



Published on *The Public Sector Customer Experience Conference 2019*
(<http://customerexperienceconference.dods.co.uk>)

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About

Context:

Successfully delivering a world class customer experience every time

The challenges we face in delivering an exceptional customer experience are occurring across all touchpoints. The **2nd Annual Public Sector Customer Experience Conference** will give you the opportunity to learn from colleagues and peers from across the public sector on how to overcome internal barriers, keep customer trust and how to ensure that the customer experience leads organisational change all on a public sector budget.

Key points for 2019 include:

- Making the customer experience lead organisation change
- Successfully integrating AI into the customer experience
- Overcoming internal barriers
- Keeping customer trust
- The social side of CX

Speakers confirmed for 2019:

- **Jessica Crowe**, Assistant Director - Customers, Commissioning and Governance, London Borough of Sutton
- **Julie Rendle-Eames**, Head of Customer Experience, West Sussex County Council
- **Kevin Morley**, Deputy Director – Customer Service, Crown Commercial Service
- **Charlotte Forrest**, Head of Supporter Experience, Save the Children UK
- **Mark Thomson**, Director General, Her Majesty's Passport Office
- **Melanie Rayment**, Head of Service Design, Barnardo's
- **Jo Causon**, CEO, The Institute of Customer Service
- **Isabel Hunt**, Director of Improvement, NHS Digital

Who attends:

Heads of Customer Service Development - Customer Relationship Managers - Heads of Customer Experience - Heads of Customer Services - Customer Contact Managers - Heads of Customer Insight - Heads of Communications - Senior User Researchers - Heads of Digital

Certification:

Dods is a registered Continuing Professional Development provider. For more information on the CPD, [please click here](#) [1].

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Links

[1] <https://cpduk.co.uk/>