

Vodafone, Orange, du, Zain to discuss next-gen CEM strategies

The future of telecommunications is data-centric and digital-savvy consumers who will dominate the next decade of growth.

DUBAI, UNITED ARAB EMIRATES, February 20, 2017 /EINPresswire.com/ -- With the rising popularity of OTT and demand for digital services, competition is becoming more intense for telecom operators who are desperate to stake their claim and counter the threat.



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With this in mind, we are hosting the top leaders and decision makers from the region's largest operators at the 6th CEM in Telecoms Middle East Forum taking place on 10-11 April 2017 in Dubai, UAE to discuss the next-generation customer experience management at the heart of the digital transformation.

Speakers include:

- Ismail Mohammed, Senior Vice President Customer Operations, du
- Mohamed Salheen, Senior Vice President Business Marketing, Mobily
- Stacy Holland, Vice President Digital Experience, du
- Tawfiq Al Lawati, General Manager Customer Care, Omantel
- Thomas Reby, Vendor Operations Manager, Google
- Hany Mokhtar, CX & Digital World-Class Expert
- Yasser Hussein Ibrahim Mohamed, Senior Manager Planning & Intelligence, Ooredoo Qatar
- Ahmad Nour, Head of Customer Experience and Service Transformation, Vodafone Qatar
- Prince Thomas, Director - Digital Marketing & New Business, Ooredoo Oman
- Mohamad Hinnawi, Advisor, Customer Experience, Saudi Telecom Company (STC)
- Nisreen Abu Hadba, Customer Experience & Quality Director, Orange Jordan
- Diane Magers, CEO, Customer Experience Professionals Association (CXPA), USA

The 6th Annual CEM in Telecoms Middle East forum will include an awards ceremony and a gala dinner on the opening day of the conference on 10 April 2017. This prestigious awards ceremony is being organised in an effort to recognise the achievements and innovation shown by customer experience and marketing professionals who are making the biggest difference.

Huawei, comptel and aurionpro have confirmed as sponsors and will be present to showcase their products and solutions and solutions.

Find the full programme, speaker list and registration form at <http://cemtelecoms.iqpc.ae/news> , call

+971 4 364 2975 or email enquiry@iqpc.ae.

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