: The future or just a fad?
Sean Lee Rice
(Founder, Schej)

Change your conversations, and change your business!
William Carson
(Exhibitor and Speaker, ASCENSOS)

BREAK

What goes up, must come down; but how do we make Contact Centre customer experience stay up?
Garry Gormley
(Owner/Founder, FAB Solutions - The Contact Centre Specialists)

Engaging modern-day customers: Delivering seamless Omni-channel experience using breakthrough mobile technologies
Nick Millward
(General Manager Europe, Kaleyra)

Evolving the Contact Centre: How to onboard, upskill, empower and retain agents in a rapidly changing environment
Simon Black
(CEO, Awaken Intelligence)

The Untapped Power of Voice: Voice Intelligence for the Contact Centre
Tim Porter
(Senior Director of Product Management, Dialpad)

10 Ways Covid has Changed the Contact Centre Forever
Joel Barnett
(Lead Consultant, StableLogic)

Unleash the potential of Voice Virtual Assistants: success stories with impact on customer experience and cost efficiency
Jordi Torres
(General Manager, Verbio)

LUNCH BREAK

CALL & CONTACT CENTRE

Keynote Theatre

Contact Centre Transformation

Contact Centre Technology

The Future of Customer Contact

Next Generation Contact Centre

RingCentral

LogMeIn

NICE CXone | AtoS

RingCentral

twilio

14:00-14:30

How did Costa Express brew a whole new customer experience?
Deborah Woods (Contact Centre Manager, Costa Express), **Louise Dew** (Customer Service Team Manager, Costa Express), **Emma Murray** (Customer Success Manager, RingCentral)

How to consolidate your communications into a single platform
Andy Brunt (Partner Sales Manager, Telavox)

Simplify your Agents' work by Unifying Voice and Digital Interactions
Marc Chartier (Channel Sales Manager, Akio)

How to Help Your Customer Service Team Engage, Assist, & Sell
Jonathan Davies (Customer Experience Consultant, Veeva), **Will Broster** (Customer Success Manager, Veeva)

Life isn't always fair: New technology for your unfair advantage
Danny Singer (Founder and CEO, Noetica)

14:30-14:45

BREAK

14:45-15:15

Microsoft Teams Contact Centres, Understanding Your Options
Tom Arbutnot (Principal Solutions Architect, Modality Systems)

Conversational Automation - The next big revolution in Customer Experience
Bojan Laskovic (Marketing, Enterprise Bot)

The challenge of the HYBRID workspace...
Pete Wilson (UK Sales Manager, JPL Telecom Limited), **Thomas Clarke** (Product Manager, JPL Telecom Limited)

How are you Meeting Payment Security Challenges for your Hybrid Working, Cloud Contact Centre?
Ashley Burton (Head of Product, Eckoh UK Ltd)

Giving first line agents the tools to solve third line issues, increasing agent utilization and NPS scores.
Erik Karlsson (Sales Manager & Business Advisor, XM Reality)

15:15-15:30

BREAK

15:30-16:00

Building a global digital first workplace. And why it pays off.
Zendesk

What's in store for 2022? Fireside with Freshworks' **Simon Johnson** and CX Punk, **Adrian Swinscoe** Freshworks
Simon Johnson, UK&I General Manager - Freshworks, **Adrian Swinscoe**, Author - CX Punk

The Rise of No-Code Chatbots
Peter McKean (Managing Director, Synthetix)

Look Who's Talking - an analytics story
Cirrus Response & Gamma
Steve Miller (Head of Customer Success, Cirrus), **Ashley Pieczynski** (Customer Success Manager, Cirrus)

Red Carpet Employee Engagement 1.0 - Employee engagement brings your staff and your company to the Oscars
Nikki Quinn (Pre-Sales Solutions Consultant, Playvox)

16:00-16:15

BREAK

16:15-16:45

TBC
Mediatek Data

Cognitive automated IVR: The rise of intelligent operations
Pooja Makhija (Executive Director & Co-Founder, Phonon Communications)

DAY 1: 16 NOVEMBER

CUSTOMER & USER EXPERIENCE

SMART COMMUNICATIONS & CONNECTED BUSINESS

Keynote Theatre

Customer and User Experience

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Smarter Collaboration

The Connected Contact Centre



Meeting the needs of vulnerable customers: a primer for contact centres
Stephen Yap
(Research Director, Call Centre Management Association)

andjump presents: How to design for magic and metrics
Melissa Clark
(Co-founder & Design Strategy Director, andjump)

