

What's next



Enterprise

Creating compelling customer conversations: a virtual event series

Join us for a new series of virtual events, where we'll explore the latest insights and innovations in customer engagement, and reveal how forward-thinking companies are responding to the ongoing challenges.

Sebastian Reeve

Posted 5 May 2020



COVID-19 has created unprecedented challenges for every industry, and all organisations have felt the impact in one way or another.

For many companies, it's forced them to change their business models. Retailers have had to close their physical stores and place a new focus on ecommerce, and telcos are finding ways to handle higher contact volumes.

And for nearly every company, it's affected the people delivering great customer service, who are now adapting to new ways of working from home and balancing their personal and professional lives.

But it's important to remember that these are challenges we've faced before—they're simply magnified on a larger scale. And we're quickly starting to see forward-thinking businesses

using them as a catalyst for transformation.

We think that's something worth sharing.

Effortless experiences amid disruption

We've created a new series of virtual events to explore how the industry leaders are responding to today's challenges, and share insights into how you can deliver standout customer experiences in the face of disruption.

Throughout the series, Nuance experts will be joined by customer engagement leaders who've transformed their customer service in response to worldwide disruption. You'll get a chance to hear their stories first-hand, and even ask questions about how they overcame their challenges.

And that's not all. We'll also take a look at some of the latest innovations being made by Nuance customers—covering everything from personalised biometric authentication to conversational virtual assistants.

To kick things off, customer experience veteran Seb Reeve will be exploring what kind of conversations your customers expect in today's world—and offering some advice on how you can deliver them.

Follow us on [LinkedIn](#) and [Twitter](#) to learn more.

Tags: [authentication](#), [biometrics](#), [COVID-19](#), [customer conversations](#), [financial services](#), [retail](#), [telco](#)

More Information



Join us for the first session on 13th May 2pm (BST)

Reserve your place now.

[Register now](#)



About Sebastian Reeve

In his current role at Nuance as EMEA Director of Product Management and Marketing, he is responsible for defining and evangelizing the Nuance customer care proposition across Europe, the Middle-East and Africa – sharing how companies can create extraordinary automated experiences which their customers actively choose to use rather than simply tolerate and complain about.

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