





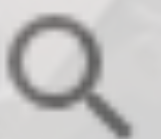
HEAD OF TRANSFORMATION
THREE IRELAND

Justin Conry



Dictionary

Search for a word



robot

/ˈrəʊbɒt/

noun

1. (especially in science fiction) a machine resembling a human being and able to replicate certain human movements and functions automatically.

"the robot closed the door behind us"

synonyms: [automaton](#), [android](#), [machine](#), [golem](#); [More](#)







Search this area

Google

Morley Butchers
4.9 ★★★★★ (10)
Butchers · 0.3 mi
Open · Closes 17:00

Directions

Call

Connected from birth



Alone together...

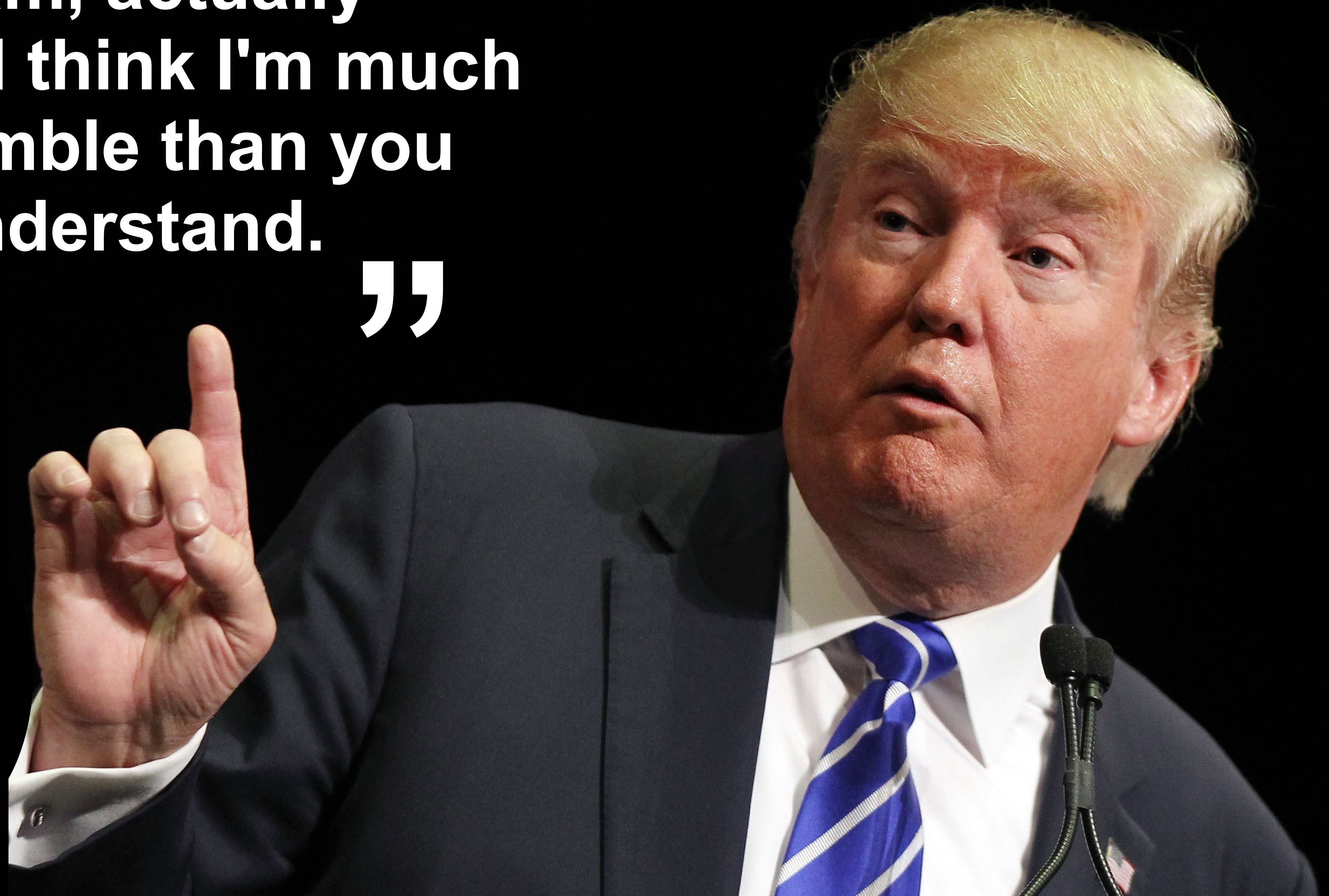




2018...

**“...shuts down Robot after it
spontaneously developed its own
nonsense language”**

“ I think I am, actually
humble. I think I'm much
more humble than you
would understand. ”



News › Technology

Facebook shuts down chatbot experiment after AIs spontaneously develop their own language

FIONA SIMPSON | Tuesday 1 August 2017 11:51 | 8 comments



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shares



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The Evening Standard



(CONTINUED FROM FRONT FLAP)

...navigating the dark corridors of hidden history and
...me religion, Langdon and Vidal must evade a
...ted enemy whose all-knowing power seems to emanate
...om Spain's Royal Palace itself... and who will stop
...ing to silence Edmond Kirsch. Following a trail
...ted by modern art and enigmatic symbols, Lang-
... Vidal uncover clues that ultimately bring them
...ing truth that has long eluded us.
...s stunningly inventive—Dan Brown's most
...entertaining novel to date.



