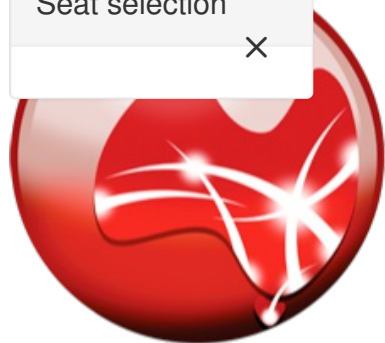


Seat selection



TelSoc

Telecommunications & the Digital Economy

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The need for differentiation and prioritising customer experience for Telstra Broadband

Presenter: Angie Vouziotis, Group Owner Fixed Access & Broadband Products, Telstra

Tuesday, 26th March 2024

Free

[1]

★ 22 [2]

Book a Seat

[3]

The presentation will cover an overview of evolving needs of consumers, the new and emerging changes of the in home environment and how Telstra and service providers around the world are seeking to address both these challenges and the opportunities with new access types and new technologies.

Angie will also talk about how emerging technologies such as Artificial Intelligence & Machine Learning (AI/ML) are being utilised, both in trial and now in production to resolve customer experiences smarter and faster.

The presentation will be followed by a Question-and-Answer session. TelSoc is all about sharing ideas and encouraging useful discourse within the sector.

Date and Time

Tue, 26 Mar 2024

12:30 - 13:30 AEDT

Location

Presenter(s)

Angie Vouziotis

Angie Vouziotis, leads the group of fixed access products in Telstra including broadband, (fixed) wireless, modems, telephony, voice and payphones. The function includes the activation and service experience for residential and small business customers.

Joining Telstra over 12 years ago to lead business broadband products, Angie went on to lead teams in consumer broadband and then later a focused group on broadband assurance. Today she is responsible for residential and small business fixed access product portfolio.

Angie started her career as a graduate at Nortel Networks in Australia and then later moving to Europe in various product management roles with Greek fixed and mobile service provider COSMOTE, going on to lead product management functions in subsidiaries in Romania, Bulgaria and Armenia.

In her role as Group Owner Fixed & Broadband Products, Angie led the digital transformation of Telstra's fixed broadband portfolio, ensuring a digital first experience, simple and fast activations and delivering zero touch assurance experiences whilst reducing costs. Launching a satellite broadband and voice service powered by Starlink to deliver services to regional Australia. In addition, she has launched a highly successful 5G fixed wireless access product.

Broadband	Customer Experience	AI/ML	Service Management	Multi Access
[4]	[5]	[6]	[7]	[8]

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Links

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[2] https://telsoc.org/printpdf/4301?rate=zz_XXGbHZbXcGjr4AJunr_-S8M0mW3W2E16Tcf7ORk [3] <https://www.eventbrite.com.au/e/differentiation-and-prioritising-customer-broadband-experience-tickets-856679791317> [4] <https://telsoc.org/topics/broadband> [5] <https://telsoc.org/topics/customer-experience> [6] <https://telsoc.org/topics/aiml> [7] <https://telsoc.org/topics/service-management> [8] <https://telsoc.org/topics/multi-access>