

## Plan de Actividades 2020

| DATE                        | EVENT   | ORGANIZED BY |
|-----------------------------|---|--------------|
| 6 <sup>th</sup> Febr 2020   | WB: Legislación Relacionada con CONSUMIDORES  | AFSM         |
| 5 <sup>th</sup> Mar 2020    | W.B.: SCOPIO RRHH ANALYTIC TOOL   | AFSM/EOI     |
| 23 <sup>rd</sup> April 2020 | WB: IoT-INDUSTRY 4.0  | AFSM/EOI     |
| 27 <sup>th</sup> April 2020 | STARTING COURSE ON SERVICE MANAGEMENT : EOI, 56 Hours on Friday Evening and Saturdays Morning   | AFSM / EOI   |
| 21 <sup>st</sup> May 2020   | PROFESSIONAL MEETING in EOI: RPA- Process Automation  | AFSM/EOI     |
| 18 <sup>th</sup> June 2020  | XIII SERVICES SUMMIT: PROFESSIONAL MEETING:<br>- New Services Model-High Value Services<br>- Performance Management & BI<br>-Identification of Value for Customers.<br>-Improvement of Customer Experience.<br>- Services for Customers outcomes<br>- The Value generation of Contact Center, Benchmark Data<br>- Cognitive Computing trends<br>ROUND TABLE on: Services Trends | AFSM/EOI     |
| 18 <sup>th</sup> June 2020  | AFSM ANNUAL ASSEMBLY:<br>From 16:00 to 17:00<br>Activities Report from President<br>Economic Report from TREASURER<br>Election of a New Board and President   | AFSM         |
| Every Month                 | Working Brekfast CEDE every month   | CEDE         |
| 1st Half and 2nd Half 2020  | TRANSFORMATIONAL LEADERSHIP TRAINING EVENTS:  | CEDE         |
| 25 <sup>th</sup> September  | WORKING BREKFAST in EOI: CIBERSECURITY MANAGEMENT   | AFSM/EOI     |
| 23 <sup>rd</sup> October    | WB: Customer Experience/ Employee Experience  | AFSM/EOI     |
| 19 <sup>th</sup> November   | Working Breakfast-EOI : Call Centers Management for increasing Productivity and Customer Satisfaction   | AFSM/EOI     |
| November                    | WEBINARS GRABADOS POR TSIA y OTROS PROVEEDORES. TODOS LOS QUE SUPONGAN TEMAS DE INTERÉS PARA LOS ASOCIADOS  | CEDE         |
| November                    | CEDE CONGRESS   | CEDE         |
| 16 <sup>th</sup> December   | AFSM END YEAR EVENT:<br>ROUND TABLE: Customer Success Management: Processes, People, Technology   | AFSM         |
| 16 <sup>th</sup> December   | DELIVERY OF AFSM AWARDS 2020 and END YEAR DINNER  | AFSM         |
|                             | THREE AFSM BULLETINS EVERY MONTH+ ONE BULLETIN CEDE EVERY WEEK  | AFSM- CEDE   |

Working Evenings= MU= Format Meet Up, this is conferences starting at 19:00, without cost for the attendants. The dates of the Events can be modified but we will inform our members at least one month before the modification. New Events can be added to the Program.