




<b>Date</b>	9:00 ~ 20:30 THU, October <b>17</b> / 8:30 ~ 17:00 FRI, October <b>18</b>
<b>Venue</b>	4F Hana/5F Eminence Hall Keio Plaza Hotel 2-2-1 Nishishinjuku, Shinjuku, Tokyo 160-8330
<b>Access</b>	5 minutes walk from Shinjuku Station West Exit (JR / Private Line / Tokyo Metro) A short way from Tochomae Station (Oedo Line) B1 Exit

Ticket Type	Price	Member Price
<b>2-Days VIP Ticket</b> <small>Lunch and beverage, VIP lunch session, Reserved seats for all sessions are included</small>	<b>65,000JPYen</b>	<b>48,000JPYen</b>
2-Days Ticket	55,000JPYen	38,000JPYen
1Day Ticket	34,000JPYen	

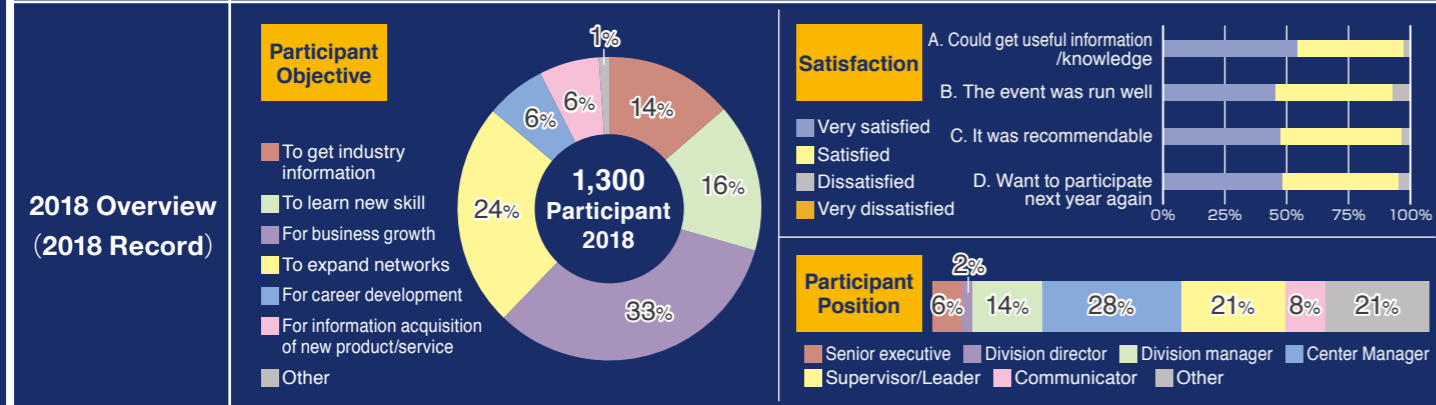
  

HDI Membership	Corporate Member	Site Member
	196,000JPYen	98,000JPYen

Above mentioned is before-tax price. The invoice will be issued in October.

<b>Registration</b>	<p><b>To Register, visit:</b>  <a href="https://www.hdi-japan.com/hdi/events6/Academy2019/cr2_regist.asp">https://www.hdi-japan.com/hdi/events6/Academy2019/cr2_regist.asp</a>                  Please scan the QR code with your smartphone or tablet</p> 
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<b>Contact Us</b>	<p><b>HDI-Japan Community &amp; Marketing TEL : +81-44-969-5031</b>                  Hours Monday–Friday : 9:00–17:00 MAIL : <a href="mailto:Info@HDI-Japan.com">Info@HDI-Japan.com</a></p>
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## HDI Academy 2019 / KCS Academy 2019 OFFICIAL GUIDEBOOK

THU, October **17** – FRI, October **18** **Venue** 4F Hana/5F Eminence Hall Keio Plaza Hotel

GET READY FOR THE **REVOLUTION** OF SUPPORT AND SERVICE MANAGEMENT

### HDI Academy Official Partners

#### Platinum Partner



#### Gold Partners

パーソル ワークスデザイン	OKWAVE best answer.
AI SQUARED After Internet x Artificial Intelligence	TechMatrix
OceanBridge	servicenow.

#### Mini Partners



#### Special Thanks



### PLEASE NOTE

No refunds will be given for cancellations made after October 4, 2019. If you can not participate, please join the proxy as much as possible.