...s the author of numerous #1 inter-
...uding *The Da Vinci Code*, *Inferno*,
...s *Demons*, *Deception Point*, and

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...ode, *Inferno*, and *The Lost*
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CRITICAL ACCLAIM for DAN BROWN INFERNO

"Dan Brown is the master of the intellectual cliffhanger."
—THE WALL STREET JOURNAL

"Brown gives us lots of history and culture... but he puts the story first. *Inferno* is the kind of satisfying escapist read that summers were made for."
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—THE WASHINGTON POST

"Robert Langdon remains a terrific hero, a bookish intellectual who's cool in a crisis and quick on his feet... The codes are intriguing, the settings present often-seen locales in a fresh light, and Brown keeps the pages turning."
—ENTERTAINMENT WEEKLY

"Thriller writing doesn't get any better than this."
—THE DENVER POST

ISBN 978-0-385-51423-1



52995

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DAN BROWN



ORIGIN

THE DA VINCI CODE DAN BROWN



ORIGIN

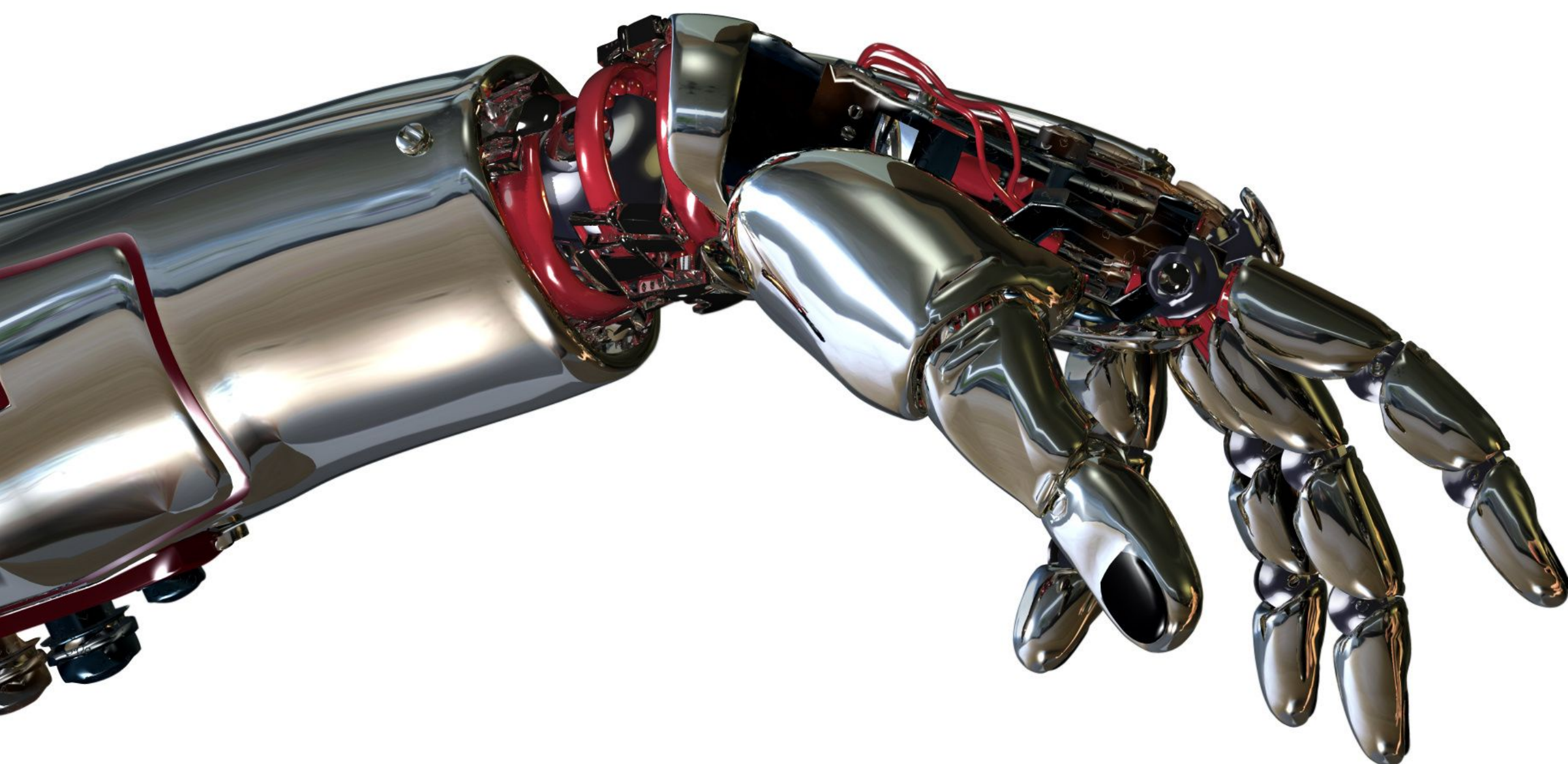
A NOVEL

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WHOEVER
WHATEVER YOU
EVERYTHING
TO CH

BILBAO, SPAIN

ROBERT LANGDON
symbolism and religious
modern Guggenheim
announcement—the
change the face of s
Edmond Kirsch, a
whose dazzling hig
dictions have mad
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EXPERIENCE MANAGEMENT





A photograph of a beach at sunset. The sky is a mix of orange, yellow, and blue. The ocean waves are breaking onto the shore, creating white foam. The sand is wet and reflects the light. The overall mood is serene and contemplative.

