

AUSTRALIA'S #1 MEETING PLACE FOR CUSTOMER EXPERIENCE PROFESSIONALS

NEXT GEN CX

4 – 5 May 2022

Melbourne Convention and
Exhibition Centre, Australia



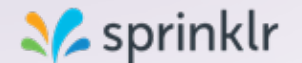
Aligning your organisation towards the same set of priorities to drive true customer experience transformation

HEAR FROM 40+ CX CHAMPIONS:



THANK YOU to our Foundation Partners:

servicenow



THE EVENT FOR EVERY CX LEADER ACROSS THE COUNTRY

NEXT GEN
CX

In today's connected world, customer experience leaders have only one thing on their minds: Creating a frictionless customer experience to deliver on customer promises every time.

As we enter a new era where Chief Customer Officers are rising up to the role of CEO, creating a Digital-First CX strategy is now on the top of many board-level agendas.

With so many technologies available that can drive digital advancement in the CX space, organisations are having to prioritise which solutions will help bring their digital strategy to life. This ranges from new CRMs, to MarTech Tools, to Self-Service Platforms that can help streamline the customer journey. In such a crowded market, it can be difficult to source the perfect solution.

In order to drive a Digital-First CX Strategy, the right solutions and technologies need to be in front of every leader's line of sight.

This is where **Next Gen CX Conference** comes into play.

We've designed Next Gen CX to support this period of transformation by bringing the most senior audience of buyers together who are serious about forging key partnerships that will underpin this period of advancement and change.

Join attendees from across Australia and NZ at this standout event as together we deep-dive into future strategies, display the latest emerging technology solutions and embark on the next frontier of customer innovation.



Mary Anne Ghobrial
Show Director
[Next Gen CX @ The Customer Show](#)

It's important to always know what your target market are focused on. Check out what enterprise and government organisations are saying in Next Gen CX:

- ✓ **57%** of organisations recognise they need to improve the design of their mobile websites to drive customer referrals. This means investment in web and mobile solutions are skyrocketing.
- ✓ **52%** of organisations understand more than half of global internet traffic now comes from mobile. This has resulted in the introduction of new apps and mobile channels
- ✓ It's become clear only **1 in 26** unhappy customers actually complain. This means there every **25 in 26** customers no one knows are unhappy.
- ✓ Organisations now know **91%** of customers would use an online knowledge base if it were available and tailored to their needs. This has resulted in self service investment being a key focus for CX leaders!

TOP 5 REASONS WHY YOU SHOULD BE ATTENDING THE NEXT GEN CX CONFERENCE

NEXT GEN
CX

Discover how **Verve Super** are generating **30% of new business** solely from referrals and customer loyalty initiatives

Gain insights into how you can create **personalised customer experience** strategies through data-driven insights from the former CMO of Volkswagen



Be inspired by Thought-Leader and Best-Selling Author Jason Bradshaw as he unleashes insights on how **1% difference in your CX Index can boost profits by up to \$1billion**

Join the Insights Panel led by Salvos Stores, Booktopia and Telstra to learn how you can **harness the power of predictive journey mapping** in getting one step ahead of your customer

Determine **new ways to integrate digital experiences and improve customer satisfaction and loyalty** through our Inspiration Panel led by Energy Qld, Kmart Australia and Aurecon

PACKED WITH 20+

INTERACTIVE GROUP DISCUSSIONS, PANELS, CASE STUDIES, PRESENTATIONS PLUS MUCH MORE, DON'T MISS OUT ON SOME OF THE KEY SESSIONS INCLUDING:

Lifting the Lid on Voice: Learn how to create immersive and Conversational Experiences by Bringing Voice to Physical Spaces



Redefine clear leadership and mentorship pathways to ensure employee satisfaction remains the heart of every department



Gain insights on how you can utilise information from existing departments to understand every moment of the customer journey and employ a unified strategy



INTRODUCING NEXT GEN CX'S HEADLINE KEYNOTE

NEXT GEN
CX

Join Jason Bradshaw, the most thought-provoking and leading CX Guru in the Southern Hemisphere!

Presenting...

Jason Bradshaw

Chief Experience and Innovation Officer
CarExpert

Jason explores the importance of **Customer & Employee Experience** and how it powers business growth.

Drawing on his experience in delivering improvements in 7 different industries, including companies such as **Volkswagen, Target and Fairfax Media**, he blends theory, experience and case studies to ensure your team is engaged in the topic but also inspired and skilled to take action.

