



*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](mailto:Bianca.Almeida@iqpc.com.sg)

Wednesday, 17 June 2026 (SGT)	
13:20	Registration
13:25	Opening & Welcome Address by IQPC
13:30	<b>Leaders Boardroom Welcome: Attendee Introduction</b>
13:35	Opening Address by Thematic
13:40	<b>Private Lunch Boardroom Discussion</b>
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 an AI-driven feedback analytics company that transforms unstructured customer feedback into actionable insights. Born from the founder's NLP consultancy work in 2015, Thematic evolved into a platform that links qualitative feedback, from surveys, reviews, chats, and support tickets, with quantitative metrics like Net Promoter Score.

Since its official launch in 2017, Thematic has integrated advanced natural language processing, machine learning, and human-in-the-loop validation to deliver decision-focused analytics at scale.

Today, Thematic supports organizations globally in surfacing customer voice across all channels, enabling teams in CX, product, support, and research to prioritize issues and opportunities efficiently.

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