The whole is greater
than the sum of its parts.

Aristotle



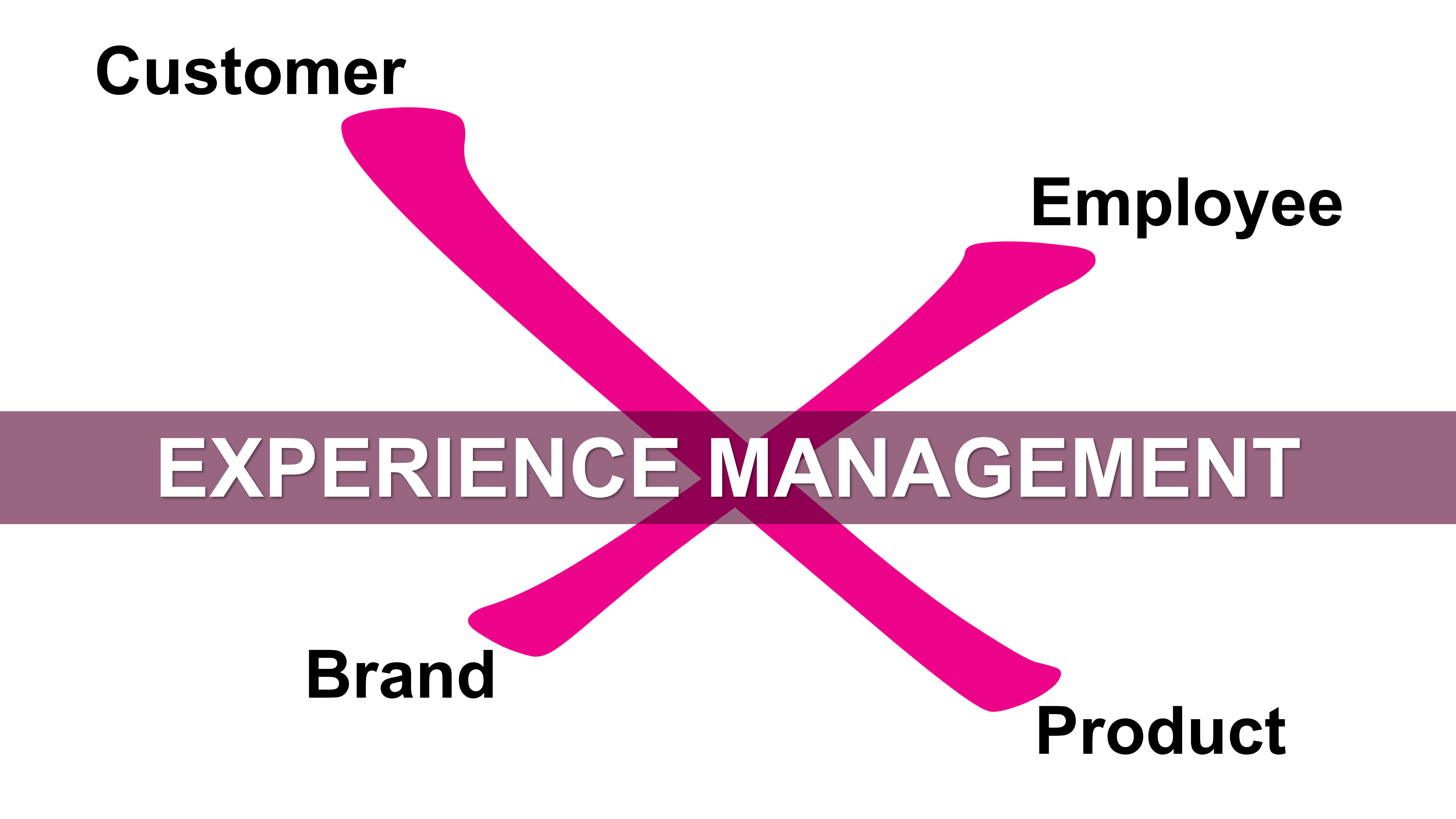
Customer

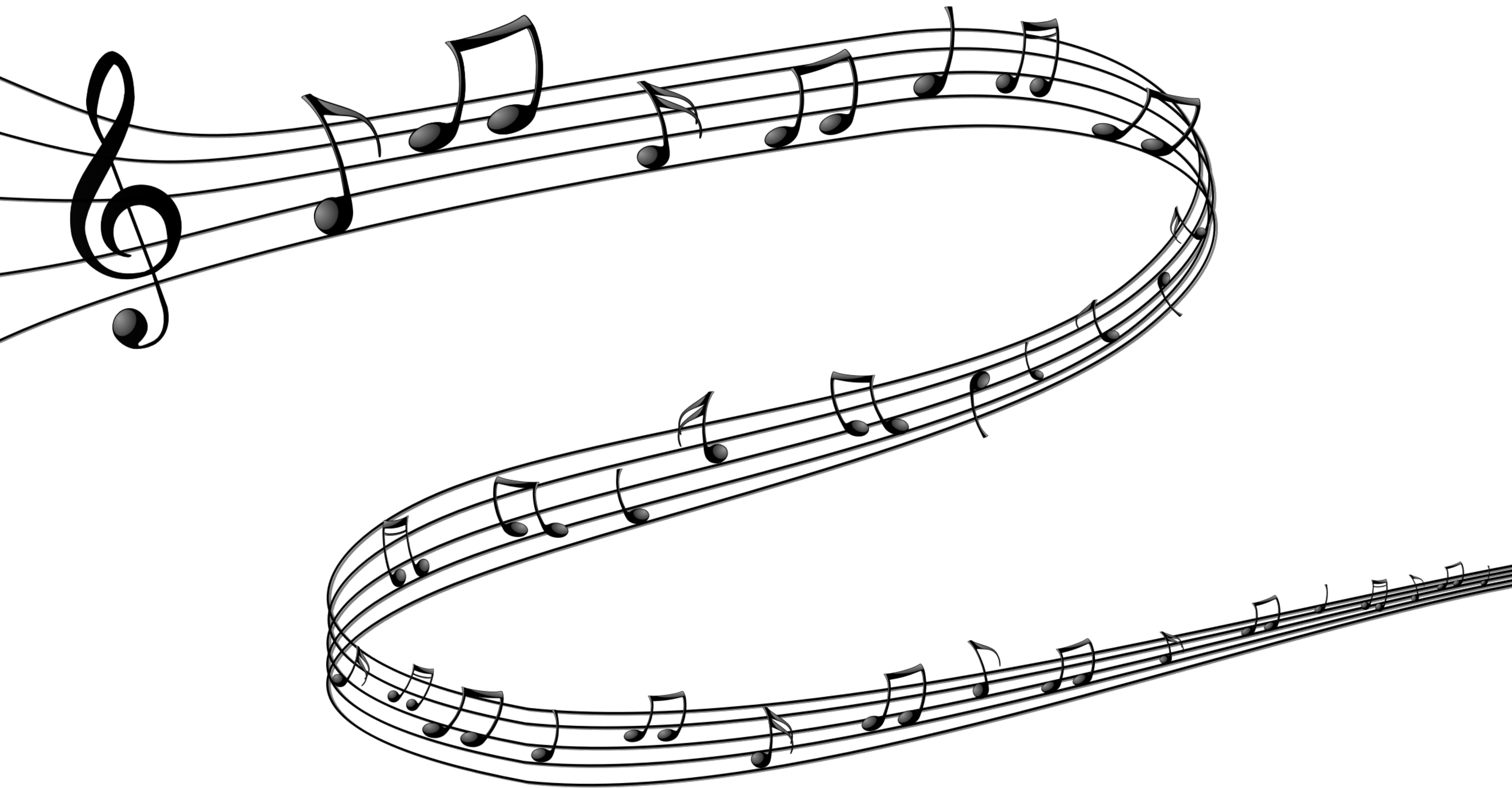
Employee

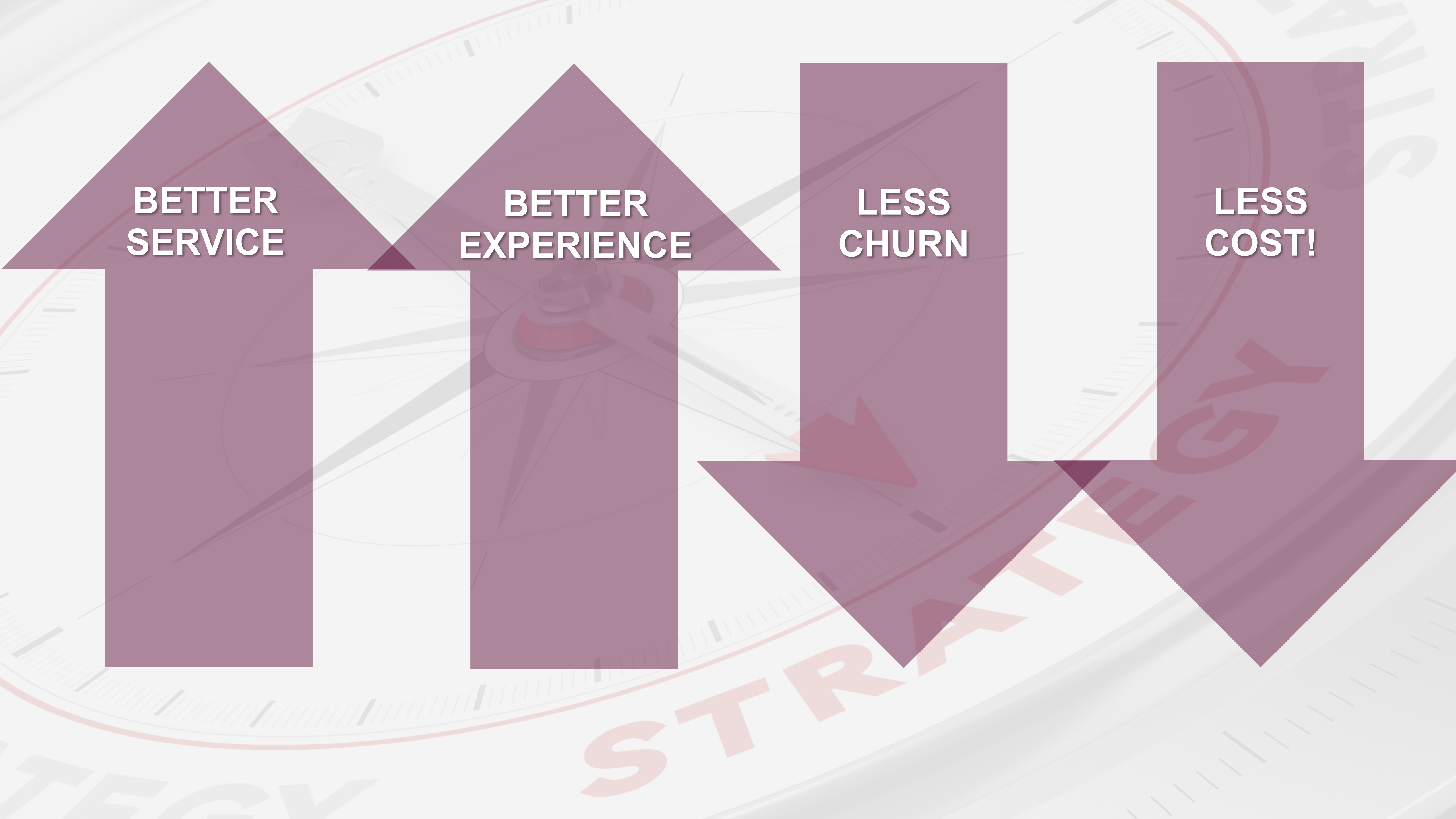
EXPERIENCE MANAGEMENT

Brand

Product







**BETTER
SERVICE**

**BETTER
EXPERIENCE**

**LESS
CHURN**

**LESS
COST!**



New IVR...



New App...



Chat & Messaging...

The image shows a screenshot of the Three mobile website. At the top, there is a navigation bar with links for Shop, My3, Help, 3Plus, and 3Money, along with a search bar. Below this, the main content area is divided into two sections. On the left, the 'Contact Us' section asks 'Want to speak to us?' and provides a form for users to enter their query. On the right, the 'Three community' section encourages users to post on the Three online Forum. A large pink arrow points from the 'Contact Us' section towards a live chat overlay on the right side of the screen. The live chat overlay, titled 'Chat with us', contains a welcome message and several input fields for user information: 'Your name:', 'Your address', 'Date of birth', and a field for a 10-digit mobile number. A 'Chat now >' button is visible on the far left edge of the page.

Contact Us

Want to speak to us?

Just let us know your query below and we'll let you know the best way to contact us!

Need help? What's your query today...

Query type:

More information:

Three community

Post on the Three online Forum and get chatting to other Three customers.

Chat with us — ✕

Welcome to 3 Live Chat.

Your name:

Your address:

Date of birth:

Please enter your 10-digit mobile number in this format 08xxxxxxx

Contact Centre...



Speech Analytics...



€300m+ in Network....

4G

5G

6G

MOBILE
NETWORK



CRM and Omnichannel...

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10 Culture hacks for CIOs
driving organisational change

