



**CONTACT CENTRE**  
& CUSTOMER SERVICES  
**SUMMIT**

**29th & 30th April 2024**

Radisson Hotel & Conference Centre London Heathrow

## EVENT OVERVIEW

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Bringing contact centre and customer service professionals together for two days of one-to-one meetings with industry suppliers, the Summit provides the unrivalled opportunity to create new business partnerships.

The Summit offers you a variety of meetings, networking sessions and seminar courses throughout both days, in a relaxed environment.

### **Delegates invited includes:**

- Customer Service Managers, Directors and Heads of
- Contact Centre Managers, Directors and Heads of
- Heads of Customer Experience
- Customer Service & Insight Managers
- Heads of Operation

### **Included in your package:**

- A pre-arranged itinerary of meetings with suppliers that match your needs
- Peer-to-peer networking opportunities
- Industry leading seminar programme
- Evening dinner and entertainment attendance
- Overnight accommodation provided



BOOKING FORM

Name

Position

Company

Address

Postcode

Telephone Number

Mobile

Email Address

Website

Company Activity

What are your objectives at the summit?

No. of agents you are directly responsible for?

What projects do you have planned during the next 1-2 years?

Annual budget for products and services within the contact centre?

In the event that you're unable to come, we ask that you provide a replacement. Please provide their details below.

Name

Telephone Number

Position

Email Address

## BASED ON YOUR PROJECTS PLEASE SELECT RELEVANT PROJECTS AND SERVICES

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- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Agent Coaching and Monitoring           | <input type="checkbox"/> IVR                                      | <input type="checkbox"/> Social Media Monitoring & MGMT        |
| <input type="checkbox"/> Agent Desktop Solutions                 | <input type="checkbox"/> In-Queue Marketing/Prompt Recordings     | <input type="checkbox"/> Speech Analysis                       |
| <input type="checkbox"/> Artificial Intelligence                 | <input type="checkbox"/> Intelligence                             | <input type="checkbox"/> Staff Incentives & Motivation         |
| <input type="checkbox"/> Automated Call Distributors             | <input type="checkbox"/> Interactive Voice Messaging              | <input type="checkbox"/> Staff Wellbeing                       |
| <input type="checkbox"/> Automated Customer Satisfaction Surveys | <input type="checkbox"/> Knowledge Management                     | <input type="checkbox"/> Telephone Systems                     |
| <input type="checkbox"/> Benchmarking                            | <input type="checkbox"/> Location Intelligence Systems Spatial    | <input type="checkbox"/> Training & Development                |
| <input type="checkbox"/> Business Intelligence Solutions         | <input type="checkbox"/> Loyalty Programmes                       | <input type="checkbox"/> Unified Communications                |
| <input type="checkbox"/> Business Performance Improvement        | <input type="checkbox"/> Managing Omnichannel Interactions        | <input type="checkbox"/> Video FAQ Answering                   |
| <input type="checkbox"/> Call Centre Technology                  | <input type="checkbox"/> Multi-channel Comms/Integration          | <input type="checkbox"/> Virtual Call/Contact Centres          |
| <input type="checkbox"/> Call Guidance & Scripting               | <input type="checkbox"/> Multi-channel Survey Tools               | <input type="checkbox"/> VOC Programms (Voice of the Customer) |
| <input type="checkbox"/> Call Handling                           | <input type="checkbox"/> Mystery Shopping                         | <input type="checkbox"/> Voice Analytics Technology            |
| <input type="checkbox"/> Call Recording                          | <input type="checkbox"/> Online Live-chat Systems                 | <input type="checkbox"/> Voice Biometrics                      |
| <input type="checkbox"/> Case Management Software                | <input type="checkbox"/> Outsourced Contact Centre Services       | <input type="checkbox"/> Voice Quality Monitoring              |
| <input type="checkbox"/> Cloud Solutions                         | <input type="checkbox"/> Payment Services                         | <input type="checkbox"/> Voice Self Service                    |
| <input type="checkbox"/> Cognitive Computing Systems             | <input type="checkbox"/> PCI Compliance                           | <input type="checkbox"/> VPN & Security                        |
| <input type="checkbox"/> Contact Centre Audio                    | <input type="checkbox"/> PCI DSS Legislation                      | <input type="checkbox"/> Web Presenter Technology              |
| <input type="checkbox"/> CRM                                     | <input type="checkbox"/> Predictive Dialler                       | <input type="checkbox"/> Web Self Service                      |
| <input type="checkbox"/> Customer Experience Surveys             | <input type="checkbox"/> Predictive Routing Technology            | <input type="checkbox"/> Workforce Management/Optimisation     |
| <input type="checkbox"/> Customer Insight Collection & Analysis  | <input type="checkbox"/> Recruitment                              |  |
| <input type="checkbox"/> Customer Service Software               | <input type="checkbox"/> SCA - Strong Customer Authentication     |  |
| <input type="checkbox"/> Display Boards                          | <input type="checkbox"/> Secure Payment Solutions                 |  |
| <input type="checkbox"/> E-commerce                              | <input type="checkbox"/> Self Service                             |  |
| <input type="checkbox"/> FAQ Video                               | <input type="checkbox"/> Self Service & Webchat                   |  |
| <input type="checkbox"/> Headsets / Hardware                     | <input type="checkbox"/> Service Quality Measurement & Monitoring |  |
| <input type="checkbox"/> Home Working                            | <input type="checkbox"/> Single View of the Customer              |  |
| <input type="checkbox"/> IOT                                     | <input type="checkbox"/> SMS                                      |  |

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YOUR ATTENDANCE AT OUR EVENTS IS FREE OF CHARGE; HOWEVER, DUE TO THE FACT THAT WE RESTRICT THE NUMBER OF ATTENDEES, A CANCELLATION FEE OF £500 WILL APPLY SHOULD YOU CANCEL FROM 29/03/24 AND YOUR ORGANISATION DOES NOT PROVIDE A SUITABLE REPLACEMENT. THIS CANCELLATION FEE WILL ALSO APPLY IF YOU DO NOT KEEP TO THE ITINERARY PLANNED, OR LEAVE THE EVENT WITHOUT GOOD REASON. BY ATTENDING, YOU ARE OPTING-IN TO RECEIVE FUTURE CORRESPONDENCE RELATED TO THIS EVENT AND YOUR INFORMATION WILL BE SHARED WITH THE RELEVANT SUPPLIERS ATTENDING. BY TICKING THIS BOX, YOU CONFIRM THAT YOU HAVE READ AND ACCEPTED THE TERMS AND CONDITIONS OF THIS BOOKING, AND UNDERSTAND THAT A CHARGE WILL APPLY SHOULD YOU CANCEL FROM 29/03/24.

Signature

Date

By signing, you accept the terms and conditions.



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**CONTACT US**

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