



CUSTOMER CONTACT WEEK AUSTRALIA & NZ

DAY ONE AGENDA

8:00	COFFEE AND REGISTRATION	
8:55	Conference opening from Chairperson Simon Banks, Author & Innovator, Simon Banks	
9:10	International Insight: Going...Going...Gone! Removing Air Asia's Call Centre in 2020 to Become the Digital Marketplace for CX Adam Geneave, Chief Customer Happiness Officer, Air Asia	
9:40	Experience as a Service: Delivering True Personalisation at Scale Keith Pearce, Senior VP, Brand, Marketing and Communications, Genesys	
10:10	Customer Champions Panel: What will the Role of Contact Centre's be in your Overall CX Framework Over the Next 5 Years Moderator: Ciaran O'Connell, Principal, Deloitte Lee Scales, Chief Customer Officer, Uni Super Sharron Botica, Chief Customer Officer, AIA NZ Gary Rubie, Executive Project Director, eHealth NSW Phil Zammit, Cognitive CX APAC Lead, Amazon Web Services	
10:40	Taking Centre Stage in Customer Experience: Converting Contacts Centres into Advisory Hubs Anthony Brown, Customer Experience Specialist, AVAYA	
11:10	SPEED NETWORKING	
11:40	COFFEE AND NETWORKING BREAK	
12:10	Interactive Discussion Groups (IDG) Each IDG is set-up in a roundtable format and will be facilitated by a thought leader. Each IDG will run for 30 minutes. Check out the mobile app to see which 3 IDGs you are reserved at!	
	Table 1: Conversational Commerce: Engaging Customers through the Right platforms to enhance your customer experience Facilitator: Clinton Alver, Director, Strategic Accounts - Southern Asia, Liveperson	Table 2: Chatbots : Using AI and Chatbots to serve the staff and reduce customer call times Facilitator: Sam Werleman, Senior CX Specialist, Zendesk
	Table 3: Cloud Migration: Why in 2020 the Cloud will be the Future of Contact Centre's Facilitator: Anthony Brown, Customer Experience Specialist, AVAYA	Table 4: Outsourcing: Maintaining Brand Value and CX Standards through Outsourcing Facilitator: Blaine Slater, Group Executive – New Business, TSA Group
	Table 5: Delivering True Personalisation at Scale Facilitator: Sophie Giesen, Head of Strategic Business Consulting ANZ, Genesys	Table 6: Best practices for multi-lingual service in contact centres – 2020 and beyond Facilitator: Karen Hodgson, Chief Executive Officer, Translationz
	Table 7: Strategic Workforce Planning- What Should you be Thinking About to Stay Ahead of the Curve?	Table 8: Seamlessly Integrating Omnichannel within your Contact Centre for Improved Customer Engagement Facilitator: Jarrod Kagan, Executive General Manger, Probe Group