How automation changes the game for Essilor Diabologom
Alex Carr
(Customer Service Manager, Essilor (BBGR))

Managing homeworkers: Voice authentication, Vulnerability, Quality and Compliance
Steve Sullivan
(Deputy Chair DMA Contact Centre Council, Channel Doctors), Keith Shanks (Director, CXReview Limited)

The integrated contact centre - how we deliver efficiency and experience with Amazon Connect
Matt Cowell
(Sales & Marketing Director, SmartAgent)

BREAK

XCaaS marks the spot: Bringing together employee and customer experience
Amrit Chaudhuri
(Executive Vice President, 8x8), Jeff Woods (Deputy Director of ICT, Princess Alexandra Hospital NHS Trust)

Look after your customer and your customer will look after you. Client retention through exceptional customer service.
Andrea Parle
(Managing Director, TVR Media Ltd)

TBC
Disciple Media

TalkTalk and Semafone innovate to deliver a 'free digital connectivity' service for UK job seekers
Jashan Sidhu
(Operations Leader/Transformation/Strategy, TalkTalk - presenting with Semafone)

Beyond Bots: 3 Trends to Watch in AI and Automation
Reetu Kainulainen
(CEO & Co-Founder, Ultimate.ai)

Genesys Cloud CX and the Microsoft Stack - a panel discussion
Rufus Grig
(CTO, Kerv/Foehn)

BREAK

Supporting Agents handling contacts with vulnerable customers
Jacqui Workman
(Owner & Managing Director, KMB Telemarketing Limited)

TBC
In-Tact

The secret to better CX
Infinity

Efficiency and CX: Unpacking Intelligent Automation
Sean Taylor
(Chief Executive Officer, Content Guru Ltd)

The Three C's of Digital Completion in Contact Centres
Howard Schulman
(Digital Completion Influencer & Expert, Lightico)

The Human Element in Contact Centre Quality Assurance
Martin Teasdale
(Senior Director Quality Experience, BPA Quality)

BREAK

The Great Resignation: Resource threats and opportunities for the contact centre
Atos & Nice
Nerys Corfield
(Contact Centre Consultant, Atos & Nice InContact), Sebastian Tietz (Group Vice President Head of Cloud & Contact Center, Atos Unify), Tim Cook (Director Cloud Voice & Contact Centre - Global Strategic Sales, Colt Technologies)

Design Sprints - The no BS approach to rapidly launching or optimising products
James Hamilton
(CEO, PixelTree)

Why has CCaaS failed?
Drew Judkins
(president & Co-Founder, CallCorp)

CALL & CONTACT CENTRE

Keynote Theatre	Contact Centre Transformation	Contact Centre Technology	The Future of Customer Contact	Next Generation Contact Centre
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RingCentral

LogMeIn

NICE inContact CXone | Atos

RingCentral

twilio

10:00-10:45

10:45-11:00

11:00-11:30

BREAK				
	Management, Communication and Scheduling in WFH and Hybrid Contact Centres Steve Mosser (CEO and CIO Cloudworks, a Sensee company, Sensee)	Immersive training and engaging collaboration are more important than ever Jason Shave (Solutions Consultant, X2o Media)	How you can integrate your cloud contact centre across all applications with ease Camelia Suciu (Contact Centre Solutions Engineer, Twilio)	Brutally honest: Using Teams voice in customer service. Challenges, experiences, and success stories from the field. James Cadman (VP of Customer Success, Luware AG)

11:30-11:45

11:45-12:15

BREAK				
Is Big Brother here to stay? Katie Gibbs (Founding Partner, Emergence HQ)	3 ways to supercharge your service conversations Fran Fish (CEO, Mazaru)	Top of the ladder: small steps to big effect in Social Housing Neil Bergin Faragher (Contact Centre Manager, Onward Homes), Steve Miller (Head of Customer Success, Cirrus)	Supporting agents and customers through change: An enforcement agency's story Natalie McGathan (Customer Success Manager, RingCentral), Rebecca Green (Contact Center Manager, Bristow & Sutor), Colin Arthur (Transformation Director, Bristow & Sutor)	Knowledge Hubs for Customer Service-- What, Why Now, and How Stephen Kennedy (Director of Solutions, eGain)

