

# TRUSTED ADVISERS

FOR CUSTOMER EXPERIENCE,  
CONTACT CENTRES &  
TECHNOLOGY



## Michael Clark - Speaking Portfolio 2025

### CxOutsourcers Mindshare

Keynote: Digital  
Transformation Journey  
Panel: CX Disrupters



### BPO Exchange:

The Future of the BPO  
Industry, and the impact  
of AI



### Matchboard:

#### Facilitator, Executive Roundtables

- Sprinklr - Sydney
- Zoom - Sydney, Brisbane, Perth
- Weploy - Brisbane
- Prohance - Melbourne, Sydney



#### Client TESTIMONIAL

Michael Clark is an  
outstanding facilitator -  
Matchboard has engaged  
him for numerous contact  
centre and CX roundtable  
events and we'd recommend  
him in a heartbeat. 11/10!

Sharon Melamed - CEO, Matchboard



# TRUSTED ADVISERS

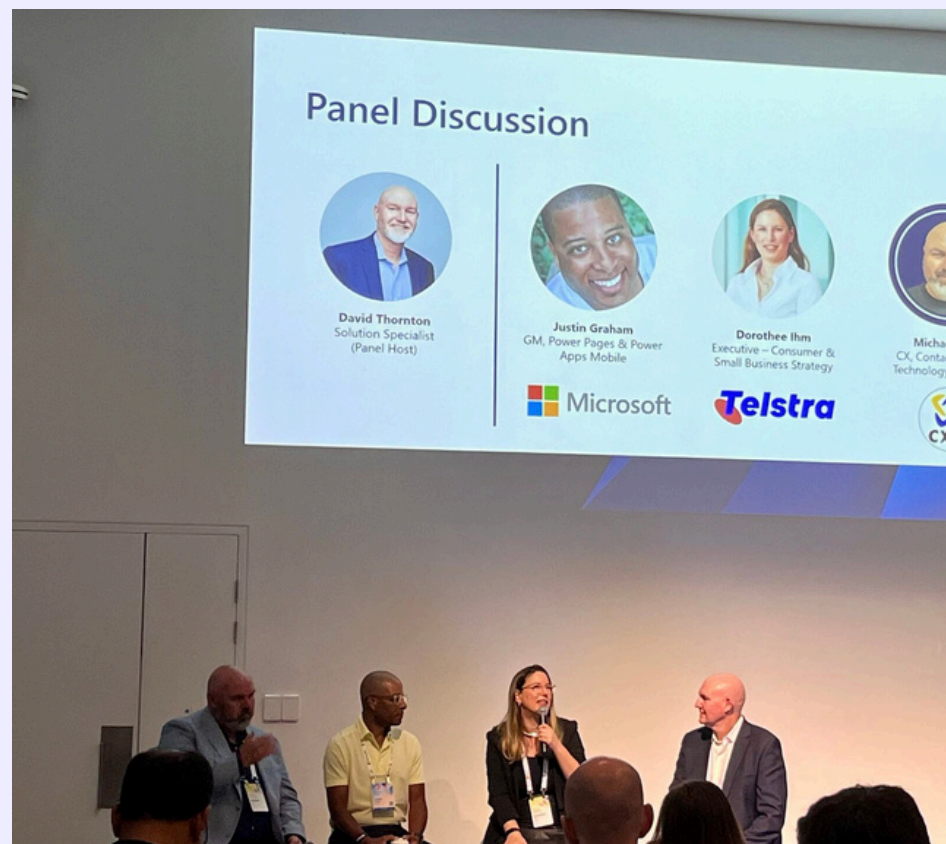
FOR CUSTOMER EXPERIENCE,  
CONTACT CENTRES &  
TECHNOLOGY



## Michael Clark - Speaking Portfolio Past Engagements

### Microsoft AI Tour 2024

Autonomous Contact  
Centre of the Future Panel



### Auscontact Association National Conference

**2022:** Event MC



### Keynote or Panel Presentations: **2008 to 2024:**

- Government Contact Centre Summit 2008, 2009, 2014
- Auscontact Association National Conference 2009, 2010, 2015
- ITNews Awards 2018
- Genesys G-Summit 2009, 2019