Industry leading event for customer engagement professionals featured 2 days of inspiring stories of customer success in the use of interaction analytics.

Thursday 5 March, 2020

London, UK – 5 March 2020. CallMiner, the recognised leader in AI fuelled speech and customer engagement analytics solutions successfully concluded the country's top conference for customer engagement professionals, LISTEN World Tour London at 8 Fenchurch Place, London.

The industry leading 2-day conference for organisations using speech analytics technologies and services saw participation from various industries utilising interaction analytics across a broad range of use cases with attendees coming from as far away as South Africa.

Day One of the conference featured well attended multiple workshops with tracks for both advanced and novice speech analytics practitioners focused on best practices in launching or further advancing programme success.

Day Two of LISTEN World Tour London kicked off with recognition of CallMiner's EMEA Customer of the Year, Cabot Financial for their business accomplishments utilising both real-time and post call speech analytics and Aspect Software also received acknowledgement as CallMiner's EMEA Partner of the Year. Following the Award ceremony conference attendees heard two thought provoking keynote addresses from Teleperformance's Head of Digital Transformation EMEA titled "Robots Don't Cry" and Ember Groups' Managing Director Carolyn Blunt who gave an inspired presentation on "Vulnerable Customers in a Digital World".

Following the keynote sessions conference participants had the opportunity to hear exciting case studies of thought leadership in action from speakers who shared their organisations' speech analytics successes, including Vanquis Bank, Freeway Insurance, Teleperformance, Hawaiian Airlines, Morae Global, IPI, Phillips & Cohen, Ember Group and Cabot Financial.

Keen insights continued throughout the afternoon as AI innovator Rick Britt, CallMiner's VP of AI provided an afternoon keynote on the advances of conversational AI and the leveraging of machine learning to improve human interactions. The afternoon sessions concluded with speech analytics trailblazer CallMiner CTO and Founder Jeff Gallino enlightening the conference audience with a dynamic presentation on the industry revolution of platforms and ecosystems and the role CallMiner is playing within these environments.

"We are proud and excited about the feedback we have had so far" said CallMiner's General Manager of EMEA Frank Sherlock. *"Planning is already underway for LISTEN London 2021, and the bar has been set high to make 2021 even better. With passion and focus from ourselves, our customers and our partners - we are undoubtedly up for the challenge."*

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