	Facilitator: Julie-Anne Hazlett, Manager WFO Strategy, Call Design		Table 10: Utilising Data Analytics and Personalisation with CX: Merging Contact Centre’s with the Smartphone World Facilitator: Sol Rabinowicz, CEO, Premier Technologies	
	Table 9: Integrating Knowledge Management Systems Within the Contact Centre to improve Agent Experience			
	Facilitator: Vijay Shankar, Co-Founder, Freshworks			
13:40	LUNCH AND NETWORKING BREAK			
	STREAM A PEOPLE & CULTURE	STREAM B TECHNOLOGY INNOVATION	STREAM C PROCESS EXCELLENCE	STREAM D CCW EXEC CLUB: INNOVATION TALKS In Partnership with NICE inContact
14:40	Chair’s Opening Remarks Tom Hatch, National & Strategic Sales Manager DFP Recruitment	Chair’s Opening Remarks Tech Mahindra	Chair’s Opening Remarks Ian Aitchison, CEO, COPC	Chair’s Opening Remarks Brett Theisen, SVP Global Sales, NICE inContact
14:45	Preparing Your People to Adapt to the Changing Needs of the Customer Sue Ferguson Director Contact Centres, Service NSW	Bringing Speed to Market and Driving a Culture of Change through Chatbot led Development Josh Teichman Group Manager, Digital Transformation Monash University	Sparking Something New: Reinventing the Way Spark’s Retail Teams Interact with Customers in the Call Centre Sheryl North Consumer Programmes Lead Spark NZ	Strategic CX: Unleashing Customer Data and Advanced Analytics at CBA to Drive Customer Relationships and not just Queries Vicki Wood Head of Delivery Commonwealth Bank of Australia
15:15	The Steps for Engaged, Authentic Contact Centre Agents that Hits the X Factor for Employees & Customers Kate Fowler, Assistant Commissioner ATO	Uplift or Upset Your CX? Voice is Your New Brand Currency Jason Macbride ANZ Sales Manager Poly	Four Practical Ways to Deliver Effective Contact Centre CX Process Design David Jaffe Consulting Director Limebridge	Now is the time for Disruptive Leadership Brett Theisen SVP Global Sales NICE inContact
15.45	DROP THE MIC: EX=CX (Squared) The Formula for Customer Experience Excellence <i>Moderator:</i> Hugo Robinson Head of Sales Weploy <i>Panelists:</i> Tristan Fardy Customer Experience Manager Volkswagen Paul Classens Head of Contact Centres ING	DROP THE MIC: Becoming more Omni: Improving Digital Capabilities to Move Customers to new Self Service Platforms <i>Moderator:</i> Jason Ball Manager Customer Support Intercom <i>Panelists:</i> Lyndon Summers Product Manager CAIS Open Universities Australia	DROP THE MIC: Outsourcing and Offshoring: What Will the Contact Centre Look Like if we Learn to Effectively Offshore? <i>Moderator:</i> COPC <i>Panelists:</i> Jean-Pierre Doherty-Bigara Customer Care Manager TNT Antoine Casgrain General Manager of National Contact Centre Kincare	DROP THE MIC: Death of the Contact Centre: What Will the Future of Contact Centre’s Be in 2030 and How Do We Prepare <i>Moderator:</i> Ramak Salamat Sales Director Daisee <i>Panelists:</i> David Daley General Manager Member Engagement ESS Super Stephen Bailey Chief Customer Officer

	<div>Sharron Bottica Chief Customer Officer AIA</div> <div>Belinda Seedsman Head of Service Operations Hostplus</div>	<div>Craig McCosker Product Strategy Manager, Future Focus ABC</div> <div>Jon Whitby Head of UX World Nomads</div> <div>Alex Hnarakis Head of Workforce Optimisation and Premium Support MYOB</div>	<div>Sarina Pratley GM Contact Centres ANZ, NZ</div>	<div>MyBudget</div> <div>Marc Bindlechner Head of Customer Operations Big Red Group</div> <div>Blaine Slater Group Executive New Business TSA Group</div>
16.15	AFTERNOON TEA AND NETWORKING BREAK			
16:45	Afternoon “Pick Me Up” Energizer Session			
16:50	Is AI and Automation Counter to Delivering Differentiated Customer Experiences?			
	Paula Gill, Senior Account Executive, 8x8			
17:20	CCW WOMEN PANEL: Inspiring, Empowering & Paving the way for Women in the Workplace			
	Panelists: Lee Scales, Chief Customer Officer, Uni Super Joan Brierley, A/Executive Director Drivers & Vehicles, Department of Transport WA Megan Papadopoulos, Head of Consumer Connection, Bendigo and Adelaide Bank Sarina Pratley, GM Contact Centres, ANZ, NZ			
17:50	Chair’s Closing Remarks			
18:00	HAPPY HOUR			
	END OF CONFERENCE DAY 1			



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DAY TWO AGENDA

8:00	COFFEE AND REGISTRATION	
09.00	Day 2 Welcome address from the Chairperson Simon Banks, Author and Innovator, Simon Banks	
9:10	KEYNOTE PANEL: Operational Cost vs Customer Delight: Should we Really be Investing on AI & Automation? <i>Panelists:</i> Bora Wiemann, Regional Manager APAC, Cognigy Paul Classens, Head of Contact Centres, ING Lawrence Mitchell, Chief Customer Officer, Sumo Salad	
09:40	Blending AI, Gamification and Millennial Recruitment Techniques at TTEC to Drive the Employee Experience & the Customer Experience Arthur Novak, Senior Vice President of Asia Pacific Operations, TTEC	
10:10	Breaking Down AI: Using Machine Learning and AI Applications to Enhance the Customer Experience Jimmy Wu, Insights, Advanced Analytics Manger, The Coffee Club	
10.40	COFFEE AND NETWORKING BREAK	
11.20	Scaling a Customer Centric Culture Cameron Adams, Director Solution Consulting, NICE	
11.50	CCW Brilliance Clinics Each Brilliance Clinic is set in a roundtable format and will be facilitated by a leader in this space. Each delegate will have the opportunity to select 2 topics and will rotate between their choices every 30 minutes.	
	Table 1: Collaborating Offshore: Responding and Handling Complex Enquiries in the Wake of Digital Innovation Matt Penman, General Manager Service, Auto General Australia	Table 2: Agent Assisted AI: How Do We Seamlessly Integrate This Into Our Contact Centre? Lucas Karchinsky, Executive Manager, Call Centre Operations and Business Solutions, Life Flight Foundation
	Table 3: Building New and Existing Interfaces that Remain Useable for all Customers and Every Demographic Lara Atechian, Head of UX, Booktopia	Table 4: Human Centered Design: Using Service Design Principles to Understand your Customer Journey Megan McDonald, Group Manager, Product Vision, World Vision
	Table 5: Utilising Strategic Workforce Planning to Drive CX Initiatives within The Broader Organisation Kerri McCaw, Group Workforce Planning Manager, nib	Table 6: Transforming Customer Service into a Strategic CX framework: The Steps Involved for Creating a Holistic Customer Strategy Catherine Drinkwater, Customer Experience Strategy Manager, City of Gold Coast