Learn more in
our infographic

ALOTOFPEOPLE - FOTO



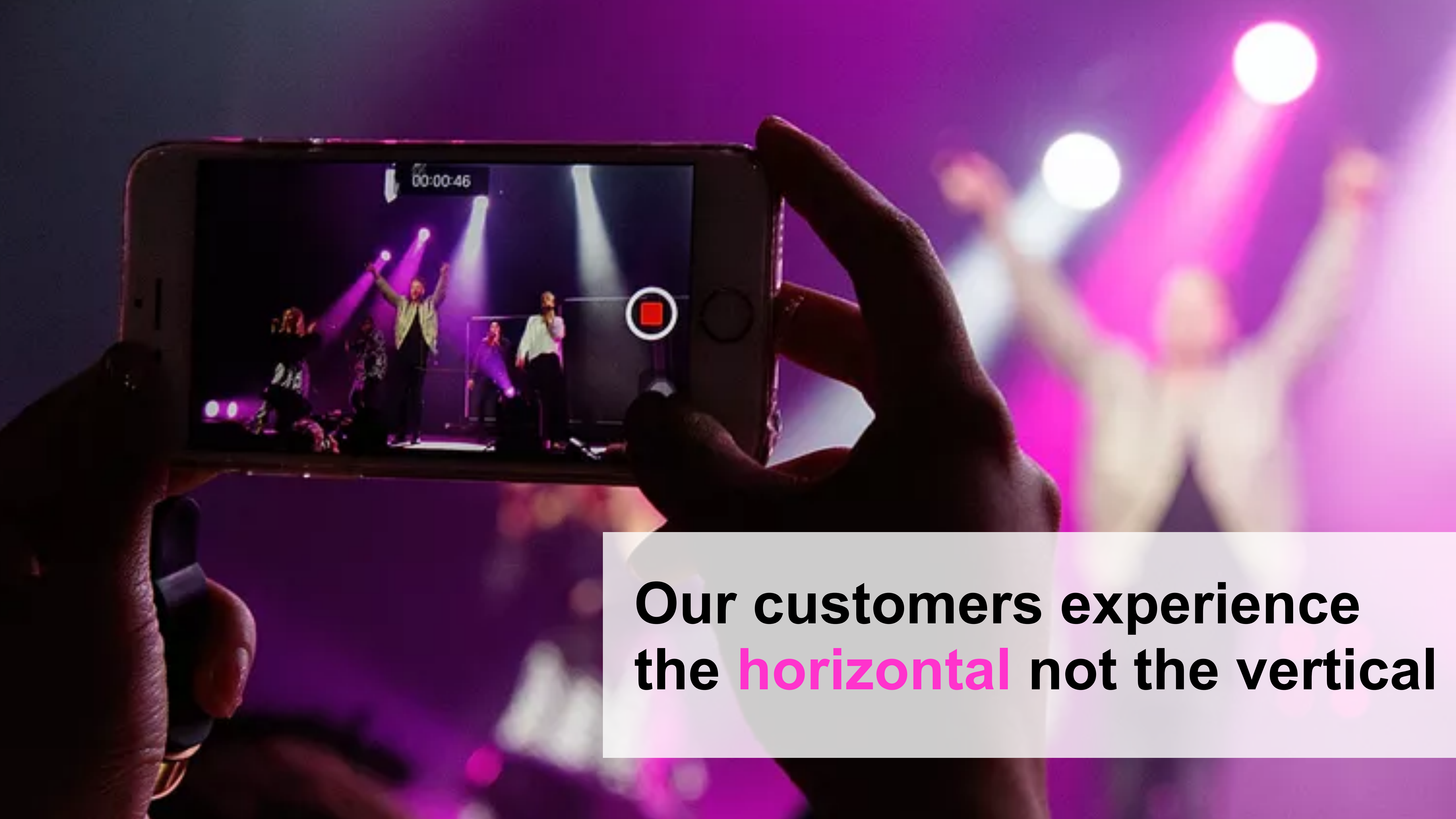
Three Ireland sets out to become an omnichannel operator

XM!...

