

SPEAKING



Speaking Digital Customer Service

Speaking services

- Design
- Deliver

Speaker: **Paolo Fabrizio**

Design

What do you want to achieve organizing an event on the Digital Customer Service? Based on your answer, we'll define content of my speech

Delivery

My speech, taking place in a physical place or online. It may be a keynote speech, as moderator or as panelist (expert round table).

I help my clients

- Spread customer service culture in every organizations' department.
- Harness digital support channels such as social media, live chat, instant messaging apps.
- Retain customers by taking care of each conversation in details.

Digital Customer Service Speeches

One of the most effective ways to involve other corporate departments on Digital Customer Service topics is creating moments of sharing.

In fact, more and more companies organize offline and online events (conferences, webinars) where they invite professional speakers to bring in best practices and external business visions. By doing that, regardless of their industry, they broaden and enrich their perspectives.

For this reason, in the last 5 years I have been hired as speaker at several customer service conferences in Italy, USA, U.K. and Malta as well as at private corporate events to spread the culture of customer service.

As a speaker I attend at

- Conferences / corporate events (offline and online)
- Radio / TV broadcasts
- Webinars (as guest speaker)

All services are available in

- English, Spanish and Italian



FAQ

1. Where do you perform your speeches?

At conferences / your offices or online (webinars, panels, TV / radio broadcast as guest.

2. How much does your speech cost?

It's up to the kind of service you need. Learn more contacting me <https://customerserviceculture.com/en/about-me/>

3. What kind of events to you attend as speaker?

Conferences, conventions (either offline and online), webinars and Radio / TV broadcasts.

4. Why should I hire you?

Because thanks to my speaking activity I've helped many brands increase their customer service culture.

5. What languages do you perform with?

English, Spanish and Italian.

Speaking experience

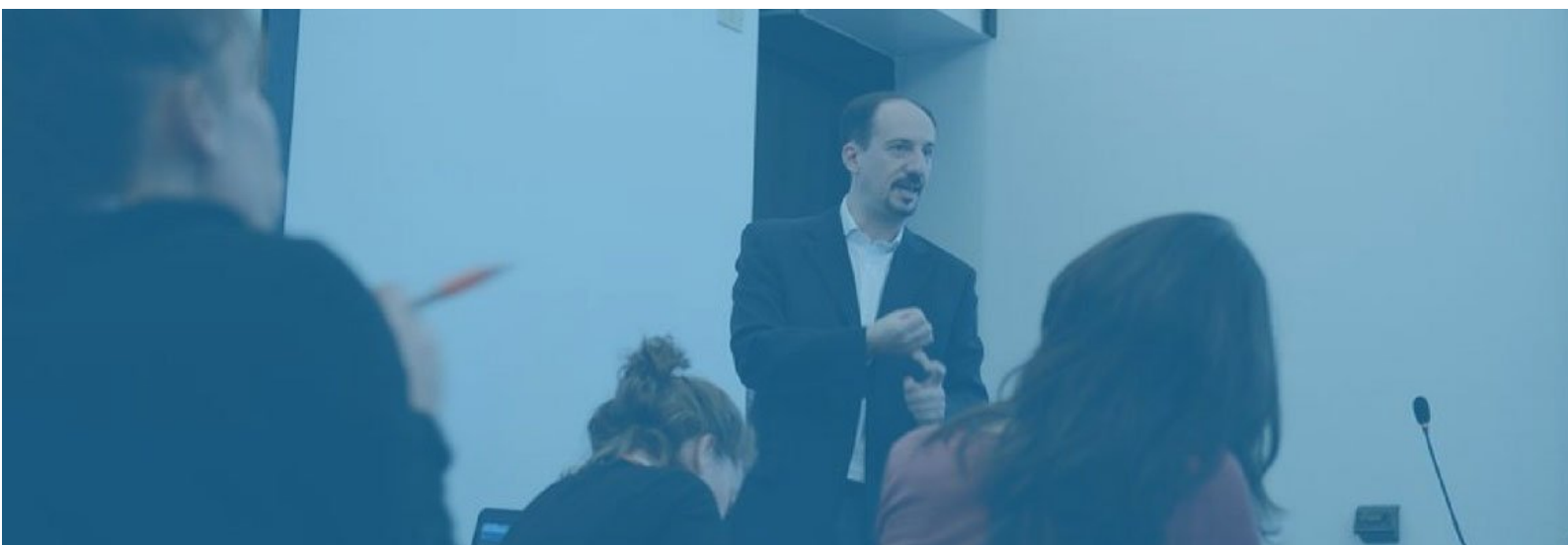
I have attended many conferences in Italy and abroad (USA, U.K. and Malta). I was hired to involve the audience on issues related to the Digital Customer Service through best practices. Below some of my participations as a speaker.



Testimonials

" Paolo did a great job moderating discussion at the Customer Service Summit 2017 in New York. He lead two sessions at the event alongside senior representatives from Microsoft, Sykes and the Transport Security Administration. I look forward to working with Paolo on future events and will be recommending to my colleagues. "

Your speaker



Paolo Fabrizio

Digital Customer Service Consultant, Trainer, Author, Speaker.

In the 90s he took part in the startup of the first online insurance company in Italy, following the customer's entire life cycle. Since 2013 as a consultant and trainer he has been helping companies to harness digital customer service as a business driver. Founder of CustomerServiceCulture.com, author of books and speaker at conferences in Italy and abroad. Lecturer at Bicocca University of Milan.

He has cooperated with

