# NewVoiceMedia's perspective on Salesforce World Tour London 2019

By **TIM KIMBER**

Salesforce World Tour London took place at London ExCel on Thursday 23rd May 2019. It was an amazing day, packed with over 10,000 visitors watching keynote presentations, numerous breakout sessions and meeting with Salesforce partners at the Customer Success Expo.

NewVoiceMedia takes Salesforce World Tours very seriously; the London event being no exception. We had a large distinctive booth in the Expo, a dedicated customer meeting area and a fully branded 'wellness zone' double-decker bus parked just outside the venue. Overall, this gave us the opportunity to meet with existing and future customers in a unique range of settings:



In addition to this, NewVoiceMedia was privileged to be able to provide our own sessions for visitors specifically interested in adding a cloud contact centre to their Saleforce solution.

First up at 8:30am was Tara Aldridge, discussing the NewVoiceMedia team's journey with Trailhead and how it has impacted our employee onboarding and training.

Our next session was entitled 'Personalising the customer experience', delivered by Paul Stafford and Lyndon Myall. Despite the relatively early start time of 9am, the session was completely packed with all seats taken and standing room only around the edges. Download the presentation here

Our final session at the Salesforce World Tour "Avoiding the Horror of a Disconnected Customer Experience" was delivered by Darren Smith, who explained how to convert your contact centre into a force for great experiences, to help you serve better and sell more. Darren's session was a full-house again, presenting a series of horror-themed slides and an in-depth demo to showcase our technology. Download the presentation here

We hope you found this update useful, and we'd love you to attend our 'CloudFest' thought leadership event coming this Autumn. Register here and we'll keep you fully posted.

If you can't wait until then, please don't hesitate to get in touch.