



NOT TO BE MISSED

CX Lab with Foundever

Tuesday, 7 November 2023, 9:30am - 12:30pm
3 Manor Court, Dixs Field, Exeter EX11ST

Join the Foundever team for a unique behind the scenes look at how to bring the best of people and technology together to improve customer outcomes and the agent experience.



Stella Ampazoglou
Intelligent Automation Solutions
at EMEA

Awesome Automation

Leveraging the power of technology to bring efficiencies that enhance the Agent and Customer Experience.



Bryce Dumont
Instructional Designer,
Global Talent L&D

AI in the trAining room

Using Conversational AI to expand agent knowledge and build their confidence before their first call.



Ashley Longman
Director CX Transformation
Solutions at EMEA

Delving into Data

Using Big Data to support your frontline colleagues and customers to continually improve your operational processes.



Marc Verrall
CX Integrated Solutions
at EMEA

Omni Excellence

Delivering an Integrated Customer Journey that seamlessly increases customer satisfaction and empowers the agent to elevate each interaction.



Ross Lane
Senior Manager Innovation
& Solutions UK+I

Connecting the Dots

For our last session we will come together to hear Ross Lane, our Senior innovation and Solutions Manager, take us through the process of combining technology, training, and processes to elevate the customer experience cost-effectively, delivering cost savings of up to 40% while also increasing customer satisfaction.

Hurry! Places are limited. Book now at
www.swccf.co.uk



Join the Foundever team for a unique behind the scenes look at how to bring the best of people and technology together to improve customer outcomes and the agent experience. The four solution breakouts followed by a session on integration will give attendees an insight into the world of CX Tech and how it can be applied to fuel customer loyalty.

This event will be an eye-opening exploration into the transformative power of technology in customer service operations increasing efficiencies reducing cost and improving the customer experience.

Agenda

- | | |
|----------------|---|
| 9.30am | Registration and refreshments |
| 10am | Welcome remarks from Jane Thomas, SWCCF and Oriana Ascanio, Foundever |
| 10.30am | Breakout Sessions: (On Rotation) |
| 11.40am | Connecting the Dots (Session on Integration) |
| 12.30pm | Closing remarks |

Limited parking spaces available on request. Please let us know in advance by contacting oriana.ascanio@foundever.com once you have booked to attend this event.

Hurry! Places are limited. Book now at
www.swccf.co.uk

7 November 2023, 9:30am
Foundever, 3 Manor Court, Dixs Field,
Exeter EX1 1ST