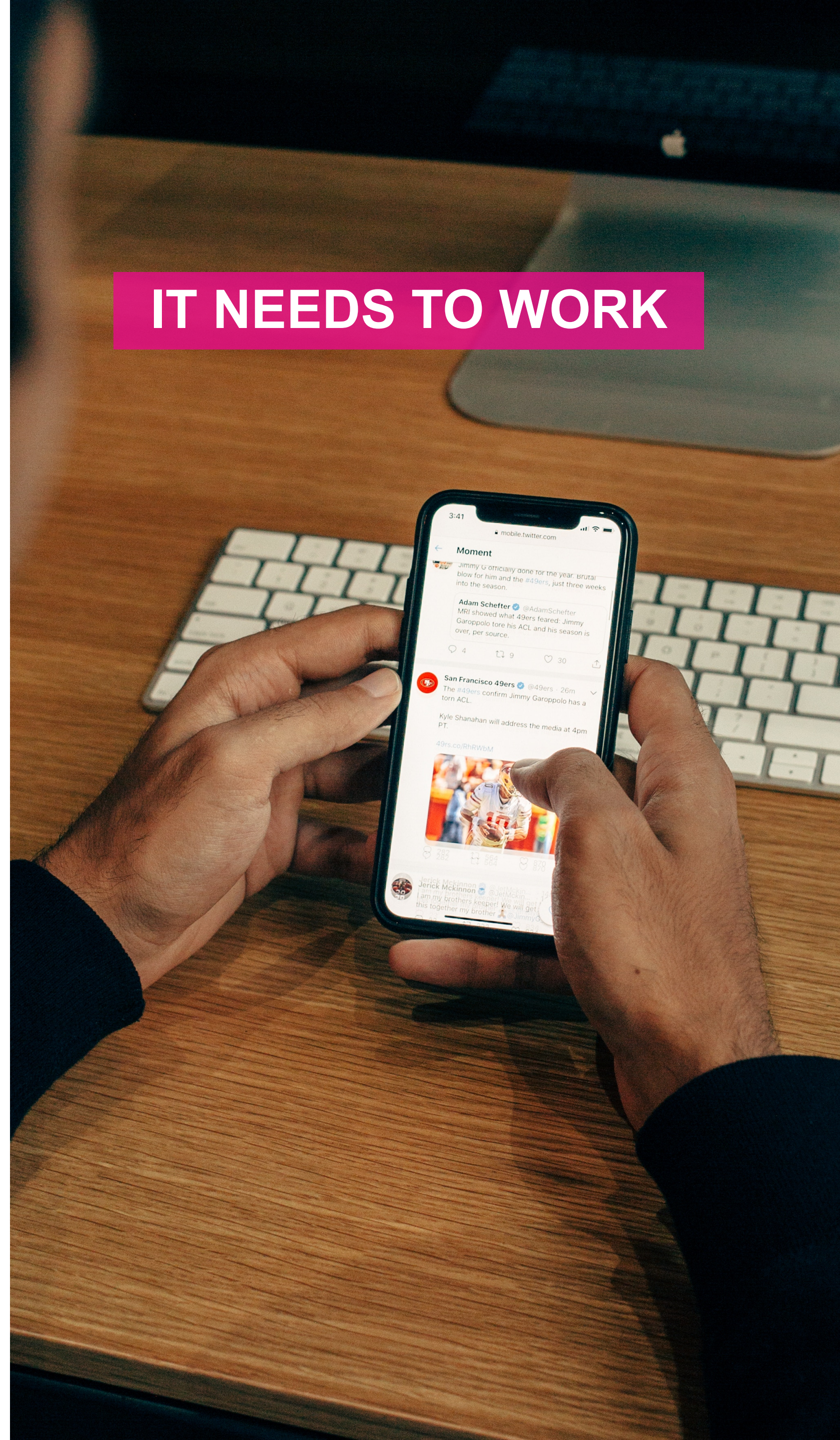
qualtrics  **EXPERIENCE
MGMT™**



**Customers don't think in
verticals...**



**Our customers experience
the **horizontal** not the vertical**



Customer

- Payment
- Customer Care
- Self Care
- Collections
- Repairs
- Complaints

- First time connection
- Relationship

Brand

- Network (Voice/Data)
- Upgrade
- 3 Plus
- Insurance

Product



The Qualtrics XM logo is displayed at the top of the screen. The word "qualtrics" is in a black, lowercase, sans-serif font, and the "XM" is in a blue, uppercase, sans-serif font.

