



GTACC 2016 – AGENDA

Time	Session
7:30 – 8:30 a.m.	Registration
8:30 – 8:55 a.m.	Opening Remarks & Introductions
9:00 – 10:00 a.m.	<i>Morning Keynote Speaker</i> – Bruce Croxon , Managing Partner, Round 13 Capital. TV Co-host, <i>The Disruptors</i> , former Dragon on <i>Dragon's Den</i>
10:00 – 10:30 a.m.	Wellness Break / Networking / Connecting with our Sponsors
10:35 – 11:35 p.m.	GTACC Awards Recognition & Panel discussion
11:40 – 12:40 p.m.	Lunch
12:45 – 1:35 p.m.	Breakout Sessions: <ol style="list-style-type: none"> Industry Disruptors – Main Hall How does being an industry "Disruptor" disrupt your contact centre? Hear how contact centres have survived and thrived when their companies shook up major industries. Session A – Technology and Great Customer/Employee Experiences – HALL E The role of technology and great customer/ employee experiences. Stories of how companies leveraged various technologies to create great customer and agent experiences. Chat Workshop – HALL F How is growing use of Chat disrupting your workforce planning, recruitment strategy and training? Share with your peers to continue the discussion around leading edge practices. Be part of creating an industry white-paper!

**Share your feedback and complete the survey – Join the conversation at
#GTACC2016**

Time	Session
1:45 – 2:35 p.m.	Breakout Sessions: <ol style="list-style-type: none"> 1. Mobile – Main Hall Forces of Disruption. Mobile and the Constant Need to Evolve 2. <u>Session B – Technology and Great Customer/Employee Experiences</u> – HALL E The role of technology and great customer/ employee experiences. Stories of how companies leveraged various technologies to create great customer and agent experiences. 3. <u>Compliance, PIPEDA and the Customer</u> – HALL F With PIPEDA legislative changes imminent, the role of the contact centre will become more critical to managing and protecting customer data along with Frontline communications when a breach occurs.
2:35 – 2:55 p.m.	Wellness Break / Networking / Connecting with our Sponsors
3:00 – 4:00 p.m.	Afternoon Keynote Speaker – Karl Subban , former School Principal, Team Builder
4:00 – 4:30 p.m.	Wrap – Up and Closing Remarks & PRIZES!!

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