Meet him and gain first-class, complimentary insights as he gets you on the path for true CX magic.



The Next Gen CX ADVISORY BOARD

NEXT GEN
CX

The Advisory Board features the most innovative industry leaders across the entire CX ecosystem.

Helping to shape the Next gen CX program, thank you to each of them for helping to shape the agenda, discussions and drive debate about the future of customer experience.



Troy Barnes
Group Chief
Transformation Officer
FWD Insurance



Peter Evans
Former Director -
Service & Performance
Management
Lego



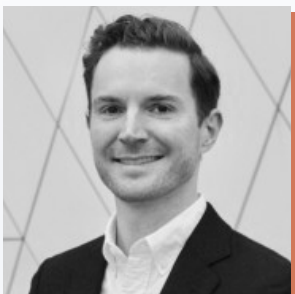
Tina Morrell
General Manager Customer
Strategy & Experience
NRMA



Victoria Muir
Head of Customer
Development & Design
Fidelity Life Assurance



Amanda Behre
General Manager,
Marketing
HireUp



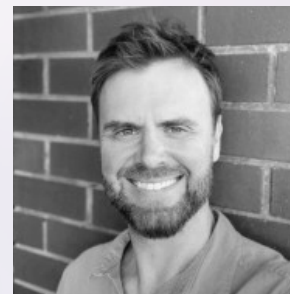
Tighe Wall
Chief Digital Officer
Contact Energy



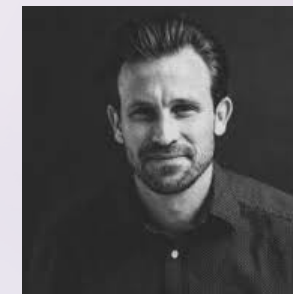
Karen Spear
General Manager
Customer Experience
NewsCorp



Wadim Schreiner
Head of Customer First
& Customer Insights
Woolworths NZ



Christopher Gill
Head of CX and
Transformation
Woolworths



Booth Fellers
General Manager
Khoros



Henry Kho
Divisional Vice President
Sprinklr

THE NEXT GEN CX SPEAKERS

NEXT GEN CX



Nick May
General Manager
Customer Experience
Beyond Bank



Kristie Clarke
Chief Customer Officer
NSW Telco Authority



Leo Gama
Service Design Principal
& Chapter Lead
Telstra



Ragy Thomas
Founder, Chairman, CEO
Sprinkl



Angus McDonald
Chief Executive Officer
Barbeques Galore



Meredith Wheelhouse
Division Director Client
Experience
Macquarie Group



Campbell Davies
GM – Sport & Member
Services
**Associated Retailers
Limited**



Edwina Morgan
General Manager
Customer & Strategy
Salvos Stores



Airi Sutherland
Head of Marketing
Billini Shoes



Jordan Lam
General Manager
Operations and Service
Delivery
HESTA



Beth Parkin
Executive Director
Service Design and
Delivery
Lifeline Australia



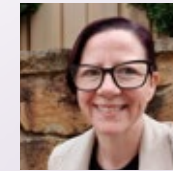
Dean Salakas
Chief Party Dude
The Party People



Elyssia Clark
Head of Customer
Insights and Strategy
Seek



Anne-Laure Saluden
General Manager
Customer Experience
and Communication
Transdev



Gabrielle Dracopoulos
Head of Customer
Success & Experience
Intuit Quickbooks



Todd Stevenson
Chief Customer Officer
Colonial First State



Sreelesh Pillai
General Manager,
Australia
Freshworks



Tristan Fardy
Head of Operations and
Customer Experience
CarConnect



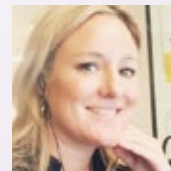
Zeena Nauman
Head of Customer
Experience
Torrens Connect



Michael Dart
Executive General
Manager, Customer
Energy QLD



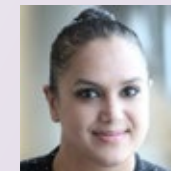
Damian Madden
Head of Digital
Transformation
**Pernod Ricard
Winemakers**



Gemma Kinnaird
Service Design Chapter
Lead
Telstra



Rhys Jamison
General Manager
– Business
Transformation
Olympus



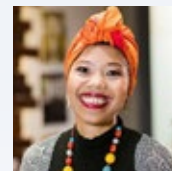
Bronwyn Dodd
Senior Delivery Lead,
Strategy and Customer
Experience
Coates