12:15-12:30

12:30-13:00

BREAK				
Digital First: Delivering Connected CX Alberta Bosco (Director of Product Marketing, Puzzel Ltd)	Competing in the Conversation Economy: Crafting Resonating Digital Experiences Across Your Contact Centre Estate Julian Dawkins (Senior Product Marketing Manager, Infobip)	How online learning can support the new normal Ben Reed (Sales Manager, Nimble Elearning)	The use of Speech Analytics in the Contact Centre Chris Wearne (Head of ASC UK, ASC Technologies)	Phonexia voice verify voice biometrics solution - your client's word is enough Robin Bortz (Business Development Manager - Voice Biometrics Commercial Sector, Phonexia)

13:00-14:00

14:00-14:30

LUNCH BREAK				
Roadmap for your Digital CX and Cloud Adoption Nick Riggott (UK Country Sales Director, Mitel Network), Terry Hughes (Cloud Lead, Mitel Network)	TBC Hostcomm	The challenge of the HYBRID workspace... Pete Wilson (UK Sales Manager, JPL Telecom Limited), Thomas Clarke (Product Manager, JPL Telecom Limited)	Predictive Analytics: The Four Stages of Insight The Forum	Case Study: How DPD uses an AI chatbot and self-service to refine their customer service strategy Alexis Le Bagousse (Self-service expert, Smart Tribune)

14:30-14:45

14:45-15:15

BREAK				
	Boost agent performance through increased self-leadership and transparency of insights Lina Bjelkmar (CEO, Indicate me)	A financially healthier workforce is a more productive workforce. Richard Ormond (Business Development Manager, Hastee)		Digital Workforce 101: How to Prepare for the Future of CX Brian Atkinson (AVP & GM EMEA, Five9)

15:15-15:30







15:30-16:00

BREAK				
			Secure and Optimise your Contact Centre with Chrome OS Chrome OS Matt Stevens (Chrome Enterprise Lead, Google)	Finding the Goldilocks Zone of Customer Automation Dr. Venky Krishnaswamy (Chief Executive Officer, Koopid)

DAY 2: 17 NOVEMBER

CUSTOMER & USER EXPERIENCE

SMART COMMUNICATIONS & CONNECTED BUSINESS

Keynote Theatre	Customer and User Experience	The Digital Customer	The Evolving Contact Centre	Smarter Collaboration	The Connected Contact Centre
					
Six Simple Steps to Rockstar CX James Dodkins (Pega)					
BREAK					
	TBC Limetropy	How Amazon Connect Intelligent Contact Centres Can Help Businesses Grow Carl Chalfont (Principal Consultant, Alscient Ltd)	Creating more engaging customer experiences at scale Matt Bell (CPaaS EMEA VP, 8x8), Mark Magnin (Product Manager, 8x8)	How contact centre conversations became broken, and how we fix them Jimmy Hosang (CEO, The Modular Analytics Co)	Genesys Cloud CX and the Microsoft Stack - a panel discussion Rufus Grig (CTO, Kerv/Foehn)
BREAK					
The role of social media in enhancing and protecting reputation/customer experience James Leavesley (CEO - SoCrowd)	How Dyno increased online generated sales by 23% using automated sales attribution and real-time customer insight from call tracking. Mark Taylor (CEO & Founder, Call 360)		Ultra Transformation & Operationalisation of AI for Omnichannel Contact Centres Content Guru Ltd Jeff Palmer (Chief Revenue Officer, Upstream Works)		
BREAK					
Putting Customers & colleagues at the heart of your technology transformation The Forum		TBC Infinity	The rise of the machine agent Martin Taylor (Deputy Chief Executive Officer, Content Guru Ltd)	Voice was just the beginning - how to meet the demands of today's customer Simon Blackwell (Chief Marketing Officer, TelcoSwitch)	
LUNCH BREAK					
Every Minute, Well-Spent: Tools for Maximizing Your Contact Center Agent's Time Company Elevéo	How conversational AI is transforming the customer experience today Fred van Westerop (Country Manager, e-bot7 GmbH)	Using technology to improve the customer journey Richard Rowe (Business Development Manager, Smartlook), Rob Fielding (Digital Growth Manager, Ethex)		The power of one: Better business through integrated comms Mayur Pitamber (Product Marketing Director, 8x8)	
BREAK					
		How to support hybrid work with enterprise knowledge management Matthew Tingate (Knowledge Expert, KMS Lighthouse)	Voicebots, how to determine success or failure? Maarten Kronenburg (Head of International Partner Management, VIER GmbH)		Transforming Contact Centres with Google AI Stuart Williams (Operations Director, FourNet)
BREAK					
	The changing landscape of automotive UX Conjure Ltd Sam Clark (CEO, Conjure Ltd)	Inside out: how to identify and close the gaps in your customer experience Aimee Windsor Brown (Lead UX Consultant, Bunnyfoot)		High-speed biometrics integration in less than 10 minutes! Mark Bosworth (Business Development Manager, Aculab)	Daon IdentityX Voice Biometrics in the Call Centre Mark Matthews (Vice President, UK & Ireland, Daon)