12.50	Table 7: Contact Centres 101: Reimagining and Developing the Contact Centre from Scratch to Build a Culture and Business of Innovation Malcolm Angell, Head of Contact Centre, LGIAsuper		Table 8: Reimagining CX within Quality Assurance: How can QA Teams Leverage Design Thinking for a Holistic CX Strategy Carl Gribble, Member Experience Design Manager, RACQ	
	LUNCH AND NETWORKING BREAK			
13.50	STREAM A PEOPLE & CULTURE	STREAM B TECHNOLOGY INNOVATION	STREAM C PROCESS EXCELLENCE	STREAM D CCW EXEC CLUB: INNOVATION TALKS In Partnership with NICE
	Chair's Opening Remarks Tom Hatch, National & Strategic Sales Manager DFP Recruitment	Chair's Opening Remarks Tech Mahindra	Chair's Opening Remarks Ian Aitchison, CEO, COPC	Chair's Opening Remarks Brett Theisen, SVP Global Sales, NICE inContact
	EX and Flexible Working: IAG's Journey to Improve the Employee Experience Within Contact Centres Tim Buzza Innovation Lead IAG	Best Practices for Contact Center Design and Operation Mark Hannan Senior Account Executive - Contact Centre Specialist Twilio	Finding the Right Operating Model: How NBN Use Design Thinking to Decrease AHT by 22% in their Customer Contact Hub Michael Dyson, Head of Solution Design, nbn co Australia	Digital Transformation and Digital Services: On-Stage Interview with Mark Baylis Booth Fellars GM Asia Pacific Khoros Mark Baylis Vice President Customer Service and Digital Engagement Optus
14:25	Creating a Future Ready Workforce at the Department of Transport Joan Brierley A/ Executive Director Drivers and Vehicles Department of Transport WA	Cyber Security and its Threats: Delving into Personalisation and Technology Versus Privacy Tim Powell National Contact Centre and Operations Manger Teachers Mutual Bank	Contact Centre's are Just the First Step: Driving CX to Interact with All Levels of the Business Through a Human Centered Approach Clare Toufexis General Manager Services and Access Department of Internal Affairs, NZ	Revealing Ways Transurban Uses Voice Of The Customer To Drive Their Overall CX Strategy Louise James Head of Customer Service Transurban
14.55	The Dynamic Customer Connection: How Energy Queensland is Redefining Emotional Intelligence to Set their Leaders for Success Carly Irving General Manager Customer Market and Operations Energy Queensland	Opti-Channel the New, Key CX Differentiator for Your Organisation? Chris Barnes Head of Consumer Service National Australia Bank	Driving Agent Momentum: Revolutionising the Running of a Contact Centre through New KPIs and Measurement Models Naved Khan Formerly Head Customer Experience & Operations - Global Service Delivery eBay A/NZ	Transforming customer service into a strategic CX framework: The steps involved for creating a holistic customer strategy Catherine Drinkwater, Customer Experience Strategy Manager, City of Gold Coast
15:25	AFTERNOON TEA AND NETWORKING BREAK			

15.55	INTERACTIVE CLOSING KEYNOTE: Creating a Culture of Innovation by Keeping Your People Front and Centre Simon Banks, Author & Innovator, Simon Banks
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16:30	End of Show Prize Giveaways End of Conference
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