



Asia's #1 Platform for Customer Experience & Contact Centre Leaders

CX & Customer Contact Leaders Private Lunch Boardroom Discussion

**Held concurrently with CX Asia Week (Main Conference)*

Day One, Wednesday, 17 June 2026

In this exclusive and interactive Private Lunch session, we bring together Asia's CX and Customer contact leaders for this thought-provoking discussion over lunch on exploring the latest trends and technological advancements shaping customer experience.

This is a by-invite-only Leaders Boardroom Discussion which has been designed to promote in-depth interaction amongst industry leaders. For more information on this exclusive Boardroom Discussion, please contact: Bianca.Almeida@iqpc.com.sg

Wednesday, 17 June 2026 (SGT)	
13:20	Registration
13:25	Opening & Welcome Address by IQPC
13:30	Leaders Boardroom Welcome: Attendee Introduction
13:35	Opening Address by Thematic
13:40	Private Lunch Boardroom Discussion
14:35	Summary of Discussion & Closing Address
14:40	End of Boardroom and Start of CX Asia Main Conference session

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Thematic is the customer intelligence platform that turns feedback into decisions across your entire organization.

Thematic analyzes surveys, calls, support tickets, and reviews to deliver research-grade insights that drive action across CX, Operations, Product, Marketing, and Compliance. With one-click integrations and built-in governance, Thematic becomes your enterprise's single source of truth and the foundation for cross-functional intelligence.

Why did your score change? What's the most critical pain point to fix? Why does the same issue keep appearing in feedback—and does it require action? Thematic gives every team its own analytical lens. Filter and analyze insights by product, channel, region, or custom theme to uncover what matters most. Then move from listening to action to make informed, confident decisions. Thematic closes the loop by triggering workflows in the tools your teams already use: Salesforce, Intercom, Zendesk, data warehouses, and more. Automatically route insights, alert owners, and drive outcomes faster.

Thematic is trusted by Woolworths and Jetstar among other enterprises across Asia and North America. Powered by our AI x Human engine, Thematic delivers research-grade analysis you can trust: AI at scale, verified by human expertise, grounded in business context, and directly tied to your metrics. Discover and act on insights you can defend within your enterprise's teams and in front of a boardroom.

Website: <https://getthematic.com/>