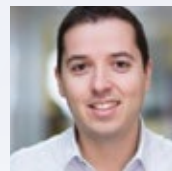
Simon Lowden
Chief Transformation
Officer
The Arnott's Group



Greg Curcio
Director Customer
and Technology
**City of
Stonnington**



Vida Dhulst
Head of
Experience Design
Endeavour X



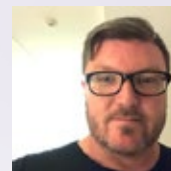
Fabio Oliveira
National Innovation
and Continuous
Improvement Manager
Kmart Australia



Quinn Chow
Director Aurecon
Experience
Aurecon



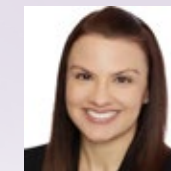
Richard Spencer
Chief Customer
Experience Officer
**Business
Australia**



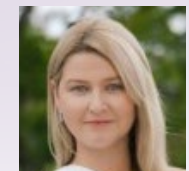
Russell Murphy
Director Program
Delivery – Customer
Engagement Integration
Service NSW



Michelle Yanez
Head of Customer
Experience
Accent Group



Michelle Erdosi
Senior Manager
Customer Experience
Bank of Queensland



Briana van Tilburg
Founder and
Managing Director
**SAGE Design and
Advisory**

DAY 1 AGENDA

4 MAY 2022

NEXT GEN
CX

8:30 **Opening Remarks by Mary Anne Ghobrial, Show Director, The Customer Show**

8:45 **Get to know your Peers with Chair Opening Remarks & Would You Rather Ice Breaker**

CHAIR
REMARKS

9:00 **Special Keynote from Hon Danny Pearson, Minister for Government Services, Parliament of Victoria**

9:20 **Driving Employee Experiences Across The Organisation to Support CX Initiatives**

C-SUITE THOUGHT
LEADERSHIP

Senior Leader,
ServiceNow

9:50 **This is your chance to have your voice heard! In our interactive Voice of the Industry segment, our chair will give each of our audience members the opportunity to have their voice and stories heard in new, interactive formats. Enjoy the exclusive insights from your peers!**

VOICE
OF THE
INDUSTRY

10:00 **Building a Customer Demand-Led Approach: Aligning the Business to Vision, Integrity and Customer Promises the Whole Organisation can Embrace**

C-SUITE
PANEL DEBATE

- Allowing a consistent brand voice to resonate by creating a culture where all departments are aligned to exceptional CX
- Cross-Collaboration: Assessing your organisation's maturity to be able to drive those standards and determine who owns which area of the customer journey
- Redefining your operating structure to openly embrace a new generation of informed customers and improve ROI

Panelists:

Angus McDonald
Chief Executive Officer,
Barbeques Galore

Todd Stevenson
Chief Customer Officer,
Colonial First State

Kiri Burgess
Senior CX Consultant
InMoment

10:40 **Break the ice and interact with your peers across the exhibition hall**
In this session you'll have the opportunity to chat with your peers across the full exhibition and network with people from all roles and function in the CX ecosystem.

MEET YOUR
NETWORK

Exclusive to all Delegates!

11:00 **MORNING BREAK WITH PEER TO PEER NETWORKING IN OUR EXPERIENCE-EXHIBITION.**

MORNING
TEA

Connect with peers and explore all the emerging technology taking shape today.

DAY 1 AGENDA

4 MAY 2022

NEXT GEN
CX

11:30

INTERACTIVE
DISCUSSION GROUPS

This is your chance to discuss the critical, leading discussions you're your peers!

Attendees can choose 3 topics from the below as you take part in 3 x 30 minute discussions with peers.

Upon registration choose the topics of most interest for the future direction of your Customer Strategy. Sessions are limited upon sign up so register for your chosen sessions quick!

