

# 2024: UNLEASHING THE HERO WITHIN YOUR AGENTS

TUESDAY 4TH JUNE - ETIHAD STADIUM, MANCHESTER



## SPOTLIGHT

Illuminating the future of CX excellence

- 10:00** Registration and refreshments
- 10:30** Welcome and introduction  
*Jason Roberts*
- 10:35** Charting the course: Leading the Super Agent revolution  
*Sat Sanghera*  
Empowering teams, transforming experiences, leading change and our vision of innovation, resilience and adaptability
- 11:00** Expert panel and interactive session - UK market insights and strategies for Super Agent success  
*Steve Morrell, Steve Murray & Jason Roberts*  
Insights in the age of Super Agents - Navigating the evolving landscape of agent work and AI integration for enhanced customer experience
- 11:45** Break
- 12:15** Empowering agents for exceptional customer service: Motability's success story  
*Laura Browning*  
Hear about Motability's journey of enhancing agent capabilities through innovative training, advanced technology integration, and strategic empowerment initiatives
- 13:00** Lunch, networking and demos  
See practical demonstrations of concepts discussed during the event from IPI and leading vendors
- 14:00** Adapting operations for an AI future  
*Jason Roberts*  
How to empower your Super Agents
- 14:30** Expert panel and interactive session - maximising agent potential  
*Gerard McGlynn, Paul Turner, Scott Budding, Kai Bentley, Jason Roberts, Rachel Hulme*  
A deep dive into Workforce Engagement Management for customer service superheroes - agent retention, training, performance, scheduling, gamification, knowledge, quality
- 15:15** Q&A

