

The Zendesk Customer Experience Trends Report 2019



Zendesk Presents: Thailand CX Leaders Meet Up

June 11, 2019

2:00 PM - 6:00 PM

At So Sofitel Bangkok

About

As consumer expectations and technology continue to evolve, it's more important than ever to focus on customer satisfaction and to provide timely and personalised support from any device or channel.

At this event, you will hear about the importance of **Building a Strong Foundation for a Successful Customer Service Experience**.

You will also get a chance to mingle with industry peers and have the chance to exchange and share thoughts on CX opportunities and challenges.

Key Topics:

- Build a strong CX foundation
- Empowering your frontline staff to provide customised service experience
- Hear real-life Case Studies of how Zendesk customers are improving CX with multichannel customer engagement

Agenda

2:00pm - 2:30pm	Registration
2:30pm - 3:00pm	Customer Experiences Leaders Need to Know in 2019 <ul style="list-style-type: none">• Zendesk CX Study• CX Performance Scorecard• 2019 CX Trends and Tips• CX Predictions
3:00pm - 4:00pm	Zendesk customer use case & simple demo
4:00pm - 4:30pm	CX and Customer Royalty Experiences Sharing
4:30pm - 4:45pm	Q&A and Wrap Up
4:45pm - 6:00pm	Happy Hour Networking <i>(with canapé and finger food)</i>
6:00pm	End of Event

Who should attend?

- Chief CXO, Chief Customer Officer, Chief Digital Officer
- Chief Innovation Officer and Customer Innovation, eCommerce Leaders
- Customer Service and Support Heads
- Industries: Retail, eCommerce, Travel, Entertainment, Hospitality, B2C

RSVP now and invite along your industry peers!

Venue

So Sofitel Bangkok - Social Room 1, 7th Floor 2 North Sathorn Road, Bangrak (near Lumpini MRT Station), Bangkok

