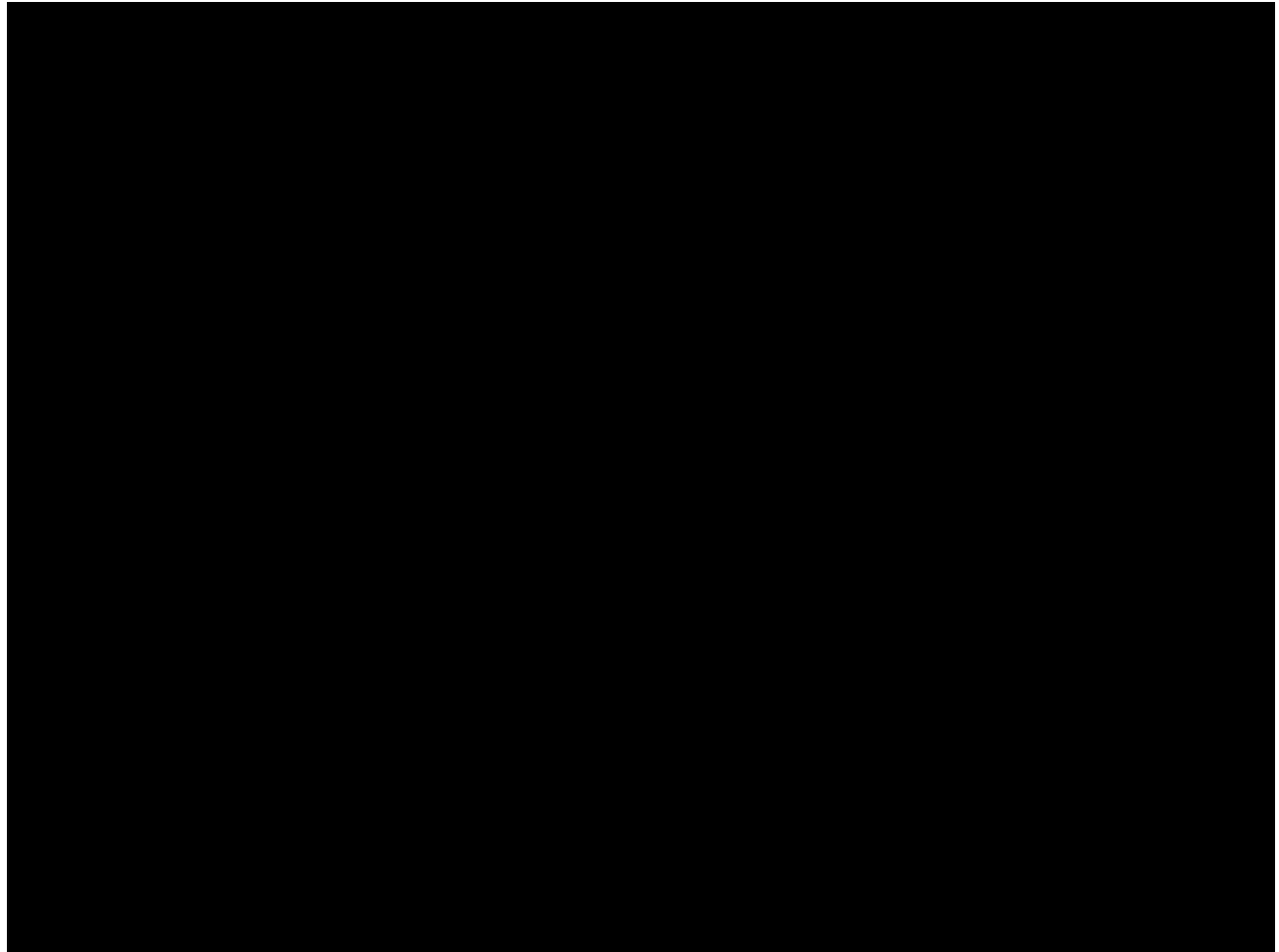


Contact Centre Evolution

Ross Musgrove
Chief Executive Officer

Western Downs Intro Video

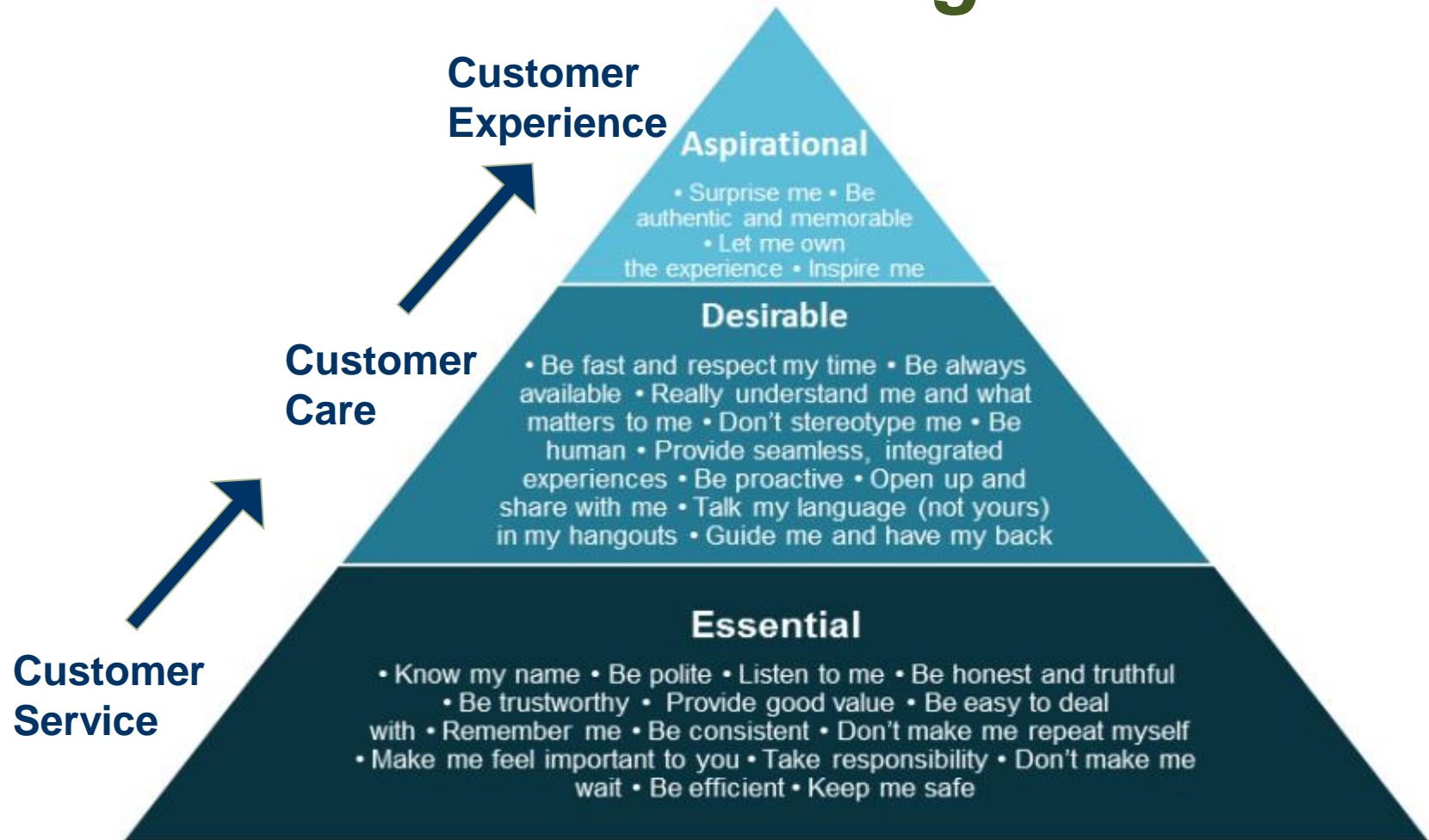




Where we are now

- Developing a culture of Customer service, changing the face of customer service
- Increased focus on developing technology to meet our customers service expectations

Defining Success



Source: Telesperience 2016



Opportunity

Knocks



***Our People
Are
Our Future***



Culture

VS

Structure

Questions

