

# EPTICA CUSTOMER DAY

24 - 25 NOVEMBER

PARIS

AGENDA



**eptica**  
MEANINGFUL CONVERSATIONS

## EPTICA LUNCH

24<sup>TH</sup> NOV

### Le Karé

45 Bis Avenue Edouard Vaillant  
92100 Boulogne-Billancourt

- **12:30** Lunch

## EPTICA CONFERENCE

### Le Karé

45 Bis Avenue Edouard Vaillant  
92100 Boulogne-Billancourt

- **14:00** *Welcome*  
Olivier Njamfa, CEO & Co-Founder, Eptica
- **14:10** *Eptica UK Customer Experience Highlights*  
Derek Lewis, Sales Director, UK & Ireland, Eptica
- **14:30** *5 Trends Driving Customer Service*  
Chris Measures, Director, Measures Consulting
- **14:55** *Eptica Innovation*  
Pascal Gauvrit, CTO, Eptica
- **15:35** *Case Study: New Look (Retail)*
- **15:55** *Case Study: NHS BSA (Public Sector)*
- **16:15** *Click & Meet and Break*
- **17:00** *Putting Technology at Your Service*  
Regine Vanheems, Associate Professor, Sorbonne
- **17:45** *Celebrating our First 15 Years and the Future!*  
Olivier Njamfa, CEO & Co-Founder, Eptica

## EPTICA ANNIVERSARY

### Le Karé

45 Bis Avenue Edouard Vaillant  
92100 Boulogne-Billancourt

- **18:15** *15<sup>th</sup> Year Anniversary Cocktail Party*  
(Close at 21:00)

## EPTICA AT YOUR SERVICE

25<sup>TH</sup> NOV

### Eptica Office

63 Bis Rue de Sèves  
92100 Boulogne-Billancourt

- **All Day** Meetings and Demos