Hootsuite:

Closing the Gap Between Social Marketing and Customer Care

Jade Software:

Accelerating Digital Experiences with Technology // Mike Rae, Lawrence Williamson & Saj Arachchilage

Khoros:

Driving measurable CX value to improve ROI

13:20

LUNCH
TIME

UNWIND FOR LUNCH AS YOU INDULGE IN COFFEE, DESSERTS AND SOME MUCH-NEEDED IN-PERSON NETWORKING

13:40

BIG IDEAS,
BIG INSPIRATION

Know Your Customer: Unleashing Insights to Use Data-Driven Convenience in Your Battle for the Customer

- Utilising information from existing departments to understand every moment of the customer journey and employ a unified strategy
- Measuring and sharing the importance of data and insights to understand changing customer patterns and new investment priorities
- Determining what insights to capture and which channels to get it from to drive insights across the whole customer journey

Jason Bradshaw

Chief Experience and Innovation Officer, **CarExpert**

14:30

SERVICENS
STUDY

Lifting the Lid on Voice: Creating Immersive and Conversational Experiences by Bringing Voice to Physical Spaces

- Taking risks: When is the best time to jump on the innovation bandwagon, and should organisations use ongoing data and insights to fuel digital innovation?
- Having clear processes to test and review voice within your company so it can be utilised for different customer segments
- Voice biometrics versus brand experience: how do you integrate this to existing channels to maintain customer loyalty

Russell Murphy

Director Program Delivery – Customer Engagement Integration,
Service NSW

DAY 1 AGENDA

4 MAY 2022

NEXT GEN
CX

15:10 **THOUGHT LEADERSHIP SESSION** **Next Gen CX Industry Case Study**
Deep dive into tangible case studies and learnings by industry thought leaders across the CX ecosystem

Ragy Thomas
Founder, Chairman, CEO
Sprinklr

Simon Lowden
Chief Transformation Officer
The Arnott's Group

15:40 **INSPIRATION PANEL** **Know Your Customer: Unleashing Insights to Use Data-Driven Convenience in Your Battle for the Customer**

- Utilising information from existing departments to understand every moment of the customer journey and employ a unified strategy
- Measuring and sharing the importance of data and insights to understand changing customer patterns and new investment priorities
- Determining what insights to capture and which channels to get it from to drive insights across the whole customer journey

Jason Bradshaw
Chief Experience and Innovation Officer, **CarExpert**

16:10 **AFTERNOON BREAK WITH PEER TO PEER NETWORKING**

16:40 **SOLUTIONS PANEL** **Going from Insight to Foresight: Using the Right Tools to Ensure Clear Execution of Your Strategy for a Culture One Step Ahead of Customer Excitement and Innovation**
This panel of CX heroes will let you know.

- Using new forms of customer management to attract all demographics and ensure your lowest spending customers become your highest
- Putting the customer at the centre of product innovation to develop new and innovative solutions
- Understanding the execution process and ensuring you work with all department to see success

Panelists:

Beth Parkin
Executive Director
Service Design and
Delivery,
Lifeline Australia

Jorden Lam
General Manager Operations and
Service Delivery,
HESTA

Campbell Davies
GM – Sport & Member Services
Associated Retailers Limited

Bronwyn Dodd
Senior Delivery Lead,
Strategy and Customer Experience,
Coates

DAY 1 AGENDA

4 MAY 2022

NEXT GEN
CX

17:20 **WHITE SPACE** Are you keen to capture all of the juicy insights and learnings from your team members whilst it's fresh in the mind?

White Space does just that.

Come together as a team with every colleague attending The Customer Show and ensure no great idea evaporates!

18:00 **HAPPY HOUR** CONFERENCE DAY 1 CLOSING

I'm attending the Next Gen CX conference because:

“ I'm attending the Next gen CX conference because it will teach me how to use the right tools to advance our contact centres, while also maintaining a clear brand strategy across all functions.

– Optus

“ REALLY VALUABLE way to network with fellow leaders, to uncover and discover problems and share solutions.

– iSelect

“ The people that you meet, and the facilitation of such great discussion and dialogue is EXTREMELY POWERFUL

– NRMA

“ GREAT EVENT to meet companies that you're trying to get in contact with; senior leaders that you would not otherwise get the opportunity to meet face to face.

- Zendesk

DAY 2 AGENDA

5 MAY 2022

NEXT GEN
CX

8:30 CONFERENCE OPENING BY CHAIRPERSON

8:45 **TRIVIA CHALLENGE:**
What have you learnt at Customer Show 2022? Join us for Trivia, Prizes and all things CX as we test whether you've been paying attention!

