



NEW USER GROUP

Senior Managers User Group



An invite to all senior contact centre managers, this is your unique opportunity to meet and collaborate around key strategic issues that impact your business. Zoe Payne, Operations Manager at LV= is Chair of the group, using her vast experience to ensure an effective meeting. Zoe has a key focus to look at current strategic topics, along with a brief to look at 'future ready' opportunities.

The primary objective of this group is to offer the opportunity for Senior Managers (Those would have responsibility for P/L and Direct Reports) to collectively come together to discuss key strategic matters within their respective centres or as an industry at large. All sessions are geared to offer insight, thought leadership and share experience to enable tangible value to all who attend.

**Next session: Thursday 18
November @ 3pm - 5pm**

Group Chair Zoe Payne, LV=

Having over 20 experience in the contact centre industry I am a passionate advocate of delivering world class customer service and driving efficiency and adaptability to meet customer demand. It has been a privilege to work with the people of leading centres to share best practice and support on the biggest challenges facing our contact industry today. As chair of the senior managers forum I look forward to collaborating with like minded forward thinking contact centre leaders, to share best practise and help lead this amazing industry forward.

It's free to join us for this thought-provoking and insightful User Group. Book your place online at www.swccf.co.uk or www.callnorthwest.org.uk

Senior Managers User Group

Full Agenda

3pm	Welcome All – introductions Recap from last session – including update on Voice Analytics – best practice use in operations and customer experience	Zoe Payne
3:10pm	Interactive Presentation Voice Analytics User Avios Overview of experience to date - how operational needs were addressed, challenges, lessons learnt, enhancing the Customer Journey & Agent service delivery. Next steps of the journey	Ben Condell, Head of IT, Avios
3:30pm	Future Contact Strategies – fit for future customer management and engagement What is your view on where the industry needs focus when assessing future contact strategies? 'Digital first' models Teams and partnerships AI, predictive & autonomous CX Solutions Customer journey engineering – 'least effort' customer experiences Omni- channel Teams	William Carson from Ascensos
4pm	Industry updates: Search for new talent in competitive jobs market – We are close to a 20 year record of 1 million vacancies. The CBI predicts shortages will be with us for at least 2 more years Salaries to attract FCA regulation changes to general insurance Any other updates from group	Katy Forsyth, Red Recruitment & Consultancy, and Zoe Payne
4:45pm	Agree next agenda from the SLF meeting	
5pm	Close	

Next session: Thursday 18 November @ 3pm - 5pm

It's free to join us for this thought-provoking and insightful User Group. Book your place online at www.swccf.co.uk or www.callnorthwest.org.uk