

CUSTOMER CARE CONFERENCE & EXPO

DAY 1

18th – 19th April 2018

Conference Moderator

WELCOME COFFEE

09:00

Welcome Speech

Moments connected in today's digital world

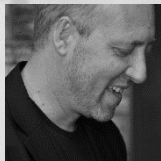
10:00

Apostolos Kemos

Sales Director

Kostas Fiakas

Genesys



Comercial Director, Intrarom

10:15

Modern Ways of Working and Managing Noise in the Contact Center

10:45

Texting more and talking less?
Voice, Text, in-Person or AI



Heidi Butler

Regional Manager, Eastern Europe
Plantronics

11:15

Dan Mazilu & Simona Botner

Owner / Project Manager

Mediatel Data



COFFEE AND NETWORKING

11:45

Digital Transformation of the Customer Journey

12:15

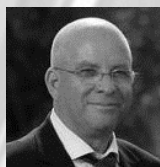
Tvrtko Stosic

Contact Center Consultant

Avaya EMEA

Narrow the GAP Between YOU and the CUSTOMERS

12:45



David Engel

CEO Romania
One Smart Star

LUNCH AND NETWORKING

13:15

Demystifying Artificial Intelligence and Machine Learning

14:30

Vlad Iliescu

Machine Learning Consultant

Strongbytes



Exclusive Insights from Ui Path. How to make RPA a successful journey

15:00

Explore the Customer Care Conference agenda and join the community!



Razvan Atim

Sales Director
UI Path

15:30

Dragos Gavrilescu

Founder

Design Thinking Society



Cristiana Ciuca

Innovation Project Manager

Societe Generale European Business Services

plantronics®

ABNSystems
international

URGENT
CARGUS

mediatel data



INTRAROM



GENESYS™

AVAYA



geomant™



Teleperformance
Transforming Passion into Excellence



CUSTOMER CARE CONFERENCE & EXPO

DAY 2

19th April 2018

Oana Radu
Conference Moderator



WELCOME COFFEE

09:00

Welcome Speech

10:00

Romanian Contact Center Awards
Jury Member

10:15

Customer Centricity: the role of Contact Center Management in GBS

10:45



Martijn Geerling
Associate Principal, Global Practice
Leader GBS Advisory Program
The Hackett Group GmbH

11:15

Strategy versus Reality in Healthcare

11:45



Delia Iliasa
Commercial Director
Medicover

12:15

Process and Performance Management in the European Financial Accounting Center

Georgeta Diaconu
Finance Director
Federal-Mogul Motorparts



People sourcing - a mandatory topic in business strategy

Oana Munteanu
Senior Manager
PWC



COFFEE AND NETWORKING

18:00 ROMANIAN CONTACT CENTER AWARDS GALA

10
YEARS
ANNIVERSARY



ROMANIAN
CONTACT
CENTER
AWARDS

2018 AWARDS CATEGORIES

- Best Contact Center
- Best Support Center
- Best Contact Center Team Manager
- Best Support Center Team Manager
- Best Support Center Representative
- Best Call Center
- Best Call Center Manager
- Best Call Center Team Manager
- Best Telesales Agent
- Best Contact Center Agent
- Best Medium Support Center
- Best Telesales Department

- Best Online Customer Service
- Best Use of Technology
- Best contact center manager
- Best Customer Experience Rep
- Best Training Program
- Best Technology Provider
- Best Partnership
- Best Support Center Representative (specific IT)
- Best Collection Contact Center
- Best Call Center Agent
- Best Collection Agent



INTRAROM



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Teleperformance
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