9:00 **Your Customer is Your Channel: Reevaluating Customer Journeys to Add More Value in Driving Engagement and Harmonised Relationship**

- Reviewing your CX roadmap to evaluate the changing positioning and purpose of customer touch points
- Simplifying your strategy so the customer remains the key focus area, with technology an enabler
- Breaking down departmental siloes to achieve mass adoption of your broader CX strategy

Zeena Nauman
Head of Customer
Experience,
Torrens Connect

Greg Curcio
Director Customer and Technology,
City of Stonnington

Rhys Jamison
General Manager – Business
Transformation,
Olympus

Anne-Laure Saluden
General Manager Customer
Experience and Communication,
Transdev

9:40 **Stop Herding Cats- How Customer Architecture can Align your Organisation to your Customer**

Briana van Tilburg
Founder and Managing Director, **SAGE Design & Advisory**

10:10 **Actions Speak Louder than Words: Harnessing the Power of Predictive Journey Mapping in Getting One Step Ahead Of Your Customer**

- Using predictive analytics to identify customers on the brink of high churn in order to create more personalised services and identify pain points
- Effective forecasting of customer behaviour to ensure you are one step ahead of innovation and technologies
- Using AI and analytics to determine staffing levels and workforce planning capabilities within your operations team to ensure the ratio of team members to customers remain consistent

Panelists:
Edwina Morgan
General Manager Customer
& Strategy,
Salvos Stores

Jemma Kinnaird
Service Design Chapter Lead
Telstra

DAY 2 AGENDA

5 MAY 2022

NEXT GEN
CX

10:50 **MORNING BREAK WITH PEER TO PEER NETWORKING IN OUR EXPERIENCE-EXHIBITION**
Meet up with peers and colleagues as you take in Day 2 of the exhibition room – make sure you look out for all the leading tech in Tomorrow's World!

11:20 **INNOVATION PANEL**
Personas and Personalisation: How Can We Prioritise Various Customer Cohorts to Ensure Each Demographic is Targeted Correctly

- Using data and insights to segment customer patterns based upon different demographics, cultures and age brackets, creating bespoke solutions for each
- Working across various departments and product teams to create solutions through a human-centred lens
- Trial and error: using this as the backburner for all effective CX change, and remaining transparent throughout the journey

Panelists:

Airi Sutherland
Head of Marketing
Billini Shoes

Gabrielle Dracopoulos
Head of Customer
Success & Experience,
Intuit Quickbooks

Amanda Behre
General Manager - Marketing
HireUp

Vida Dhulst
Head of Experience Design,
Endeavour X

11:50 **Driving Digital and CX in a Rapidly Evolving Ecosystem**

Sreelesh Pillai
General Manager, Australia **Freshworks**

12:20 **C-SUITE PRESENTATION**
AI and CX: The Balance between Human and Digital in Disrupting Traditional Models of CX
The current digital ecosystem means customer are more aware about the endless digital possibilities they can experience.
This session will look at how we can transform the way we operate and how CX models must run to provide a frictionless customer experience.

- Using AI and Automation to increase the ability for personalisation and a frictionless experience
- Using biometrics and self service capabilities to ensure customers have a more faster journey
- Investing in new technologies to improve long-term ROI and receive executive level buy-in
- Determine new ways to integrate digital experiences and improve customer satisfaction and loyalty

Panelists:

Michael Dart
Executive General
Manager, Customer,
Energy QLD

Fabio Oliveira
National Innovation and Continuous
Improvement Manager
Kmart Australia

Quinn Chow
Director Aurecon Experience,
Aurecon

Senior Representative,
LivePerson

DAY 2 AGENDA

5 MAY 2022

NEXT GEN
CX

12:40

MOTIVATIONAL
KEYNOTE

Bringing the CX Journey Together: Working from the Goal Backwards to Determine the Key Ingredients that Will Make True CX Happen

- Having clear leadership and mentorship pathways to ensure employee satisfaction remains the heart of every department
- Redefining emotional intelligence in your new and existing leaders to guarantee they lead teams to become more relationship-driven
- Creating safe spaces for team members to accept failure experience, finding new pathways to learn and develop
- Embedding behavioural science in your CX strategy to uplift insights and EX

Kristie Clarke

Chief Customer Officer

NSW Telco Authority

13:20

LUNCH
TIME

Get a bite and take a break as you continue to soak up the exhibition hall

14:10

TOMORROW'S
WORLD

Tomorrow's World will let us explore together future-led, cutting-edge topics that will delve into the imminent role of customer experience.

From the CX leader simply wanting to scale an agile work environment, to the business leader trying to get their head around all that troublesome data, sit together and learn what the future of CX can be in tomorrow world!

