

Virtual Contact Centres

Improving customer satisfaction across contact channels

Online → Thursday, 5 August 2021 | 11:00am AEST

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Agenda Overview

Call centres and various channels of customer contact sit at the frontline of government, playing a critical role in building trust with customers, whilst improving overall customer relationships and satisfaction.

Government is having to keep up with customer expectations and demand, while operating within a limited budget, legacy systems, and managing staff in a dynamic and high-stress environment. All whilst personalising experience across multiple contact channels, reducing operating costs and developing a more innovative service strategy

Public Sector Network's Contact Centres Virtual Event will help enable you to collaborate, innovate and share experience amongst industry peers to transform and enhance the way you deliver customer service.

Who Attends?

Chiefs/Directors/Heads/Managers of:

Contact/Call Centre | Help Desk | Technology/IT | Operations | Customer Service | Customer Contact | CX

Speakers



Donna Wood
A/g Director, National Customer Service Line, Contact Centres Branch, Department of Education, Skills and Employment



Kellie Cave
Director, Customer Service Operations, Department of Transport & Main Roads (QLD)



Jo Freeman
Digital Lead ANZ, Enterprise Nuance Communications



Jody Grima
Chief People Officer, NSW Department of Customer Service



Andrew Lee
Senior CX Specialist, Government Zendesk



Joan Brierly
Director, Service Delivery - Driver and Vehicle Services, Department of Transport WA



Darren Cockerell
Head of Solutions Consulting, AU and NZ Blue Prism



Sue Ferguson
Director, Contact Centres, Service NSW





Chris Jones
Contact Centre Manager, Australian Maritime Safety Authority




Juanita Prestianni
Director, Customer Service, Landgate

Reasons to Attend

Understand how to best leverage data and insights to improve customer contact 

Hear how others have managed customer contact during COVID-19 and adapted to increased contact volumes 

Drive forward your self-service and AI capabilities to enhance delivery and experience 



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11:00am	PSN Welcome	12:05pm	Partner session: Customer Experience in a COVID world <ul style="list-style-type: none"> Initial pandemic behavior and current pandemic behavior of consumers What do customers want Chatbot v VA <p>Jo Freeman, <i>Digital Lead ANZ, Enterprise, Nuance Communications</i></p>
11:10am	Chair Opening Donna Wood , <i>A/g Director, National Customer Service Line, Contact Centres Branch, Department of Education, Skills and Employment</i>	12:20pm	Government Keynote: Leveraging data and insights across your contact operations to improve speed and accuracy of service <ul style="list-style-type: none"> Understanding what customers want and need to drive more targeted results Leveraging analytics and real-time monitoring to drive continuous improvement <p>Chris Jones, <i>Contact Centre Manager, Australian Maritime Safety Authority</i></p>
11:20am	Government Case Study: Creating the right people strategy to drive forward your customer contact agenda <ul style="list-style-type: none"> Creating and executing your “people roadmap” Leadership under pressure: supporting staff through COVID 19 contact volumes <p>Jody Grima, <i>Chief People Officer, NSW Department of Customer Service</i></p>	12:35pm	Refreshment Break
11:35am	Partner Session: Improving efficiency and results through contact centre transformation <ul style="list-style-type: none"> Targeting Call Centre and customer contact managers in government. <p>Darren Cockerell, <i>Head of Solutions Consulting, AU and NZ, Blue Prism</i></p>	12:40pm	Panel Discussion: Embedding effective and efficient operational processes to improve speed, accuracy and customer satisfaction <ul style="list-style-type: none"> Identifying pain-points and bottlenecks to improve speed and accuracy Maintaining a customer-centric culture and approach across all contact channels <p>Kellie Cave, <i>Director, Customer Service Operations, Department of Transport & Main Roads (QLD)</i> Sue Ferguson, <i>Director, Contact Centres, Service NSW</i> Andrew Lee, <i>Senior CX Specialist, Government, Zendesk</i> Juanita Prestianni, <i>Director, Customer Service, Landgate</i></p>
11:50am	Government Keynote Session: Customer contact during COVID-19: Adapting to increased enquiry and service volumes <ul style="list-style-type: none"> Leadership during times of pressure: how to get the best from your staff Rapidly reengineering operations to deal with increased volumes and urgency <p>Joan Brierly, <i>Director, Service Delivery - Driver and Vehicle Services, Department of Transport WA</i></p>	1:10pm	End of Event

Partners



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