

NICE Fizzback VoC Forum 2012 Launching the Next Generation of VoC Solutions



The Voice of the Customer Forum 2012 will see the exciting new launch of the **Next Generation of NICE Fizzback Voice of the Customer Solutions**. The day will also offer you the chance to network with your peers, hear real success stories from leading brands such as **BT** and **Vodafone**, and have the opportunity to go on an exclusive tour of the illustrious Lord's Cricket Ground.

The VoC Forum is part of the NICE Systems Business Seminars series showcasing the latest, most innovative Voice of the Customer Solutions in a number of events across Europe. [Register today](#) and learn how to drive by Voice of the Customer, gaining actionable insights from the direct, indirect and inferred VoC.

Announced Speakers:



Agenda:

Time	Sessions	Speakers
09:00-10:00	Welcome meet and greet: <i>With an assortment of pastries, tea, coffee and herbal infusions</i>	
10:00-10:10	Opening address: <i>Fizzback Founder Rob Keve to open the next installment of the VoC Forum</i>	Rob Keve, General Manager VoC, NICE Systems
10:10-10:50	The Evolution of the Customer Experience: <i>Learn how to create a compelling customer experience that achieves brand differentiation and long term customer loyalty</i>	Shaun Smith, Smith & Co. Consultancy
10:50-11:35	Next Generation Fizzback: <i>Hear about what Fizzback offers today, and what is in store for the future</i>	VoC Professional, NICE Systems
11:35-12:00	Morning Coffee Break: <i>A mid-morning coffee break for all those caffeine addicts</i>	
12:00-12:30	Implementing a Cutting Edge VoC Program: <i>A look into the ins and outs of implementing VoC within the business</i>	Nick Martin, Vodafone
12:30-13:00	Transforming your Business: <i>A case study of how to transform your business to drive by VoC</i>	Lee Mostari, Head of Customer Transformation

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Time	Sessions	Speakers
13:00-14:00	Networking Lunch: <i>A warm and cold buffet lunch to cater for every taste</i>	
14:00-14:30	Developing a Leading CEM Program: <i>Hear firsthand how BT Business dramatically improved performance within the contact centre</i>	Scott Morrison and Rob Ackroyd, BT Business
14:30-15:00	O2 Ireland Success Story: <i>O2 Ireland will share their experiences on using the NICE Fizzback VoC Solution</i>	Dorothy Kelly, O2 Ireland
15:00-15:20	Afternoon Tea Break: <i>A traditional English Cricket Tea Break with Homemade Cake</i>	
15:20-15:50	A NICE Future: <i>Our vision of the Future of Voice of the Customer</i>	Director of Solution Marketing, NICE Systems
15:50-16:30	VoC Panel Session: <i>An interactive discussion into anything and everything VoC</i>	Featuring leading VoC Professionals
16:30-16:50	The 6 Key Parts to a Successful CEM Solution: <i>Fizzback founder Rob Keve will share his 6 key points to creating a successful CEM program</i>	Rob Keve, NICE Systems
16:50-17:00	Closing Remarks: <i>Rob Keve to close the conference, and ring the bell to start the tours</i>	Rob Keve, NICE Systems

Venue Information:

Address: Thomas Lord Suite, Lord's Cricket Ground, St. John's Wood Road, London, NW8 8QN

Nearest Tube Station: St. John's Wood

[Click here](#) to view a map of the area.

For more information on getting to the ground please [click here](#).

On the day:

Dress code: Business Casual