Join IPAC and Deloitte for an exclusive seminar with Canadian Public Sector leaders to discuss Canada’s ambitious commitments around digital transformation and service modernization in contact centres.

A CONVERSATION WITH OUR SPEAKERS:
- Bruce Derraugh – Call Centre Transformation Leader, Deloitte
- Anand Nimkar - Senior Manager, Data Science, Omnia AI, Deloitte
- Angela Gordon - Senior Manager, Future of Service, Deloitte

FUTURE OF SERVICE: CONTACT CENTRES FOR GOVERNMENT

This virtual session is intended to give participants answers to key questions like, “Why do strong contact centre operations matter for service modernization in government?” and “What are the moves that my organization could make to improve our contact centre?”

Guest speakers will provide an in-depth discussion around trends and world-leading best practices in contact centres and opportunities to apply them in the Canadian public sector to modernize government service delivery.

NOVEMBER 10, 2022
12:00PM - 1:00PM EST
VIRTUAL WEBINAR

JOIN US FOR THIS EXCITING WEBINAR

Please contact Ebellwood@ipac.ca for more information.

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