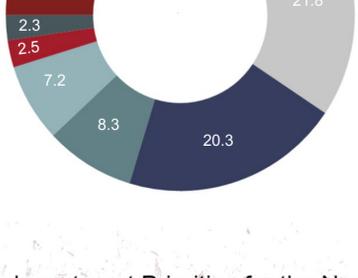




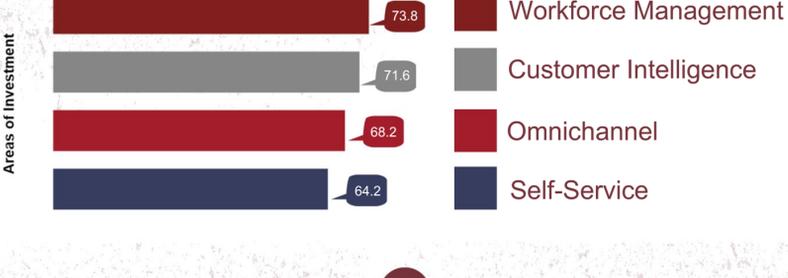
Current Attendee Profile

Attendee Industry



- Financial
- Telecommunications
- Retail/Manufacturer
- Healthcare
- Travel
- Energy
- Fitness
- Education

Investment Priorities for the Next 2 Years



2

Top 5 Areas of Focus

- Multigenerational Customer Expectations
- Omnichannel Experience Consistency
- Live Agent Skill Gaps
- Strategic Cost Reduction Strategies
- Accurate Reporting & Data Analytics

3

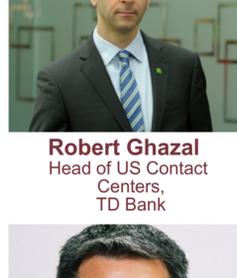
Speaker Faculty



Janet Solomon
Senior Vice President, Contact Center Executive
SunTrust Bank



Aaron Carmack
Vice President, Home Services
Home Depot



Robert Ghazal
Head of US Contact Centers,
TD Bank



John Walburn
Vice President, Customer Care
Fidelity Communications



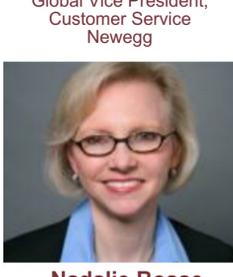
Peter Francis
Vice President, Digital Customer Direct
T-Mobile



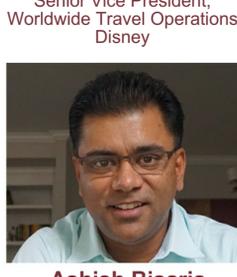
Lance Gruner
Executive Vice President, Global Customer Care
Mastercard



Michael Tremblay
Head of Contact Centres,
Air Canada



Sue Gilkey-Martin
Global Vice President, Customer Service
Newegg



Bill Simmonds
Senior Vice President, Worldwide Travel Operations
Disney



Hiram Barber
Global Director, Digital Customer Experience
Schneider Electric



Nadalie Bosse
Vice President, Contact Centers
W.W. Grainger



Ashish Bisaria
Senior Vice President, North American Operations
Fleetcor



Rosetta Lue
White House Presidential Exec Fellow & Senior Transformation Advisor,
U.S. Department of Veterans Affairs



William White
Executive Director, Contact Centers
Stuller

4

Our Solution Providers



Attendee Job Titles

- Executive Vice President Contact Center Chief Customer Officer
- Senior Vice President, Customer Experience
- Senior Vice President, Professional Services
- Vice President Customer Service
- Vice President Customer Care
- Senior Vice President, Consumer Services
- Chief Operating Officer
- Vice President, Digital Customer Direct
- Chief Customer Experience Officer
- Vice President, Operations
- Senior Vice President, Head of Client Contact Center
- Vice President, Call Centers
- Executive Vice President, Client Relations
- Vice President, Home Services
- Global Head, Contact Center
- Global Vice President, Customer Service
- Executive Director, Contact Center
- Global Vice President, Digital Customer Experience
- Vice President, Contact Center
- Senior Vice President, Customer Advocacy
- Vice President, Call Center Technology

From Companies



Time is almost out! If you are interested in attending email enquiry@iqpc.com