RingCentral

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147 Media Ltd is media publishing company based just outside of the University City of Cambridge and was launched in October 1999 to publish contact-centres; originally in printed format we subsequently went 'digital' in May 2005 both with the strap line 'everything contact centres'. Experience of publishing both online and in print format confirmed that the fastest way to get up to date news and information to our subscribers was to concentrate solely on the website – which we did. Using this philosophy we aim to bring our subscribers the most up to date news and information from the contact centre industry; to achieve this we have built a network of contacts within contact centres, PR and marketing agencies.



ContactCenterWorld is The Global Association for Contact Center & Customer Engagement Best Practices. Today we have over 205,000 corporate 'individual' members have joined the association's website 'ContactCenterWorld.com'. We were established in 1999.



CX Today is the leading online publication for Customer Experience technology. Delivering the latest news is the foundation of our business, and how we communicate with our audience is what forms the perception of who we are.



EM360 is a content platform that collects and communicates industry insight for its online community. Our content manifests in different ways to suit your consumption preferences, whether that be podcasts, videos, whitepapers, and more.



Telecom Reseller reaches a highly pre-qualified audience consisting of a blend of both IT and UC buyers and sellers. We are the only publication that penetrates deeply into the core UC markets, both channel and IT management: 37,000 readers monthly by hard copy, 1,800 readers daily by online, 13,000 readers every week by eBulletin, 2,500 listeners each week by podcast.



Raising Standards in Customer Operations. Established in 2000, our community of professionals is recognised as the 'go-to place' for innovation in customer operations, from contact centre and digital to field, back office, branch & retail services, working across all industry sectors.

We are an independent and trusted space for learning and sharing, proud to welcome members into a thriving and active community to network with other like-minded professionals. Benchmark against the best in class and learn from innovators and pioneers. Our team of independent experts can also offer bespoke advice, consultancy and training. We have helped many organisations develop the capability of their vital support functions.



The UK Contact Centre Forum Ltd. is your gateway to a unique network of call & contact centre professionals.

Comprising six regional user groups, the UKCCF provides a platform for call centre and customer service professionals to meet and share ideas at a local level.

Monthly Executive Club meetings and Networking Seminars present the latest customer contact thinking and strategy – while Contact Centre Monthly acts as an online resource for the customer service community.

Our website features the latest industry news, incentive ideas, events listings, team and individual profiles, articles on strategy and technology, plus much more.

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making it easy
to work from
anywhere.**

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service**



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coffee on us and

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Join us in the
Next Generation Contact
Centre Theatre!

Date: 16th November
Time: 12.30

About: Improving
Employee Engagement at
Zen Internet with a
people-first
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Day in the life with Twilio

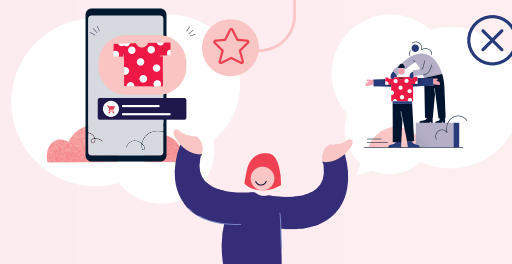


9:00

You ride to work on a Lime Scooter. A Twilio eSIM manages your location and reservation of the scooter.



12:30



In a personalised online shopping session, you receive help from a consultant via the Twilio Video solution.



13:30



You realise that you also need to shop for groceries and since you are short on time, you order them online and have them delivered to your house. An SMS sent via Twilio notifies you, once they've arrived and an email through the SendGrid application provides you the invoice.



18:00

You meet some friends for afterwork drinks by taking an Uber. The driver calls you that he's arrived, without knowing your phone number, thanks to Twilio masked calling.



20:00



You've ordered food on Deliveroo which sent you a delivery status notice via Twilio's WhatsApp API.



21:00



You need to reset your Netflix password using a verification SMS that's been sent through Twilio Verify.

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Speakers



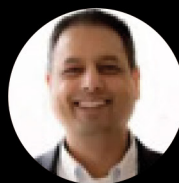
Amrit Chaudhuri

XCaaS marks the spot:
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