

Customer360 Africa Live

20 & 21 July 2021 | Swoogo

Customer360 Africa Live | Day 1

08:45	Customer360 Africa Live Opens
09:00	International Keynote: Aligning Around a CX Movement Lawrence Levinson CCXP, Director & General Manager, Wave Financial Inc. & Chair, CXPA Network Toronto (Canada)
09:35	LEAD PARTNER PRESENTATION The Engagement Capacity Gap & How to Close It: What Every Brilliant Customer Strategy Needs to Consider Douglas McNeillage, Regional Director, Verint (South Africa) Steve Bell, VP: Customer Solutions, Verint
10:10	International Keynote: CX Transformation Over a Period of Time Amit Tyagi, Head: Customer Experience (MENA), Middle East Broadcasting Centre (UAE)
10:35	International Keynote: Long Term Strategy in a Rapidly Changing World Norike Ganhao, General Manager: Strategy, Powerlink Queensland (Australia) Narelle Fortescue, Customer Strategy Lead, Powerlink Queensland (Australia)
10:55	Virtual Coffee Break
11:10	PLATINUM PARTNER PRESENTATION Why a Unified CX Strategy is Critical at Every Step of the Customer Journey Douglas van Wyk, Regional Manager SADC, InfoBip (South Africa)
11:45	Panel Discussion: How has the COVID Pandemic Forced Companies to Rethink their Customer Experience? Moderator: Eldon Phuikile, Chairman, Customer Experience South Africa (South Africa) Panelists: Eloise Boezak, Head of Customer Experience, African Bank (South Africa) Dhesen Ramsamy, Executive Head: Momentum iX, Momentum Metropolitan Holdings (South Africa)
12:10	Reserved for Platinum Partner
12:45	The CX Landscape is Undergoing Massive Change: Does AI Provide the Solution? Goodness Nkuna, Digital Intelligent Automation Business Lead, Liberty Group (South Africa)
13:10	Virtual Lunch Break

	Stream A	Stream B
13:55	You Can't Fake Empathy Brett Frazer, VP: Customer Service, Sunbasket (USA)	Reserved for Gold Partner
14:20	Case Study: Rethinking the Approach to Financial Education Jessica Matthysen, Head of Customer Success, Alexander Forbes Empower (South Africa)	Case Study: The Importance of Effective Communication in Customer Experience Janice Docherty, Client Experience Manager: Unsecured Lending, Nedbank (South Africa)
14:45	How to Demonstrate the Impact of CX on	The Use of Offline Advertising for an Online Company

	Company Financial Performance Victor Musiwa , <i>Customer Service Specialist</i> , Multichoice (Namibia)	Kriszti Bottyan , <i>Brand Manager</i> , Netflorist (South Africa)
15:05	Virtual Coffee Break	
15:20	Who is My Customer & What am I Selling? Wilma Burger , <i>Project Manager/Business Analyst</i> , ChainEx (South Africa)	Topic tbc Lester Golding , <i>General Manager: Contact Centres</i> , MTN (South Africa)
15:45	Mini Workshop: Customer Journey Mapping Chantel Botha , <i>CEO & Founder</i> , BrandLove (South Africa)	Panel Discussion: COVID has Pushed the Customer Journey to Digital Channels - What Have Been the Challenges? <i>Moderator:</i> Eldon Phuikile , <i>Chairman</i> , Customer Experience South Africa (South Africa) <i>Panelists:</i> Marianne de Korte , <i>Research Manager</i> , Telesure (South Africa) Christina Liedtke , <i>Founder & Creative Director</i> , ASTOURI (USA)
16:10		Fireside Chat: What Customer Experience Lessons the Pandemic has Taught us will we Take into the Post COVID World? Eldon Phuikile , <i>Chairman</i> , Customer Experience South Africa (South Africa) Eloise Boezak , <i>Head: Customer Experience African Bank (South Africa)</i>
16:30	Close of Customer360 Africa Live Day 1	

Customer360 Africa Live | Day 2

08:45	Customer360 Africa Live Opens
09:00	Keynote: The Toppling of Customer Service in a Customer Experience World Kamani Naidoo , <i>Senior Consultant - Human Centred Experience</i>
09:35	International Keynote: How to Create an Effective XD Team that can Lift the Company Wide Capability on CX/UX/EX Peter Hall , <i>Head: Experience Design, Contact Energy (New Zealand)</i>
10:10	Employee Experience as a Key Enabler of Client Experience Lizette Akker , <i>CX Design Lead, RMB (South Africa)</i>
10:30	<i>Virtual Coffee Break</i>
10:45	Coordinate your CX Strategy to Create a Seamless Customer Journey Megan Merrick , <i>Associate Director: Innovation & Brand Experience, Freshly (USA)</i>
11:20	Case Study: Customer Experience isn't a Department - It's Everyone's Job Nomty Malevu , <i>Head of Communications & Customer Service, SA Taxi (South Africa)</i>
11:45	Fireside Chat: CX Trends & How They're Shaping the Future of CX Annette Franz , <i>Founder & Chief Experience Officer, CX Journey Inc (USA)</i> Julia Ahlfeldt , <i>Customer Experience Professional C-Suite Advisor Keynote Speaker Podcast Host</i>
12:20	Case Study: KYC Post Global Pandemic Chukwuma Ibobo , <i>Head: Customer Analytics, AXA Mansard (Nigeria)</i>
12:40	<i>Virtual Lunch Break</i>
13:10	Case Study: The Perception of Interacting with Your Customers Fred Beunink , <i>Digital Customer Engagement Lead, MSD (South Africa)</i>
13:35	CX Innovation in the Healthcare Industry & How COVID has Driven This Richard Chetty , <i>CS Operations Leader - META, Phillips Healthcare (South Africa)</i>
14:00	Close of Customer360 Africa Live