

Technology: Hero or Hinderance? Key practices and insights to ensure your technology projects succeed for both your customers and employees.

Technology, automation and AI are often touted as the saviour of CX and/or the ultimate cost reducer but too often companies have not fully thought out and prepared themselves to adopt these solutions and the outcomes may be less than expected or worse, may create a whole host of new issues. In this interactive session we will explore some of the common pain points, considerations, innovative approaches and best practices to prepare for and/or help address challenges faced by technology.

You will walk away with real takeaways in a variety of areas of your operation such as:

- Employee engagement considerations
- Training impacts
- Knowledge Management preparedness
- Workforce Management impacts
- Self-serve experience considerations
- Work location factors
- And so much more

Be prepared to interact as we will go to the audience for questions throughout the session. Together, we can all help each other succeed in Leading Through Change