Last updated on September 1st. For latest information, visit [www.HDI-Japan.com](http://www.HDI-Japan.com)

9:00	Reception Open			
9:30	Opening Partner Booths Introduction <b>Domestic Keynote</b> 5F Eminence Hall <b>K00 Opening Remark</b> <b>(R)Evolution of Support Service</b> Tastumi Yamashita / CEO of HDI-Japan			
10:30	Orienteering Discussion 5F Eminence Hall [001] BLUE [002] RED [003] YELLOW [004] ORANGE [005] PINK [006] BLACK [007] PURPLE [008] GREEN			
11:30	<b>VIP Lunch &amp; Session</b> 4F Ougi 11:45~13:45 <b>Advanced Contact Center with Salesforce &amp; KCS</b> Hiroki Omori / salesforce.com × Tatsumi Yamashita / HDI-Japan		Lunch 11:30~13:00 Exhibitors Demonstration Stamp Rally 4F Foyer	
13:00	Hana A KCS	Hana B People	Hana C Case Study	Hana D Process
14:00	<b>VD 101</b> We Start KCS. ~ Knowledge Centered Sales ~ Ujinori Kuwajima OPTAGE Inc.	<b>102</b> Revision of Labor Law and Retention of Young Human Resources Kazuko Uehara PERSOL TEMPSTAFF CO., LTD.	<b>103</b> Is It Possible the Automatization of Operator Task? ~ How to Use FastHelpxAI ~ Tsuyoshi Nakajima TECHMATRIX CORPORATION	<b>104</b> Upgraded ITIL 4 ~ For All Support Professionals ~ Shigeaki Tougou Fess co.,Ltd.
14:00	<b>VD 201</b> KCS and FAQ Management Based on Best Practice in OKWAVE Takuya Hayami OKWAVE, Inc.	<b>202</b> Visualized Skill Evaluation ~ Convinced Skill Assessment and Development Method ~ Natsumi Houdumi MetLife Insurance K.K.	<b>203</b> Rebuilding the Role of Contact Center Through the Industry Standard Norie Itou SMBC Nikko Securities Inc.	<b>204</b> 10 Points for Three Star's Support Quality from Customer Pointview Hironobu Shinagawa HDI-Japan
14:45	Coffee Break Support Tool Demo Lounge Stamp Rally 4F Foyer			
15:15	<b>301</b> End-to-End Service Management with KCS Ver.6 Certified ServiceNow CSM Hiroyasu Lee ServiceNow Japan K.K	<b>302</b> New Hire Education with Center's Characteristics for Retention Management Michiko Nakajima Japan Automobile Federation (JAF)	<b>303</b> "Method of Problem-solving" and Paradigm Shift by Fourth Industrial Revolution Hideya Nakashima SCSK Corporation	<b>304</b> How Do You Deal with Customers Interactive Management? Daisuke Katou FUJITSU COMMUNICATION SERVICES LIMITED
16:15	<b>401</b> Tips and Outcomes of KCS Adoption Hiroshi Taguchi Tokio Marine & Nichido Communications Co.,Ltd.	<b>402</b> Call Quality Improvement and Customer Experience ~ Wonderful Moving Moments ~ Kaori Asakawa YJFX, Inc.	<b>403</b> Approach for Service Quality Improvement with Voice Recognition Takashi Kurohara GLORY Techno 24 Co., Ltd.	<b>404</b> How Should We Use Knowledge? Ryouko Omori Kyuden Business Solutions Co.,Inc.
17:15	<b>501</b> Chop! Knowledge Management beyond Your Imagination ~ Fusion of KCS and AI ~ Hideki Suzuki PERSOL WORKS DESIGN CO., LTD.	<b>502</b> Employment and BPO in 2020 ~ Challenge of Work Style Reform ~ Junji Asano Canon Marketing Japan Inc.	<b>503</b> Benefit of BPO in Philippines and Future of Support in Japanese /Multilingual Support Sanae Takagi Rakuten, Inc.	<b>504</b> Center Management for Spiral Up ~ How to Reduce Incoming Call ~ Hiromichi Tanaka GMO Payment Gateway, Inc.
18:15	<b>601</b> Partner Attraction KCS Salon PERSOL WORKS DESIGN CO., LTD.	<b>602</b> Partner Attraction How to Decrease Turnover Rate by Power of Thankfulness OKWAVE, Inc.	<b>603</b> Partner Attraction To Be Announced Please visit www.hdi-japan.com for latest information.	<b>604</b> HDI Attraction HDI Academy Award, Latest Information of HDI Benchmarking, etc. HDI-Japan
20:30	<b>VD</b> Virtual Discussion			

