

Five Reasons to Meet NewVoiceMedia at Salesforce World Tour London



By **TIM KIMBER**

NewVoiceMedia is proud to sponsor and exhibit at Salesforce World Tour London, the UK's number one Salesforce event, being held at London's ExCel on Thursday 23rd May. Over 12,000 leading partners, customers, prospects, technology innovators and thought leaders will come together to share ideas, discuss industry trends and network.

Here are the top five reasons you need to be there if you're passionate about delivering sales and service excellence:

1. An information-packed day of learning and networking

Get a year's worth of learning in a single day - you'll hear the latest insights from Salesforce executives and executives from other enterprise companies about driving innovation and success. A host of Trailblazers, partners and product experts will share how they use Salesforce to connect to customers in completely new ways. It's the best way to set the foundations for a successful 2019!

2. Hear from NewVoiceMedia speakers about getting the most from your Salesforce investment

Avoiding the Horror of a Disconnected Customer Experience

- **Time:** 12:30pm-1:00pm
- **Location:** Capital Suite 10
- **Speaker:** Darren Smith, SVP Sales Engineering, NewVoiceMedia

If your contact centre is killing the customer and agent experience, end the horror today by delivering rich, connected experiences. Forcing your customers through an endless, irritating journey is a nightmare. There is a better way. Bring the frustrating technology to heel and bend it to your will, stopping its rampage before artificial intelligence makes it too powerful to be stopped! If you're not delivering great connected experiences and cumbersome technology is contributing to the horror that your agents suffer every day, join this session with NewVoiceMedia to see how to convert your contact centre into a force for great experiences, helping you to serve better and sell more.

Personalising the Customer Experience

- **Time:** 09:00-09:20
- **Location:** Partner Theatre (Expo Floor 1)
- **Speaker:** Paul Stafford & Lyndon Myall, NewVoiceMedia

What do customers really expect from a personalised experience when they contact you? Hear how NewVoiceMedia’s cloud contact centre software can help your team make every conversation personal across all channels. It supports exceptional customer experiences at scale without changing your entire infrastructure and integrates seamlessly with Salesforce.

Trailhead and MyTrailhead: Create a Culture of Learning at your Company

- **Time:** 08:30-09:00
- **Location:** TBC
- **Speaker:** Tara Aldridge, Head of Sales Practice, NewVoiceMedia

Learn more about the NewVoiceMedia team's journey with myTrailhead and how it has impacted employee onboarding and training.

3. Take a healthy break

Join us in the NewVoiceMedia Wellness Zone, opposite the Aloft Hotel, for massages, smoothies and a well-earned break!

4. The perfect end to a successful day

Join us for after-party drinks at the M Restaurant, Threadneedle Street. Please register to attend as spaces are filling up fast, so don't miss out!

5. Book a meeting or demo with us at the event

Discover how we can help you make every conversation great by harnessing the power of Salesforce and NewVoiceMedia. We have a number of sessions and great activities going on throughout the day to help you make the most of your Salesforce investment.

So there you have it: five reasons why you can’t afford to miss us at Salesforce World Tour London. Come and visit our stand to discover how to deliver a consistent, personalised customer experience – plus get the chance to win some prizes.

Please fill out the form and we will be in touch with you shortly.

1.844.324.0340