Expectations in 2030:

Predicting Customer Needs and Shifting Behaviours

Leo Gama

Service Design Principal & Chapter Lead,
Telstra

Automation 3.0:

How far can automate the entire CX function?

Nick May

General Manager Customer Experience,
Beyond Bank

CX measurement approach:

Finding a holistic CX measurement approach to understand the true picture of CX across all your touchpoints

Michelle Erdosi

Senior Manager Customer Experience,
Bank of Queensland

Customer Values:

How will advocacy, loyalty and spend impact your definition of high value customers?

Leo Gama

Service Design Principal & Chapter Lead,
Telstra

Empathy in CX:

Can an authentic customer experience only be delivered by human employees?

Tristan Fardy

Head of Operations and Customer Experience,
CarConnect

customer centric:

How to transform your organisation's thinking to become truly customer centric

Elyssia Clark

Head of Customer Insights and Strategy,
Seek

15:00

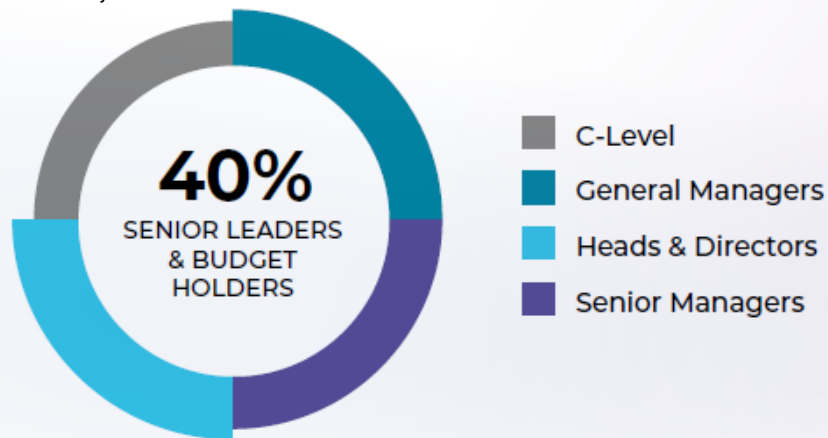
CONFERENCE ENDS – Goodbye for 2022

WHO IS THE NEXT GEN CX CONFERENCE FOR?

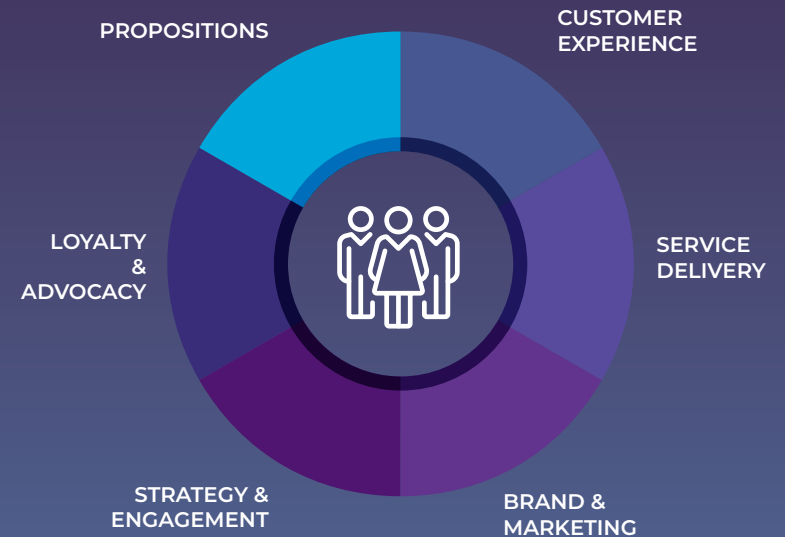
INDUSTRIES THAT ATTEND:



Other industries include Telecommunications, Software as a Service, Transport, Hotel & Leisure, Real Estate



IS THE NEXT GEN CX CONFERENCE FOR YOU?



COVID SAFE POLICY

HEALTH & SAFETY GUIDELINES



Nothing is more important to us than the safety and wellbeing of our attendees, partners and employees at Next Gen CX Conference. We operate in accordance with our COVID-Safety Plan and in line with the guidance of Victorian Department of Health and the Melbourne Convention & Exhibition Centre.

