



CUSTOMER EXPERIENCE IN THE *AGE OF AI* PLATFORMS

Winning customers in a world
of AI, bots and automation

Virtual Instructure-based Training Program (VILT)

In Association with

PRODIGY
BUREAU

DR. STEVEN VAN BELLEGHEM

Thought Leader in Customer Experience | Belgium

“latest technologies
can help to win the
heart & business of your
customers.”



About the Program

We are entering phase 3 of digitalization. This is a world of automation, bots and Artificial Intelligence. The benefits to customers will be HUGE. Customers will enjoy a world of faster than real-time customer service. A world with hyper-personalized offerings. And a world with the most seamless user interfaces ever. In his latest book and keynote, Steven helps companies to achieve these customer benefits in this new digital phase. This keynote is a breathtaking story of how the latest technologies can help to win the heart and business of your customers.

Key Learning Outcomes:

- Achieve the perfect customer experience through the three investment axes.
- Leverage data to improve experiences.
- Discuss the latest new customer interfaces.
- Fight the digital commodity magnet through strategies.
- Augment employee intelligence levels.



Targeted Audience:

This program is designed for corporate, leaders and professionals looking for a paradigm shift, including the following:

- ✓ Frontline Staff Members
- ✓ Customer Service Professionals
- ✓ Managers
- ✓ Staff of Service Ministries Hospitals
- ✓ Hotels
- ✓ Banks and Telecommunications Call
- ✓ Centre Staff
- ✓ Receptionists
- ✓ Sales Agents
- ✓ Internal Customers and all Staff
- ✓ Members who meet daily with external customers

Course Details

DAY ONE

45 Minutes	Session One: Introductory session: Customers the Day After Tomorrow
15 Minutes	Break
45 Minutes	Session Two: Winning the Heart of Customers via Latest Technologies
15 Minutes	Break
45 Minutes	Session Three: The 3 Investment Axes to Achieve Perfect Customer experience
30 Minutes	Q & A
15 Minutes	End of Day One

DAY TWO

45 Minutes	Session Four: <ul style="list-style-type: none">• Leveraging data to Improve CX• Latest Customer Interfaces
15 Minutes	Break
45 Minutes	Session Five: Strategies to Fight the Digital Commodity Magnet
15 Minutes	Break
45 Minutes	Session Six: Augmented Employee Intelligence Levels
30 Minutes	Q & A
15 Minutes	End of the course

Fees Inclusive of:



A certificate signed by the trainer



Full course materials



Access to the trainer's slides



PHASE 1



PHASE 2



WE ARE
HERE



PHASE 3



About The Speaker

Steven is an entrepreneur. He is the co-founder of inspiration agency Nexxworks and social media agency Snackbytes. As an investor he is also involved in the fast-growing digital agency Intracto and AI scale-up Hello Customer. Steven is also on the board of directors of Plan International. In addition to his entrepreneurial activities. Steven is also a part-time marketing professor at the Vlerick Business School. Steven has authored four international bestsellers and has sold more than 120,000 books. His work has been translated into seven languages and he is the recipient of a variety of awards (most innovative marketing book, best marketing book, and best international business book).

Steven has given more than 1,000 presentations at events in over 40 countries. His core expertise is the future of customer centricity. The combination between customer-centric thinking, the latest technologies and the human touch is the guiding principle in Steven's stories.

For registration & inquiries please contact your **KAM**

Happy clients:



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TRAINING CENTRE

This course is designed for corporates.
Individuals may register separately.

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