



Preliminary Agenda: Member Summit 2020

Consortium for Service Innovation
Austin, TX ~ [Registration and Logistics](#)

Join us at the brand new Austin Proper Hotel where we will discuss the ever-accelerating transformation services organizations face as customer engagement becomes the focus across the enterprise.

Future innovation in services will be about people. Come explore what that means for:

- Leveraging KCS content for digital automation
- The evolving function of Knowledge Domain Analysis
- Emerging trends in Intelligent Swarming
- Coaching as a culture driver
- A new framework for measuring self-service success

As always we will have lots of time for networking and discussions on topics of interest to attendees, including a full day of Open Space.

Agenda Overview

Tuesday, September 22

7:30-9 pm Dessert Reception

Wednesday, September 23

9:00 General Session: Innovation in services is and will continue to be about people. Digital transformation is actually cultural transformation.

Noon Lunch

1:30 Breakout Sessions: KCS, Intelligent Swarming, Predictive Customer Engagement

5:00 Adjourn

6:00-9:00 Offsite Reception and BBQ Group Dinner with live music

Thursday, September 24

9:00-5:00 Open Space Sessions: discussions nominated by attendees.
Sample topics:

- AI and KCS: Automation for self-service.
- Applying KCS Principles to non-support groups.
- The instrumental role of a coach
- The power of Organizational Network Analysis in an Intelligent Swarming implementation

Friday, September 25

9:00 Measuring Self-Service Success
Measurement Matters v6

12:00 Summit adjourns