Our Covid Safety Measures include:



WELLBEING OF VISITORS

We request that you please do not attend the show if you:

- Are unwell with fever, cough, sore throat and or flu like symptoms.
- Have been unwell within the previous 72 hours.
- Have been in, or visited, an COVID-19 area of concern in the previous 14 days. To view areas of concern, please visit: <https://www.coronavirus.vic.gov.au/exposure-sites>



FACE MASKS

All attendees will be notified in advance if you are required to wear your own face mask as a condition of entry.



CHECK-IN REQUIRED FOR ENTRY

Only pre-registered and ticketed attendees will be able to enter the expo halls and conferences.

All attendees will be required to download the **COVIDSafe Check-in app** and will be required to scan into all areas of entry to the event.

Download the COVIDSafe App here: <https://www.health.gov.au/resources/apps-and-tools/covidsafe-app>



VENUE COMMITMENT

- Placing hand sanitisers with supporting signage
- Placing guidance on handwashing in bathrooms
- Placing tissues and bins for their hygienic disposal with supporting signage on coughing etiquette
- Thorough and regular cleaning of surfaces, including bathrooms, benches, ATMs and all touchpoints such as door handles, escalator rails, etc.



KEEP YOUR DISTANCE

Crowd density in all areas will be measured and controlled.

Conference capacities, seating and appropriate spacing will be set up in accordance with the current regulations.



FOOD & BEVERAGE

These requirements may change over time.

For those patrons who have Food and Beverage included in their ticket, break times will be allocated to different customer groups to avoid queuing and crowds at food and beverage points.

COVID Safe Marshals will be on duty to supervise.

If you have any questions or would like more information on our COVID-Safe delivery plan, please reach out to our team on enquire@iqpc.com.au

BOOK YOUR PASSES TODAY!

NEXT GEN
CX

Individual Delegate Tickets for Next Gen CX Conference

~~AU\$1299~~

AU\$999 + 10% GST

- **EARLY BIRD RATE** *Register and pay before **Friday, 18th March 2022** to **save \$300**
- Last few seats remaining!
- Access to all tracks, sessions and networking
- Lunch and Refreshments

BOOK TODAY

Corporate Starter Package

\$3999 + 10% GST

- **Includes 6 Delegate Passes**
- Choice to select from any of the following conferences - Next Gen CX, Contact Centre Transformation or Customer Insights & Analytics
- **Access VIP delegate experiences** - Join curated meetups and many more opportunities to network and learn from each other
- **Access to full exhibition hall** - Including 4 on-floor theatre stages & over 50 seminar sessions
- **Private meeting room** - Bookable for 1 hour to debrief with your whole team attending the Show and capture all the key learnings
- **Concierge service:** We'll pre-arrange 1-2-1 meetings with up to 3 participating vendors of your choice to help you connect with future partners

BOOK TODAY

To book click on the link directing your straight to the website. Please note these rates are for industry practitioners only.
If you are a solution provider please contact us via enquire@iqpc.com.au to learn more about partnership opportunities for vendors.

2022 SPONSORS & PARTNERS

NEXT GEN
CX

LEAD CUSTOMER SERVICE PARTNER

servicenow™

FOUNDATION PARTNER

sprinklr

LEAD CUSTOMER EXPERIENCE PARTNER

InMoment

FOUNDATION CX PARTNER

ttec™

PREMIUM PLATINUM PARTNERS

Khoros®

CHAMPIONS OF CUSTOMER SERVICE
zendesk

THOUGHT LEADERSHIP SPONSORS

NICE
CXone

TEALIUM™

SAGE
Design and Advisory

EVENT PARTNERS

central™
Formerly GamEffective

emplifi
Empathy, amplified.

freshworks

GetFeedback™

Hootsuite®

inGenious.AI

INTERCOM

jade

LIVEPERSON

oraclecms
customer management solutions

playvox

publicis
sapient

pwc

STARTEK

2022 VENUE:

Welcome to **MELBOURNE CONVENTION AND EXHIBITION CENTRE!**

We're delighted to bring the Next Gen CX Conference to Melbourne Convention & Exhibition Centre!

Melbourne is Australia's unrivalled capital of sport, culture, entertainment & style and has become one of the world's premier meeting and convention destinations!

Join us in Melbourne at the Next Gen CX Conference for a week of unforgettable experiences.

Visit <https://mcec.com.au> for more information.



NEXT GEN CX

4 – 5 May 2022

Melbourne Convention and Exhibition
Centre, Australia

SEE YOU IN MAY
for the best Next Gen CX
event yet!