

Free for
members

What is premium voice, and why you should care

Wednesday, 8 July 2026
8:30am – 12pm

The Edwardian Manchester
Free Trade Hall, Peter Street,
Manchester, M2 5GP

Northern Contact Centre Forum, in association with IRIS Audio Technologies, invite you to an exclusive breakfast briefing exploring the evolving role of voice in the contact centre and what “premium voice” really means in 2026.



As customer expectations rise and AI-enabled voice technologies mature, organisations are under increasing pressure to balance efficiency, compliance and inclusivity, while still delivering human, high-quality customer experiences. This focused, in-person session brings together industry peers and experts to examine how voice strategy must adapt to remain effective, ethical and commercially sustainable.

The briefing will include expert insight and interactive discussion around:

- **The cost of voice today** - balancing rising demand with operational pressure
- **AI in the voice channel** - innovation, risk, and real-world impact
- **The metrics that matter in 2026** - and why traditional measures fall short
- **Inclusivity in contact centres** - supporting customers and advisors
- **Compliance, regulation, and health and safety** - meeting growing obligations

This session is designed for senior leaders and decision-makers responsible for customer contact, operations, technology, people or strategy, and will provide practical perspectives you can take back into your organisation.

Register to attend online at: <https://contactcentreforum.co.uk/northern/events>