Exhibition • Stamp Rally • Coffee Break

8:30	Reception Open				
8:45	Hana A KCS	Hana B People	Hana C Case Study	Hana D Process	
9:45	<b>701</b> FAQ Innovation in Technical Support ~ KCS Practice ~ Takashi Otsubo Fuji Xerox Service Creative Co., Ltd.	<b>702</b> Expansion of Web Service and Importance of Self-Support Shinji Takahashi HDI Faculty	<b>703</b> Customer Success in Subscription Era Noriko Sekine Cybozu, Inc. Chinatsu Yasue FUJITSU COMMUNICATION SERVICES LIMITED	<b>704</b> Let's Get Away from Cost Center ~ Strategic Organization contributing to Service Development and Profitable Revenue ~ Naonori Hamada NTT Com Engineering Corporation	
10:45	<b>801</b> Key Point of KCS Adoption Through Real Experience Miki Oda Japan Business Systems, Inc.	<b>802</b> To the Age of Digitalization of Service Quality Management Convincing Reason for Objective Assessment Kazuya Suda PERSOL WORKS DESIGN CO., LTD. Saori Shimodaira Mitsui Sumitomo Insurance Company, Limited	<b>803</b> Lots of Things to Do! Essential Call Center Innovation with JAPANET Quality Yuutarou Tateishi Japanet Communications Co.,Ltd.	<b>804</b> Latest AI Technology Promotes Greater Efficiency and Use of "Customer Voice" Keisuke Iwasaki A.I. Squared, Inc.	
11:30	<b>901</b> New Information System Leads IT Support Restructuring Midori Toyoda Yahoo Japan Corporation	<b>902</b> Strengthening of Engagement with Communication Diagnosis Mika Kunizaki Aioi Nissay Dowa Insurance Co., Ltd.	<b>903</b> Building of CC Management Framework and Breakaway from Old Framework Takuya Satou SOMPO COMMUNICATIONS	<b>904</b> Game Changers, Disrupters, and CRE Innovators in Asia Pacific Jason Chu Asia Pacific Customer Service Consortium (APCSC)	
13:00	Lunch 11:30~13:00 Exhibitors Demonstration Stamp Rally 4F Foyer		<b>VIP Lunch &amp; Session</b> 4F Ougi 11:45~13:45 <b>(R)Evolution in Support Industry by HDI Benchmark</b> Ayako Osakake / HDI-Japan Hironobu Shinagawa / HDI-Japan		
13:00	<b>KCS Interactive Panel Discussion</b> 5F Eminence Hall 13:00~13:55 <b>Management View of KCS Adoption</b> Yoshinori Hirabayashi / President / PERSOL WORKS DESIGN Hiroshi Taguchi / Senior Executive Officer / Tokio Marine & Nichido Communications Tatsumi Yamashita / CEO / HDI-Japan				
14:00	<b>Platinum Partner Session&amp;International Keynote</b> 5F Eminence Hall <b>K01 Thinking about Contact Center from a standpoint of "Customer Success"</b> Hiroki Omori / Product Marketing Senior Manager / salesforce.com Co.,Ltd.				
15:10	<b>K02 AI Isn't Taking Your Job... Unless You Give Your Job Away</b> Roy Atkinson Human creativity in finding new ways to apply both artificial and human intelligence is the key to a rewarding and challenging future.				
15:30	Coffee Break Stamp Rally 5F Eminence Hall Foyer				
16:45	Round Table Discussion <b>R1</b> KCS - Adoption	<b>R2</b> KCS - People	<b>R3</b> KCS - Process	<b>R4</b> KCS - Tool	<b>R5</b> English Round Table - Global Support Trend
17:00	<b>R6</b> AI/RPA	<b>R7</b> Chatbot	<b>R8</b> Wild Card	<b>R9</b> Hiring & Orientation Training	<b>R10</b> HR Development
	<b>R11</b> Retention/Turnover	<b>R12</b> Employee Satisfaction	<b>R13</b> Motivation 1	<b>R14</b> Motivation 2	<b>R15</b> Customer Satisfaction
	<b>R16</b> Multi Channel	<b>R17</b> Center Management	<b>R18</b> Work Life Balance	<b>R19</b> Monitoring	<b>R20</b> Quality Control
16:45	Questionnaire Marathon Prize Stamp Rally 5F Eminence Hall				
17:00					

Exhibition • Stamp Rally • Coffee Break