

CUSTOMER CARE CONFERENCE & EXPO

5-6th April 2017 | JW Marriott Bucharest Grand Hotel

DAY 1

5th April 2017



Conference Moderator
OANA RADU



WELCOME COFFEE

09:00

Digitalization in Enel Romania

10:00



MICHELE GRASSI
General Director
Enel Energie

10:30

Workforce Management Module; Call center HR optimization

11:00



DAN MAZILU
Owner
Mediatel Data

11:30

COFFEE AND NETWORKING

Omni-channel Customer Service: Online & Offline Strategy

12:00

DIEGO MATEOS
Owner and CEO
Cosmos Call Center



12:30

Get your things together; Challenges of call center BPO's

13:00



ANDREAS FLESchURZ
Owner & Director
Wir Kunde

LUNCH AND NETWORKING

Building trust is a skill

14:00

VIOREL PANAITI
Managing Director
Human Invest



14:30

The power of customer voice

15:00



KARIN DORET
Head of Customer Experience
Orange Romania



OANA RADU
Chief Happiness Officer



KARIN DORET
Head of Customer Experience
Orange Romania



ANDREAS FLESchURZ
Owner & Director
Wir Kunde

CUSTOMER CARE CONFERENCE & EXPO

5-6th April 2017 | JW Marriott Bucharest Grand Hotel

DAY 2

6th April 2017



Conference Moderator
OANA RADU



OPENING SPEECH

MIRCEA PIENESCU
Contact Center Consultant
Intrarom

Extend your SCOPE to be DIFFERENT

ELENA GRADINARU
Mutualized CCC Director
Schneider Electric Romania



COFFEE AND NETWORKING

DAVID HICKS
Owner and CEO
Tribe CX Ltd



LUNCH AND NETWORKING

09:00

WELCOME COFFEE

10:00

Every angry customer matters

10:10



VIOREL STOIEAN

Senior Partner
FREMEN Training & Consulting

10:40

11:00

Happy management - Dare to care



OANA RADU

Chief Happiness Officer

11:30

Practical strategies to win with Customer Experience

12:00

&



ALEXANDRU URSU

Senior Account Executive EMEA
Salesforce

13:00

14:00

ROMANIAN CONTACT CENTER AWARDS

GHIORGHI & ELENA FILIP

Asociatia Totul pentru tine

Best Call Center (small, medium, large)
Best Call Center Manager
Best Call Center Team Manager
Best Call Center Agent
Best Telesales Agent
Best Telesales Department
Best Call Center Trainer
Best Use of Technology
Best Partnership
Best Contact Center (small, medium, large)
Best Contact Center Manager
Best Contact Center Team Manager
Best Contact Center Agent

Best Customer Experience Representative
Best Support Center (small, medium, large)
Best Support Center Manager
Best Support Center Team Manager
Best Support Center Representative
Best Social Media in Customer Service
Best Technology Solution Provider
Best Online Customer Service
Best Training Program
Best Collection Contact Center
Best Collection Manager
Best Collection Team Manager
Best Collection Agent