justin.conry@three.ie

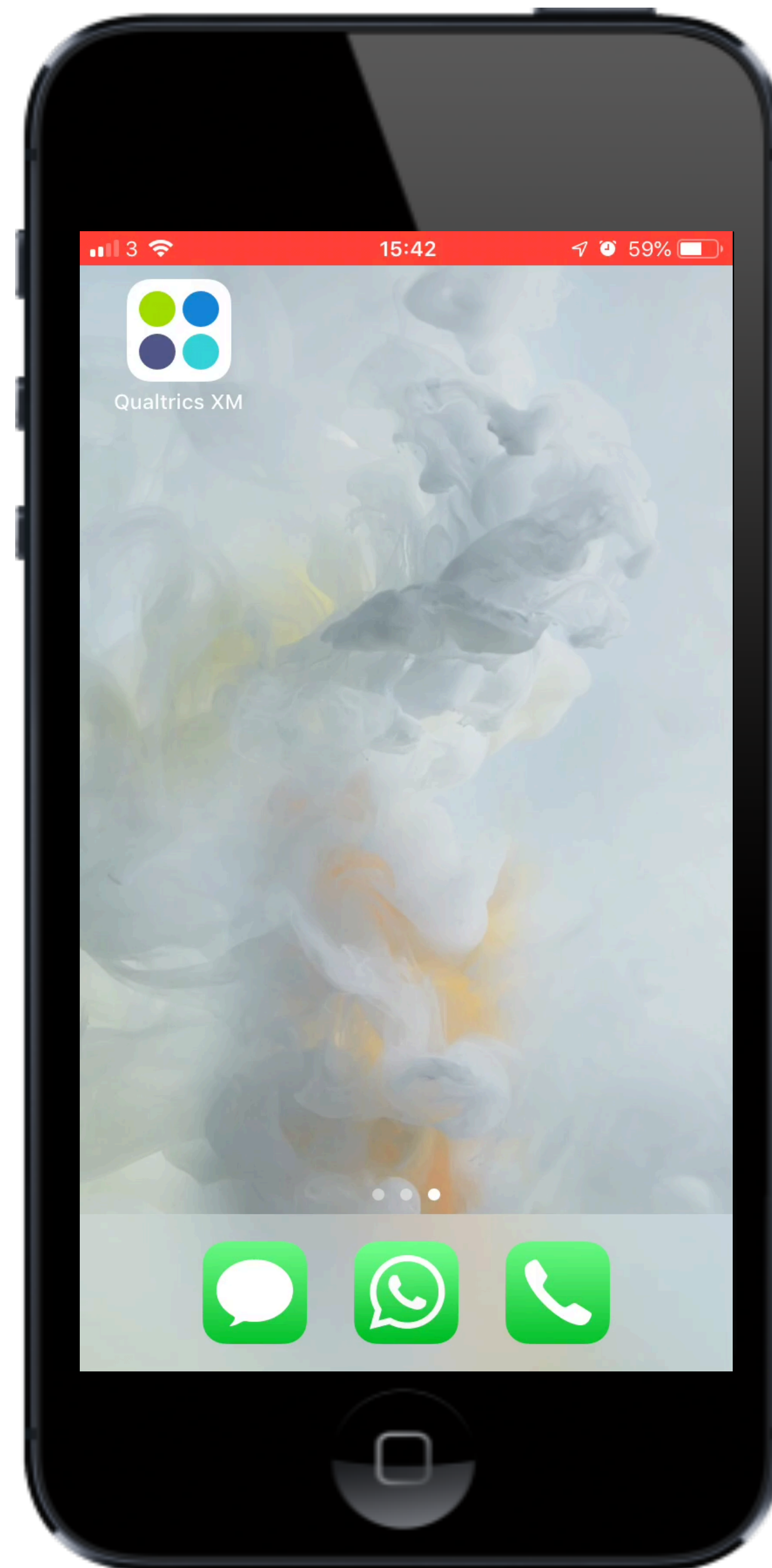
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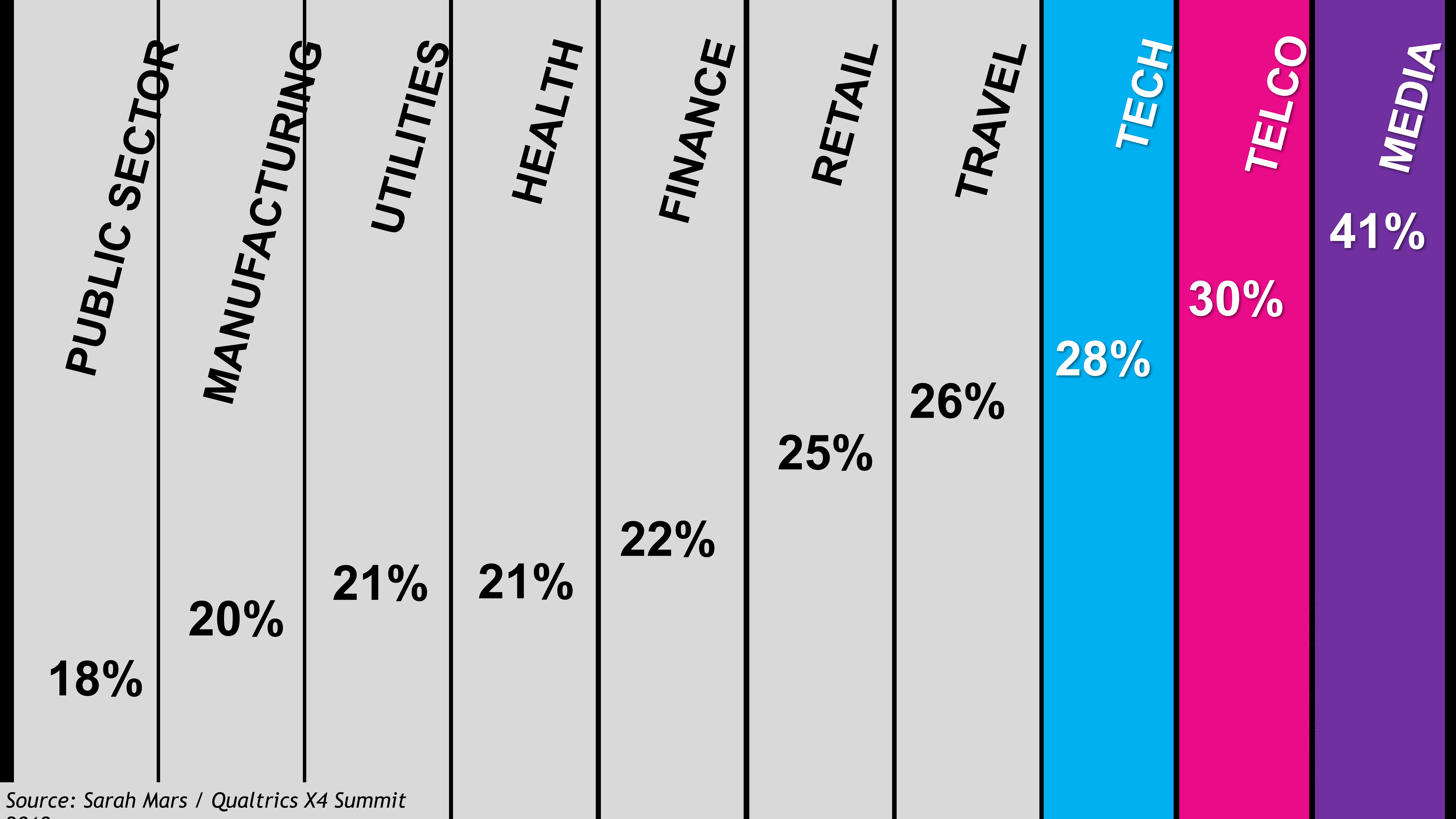
Sign In

[Forgot your password?](#)

Don't have an account?

GET STARTED





“

**My employer
responds
EXTREMELY
WELL or VERY
WELL to my
feedback**

”

70% LOOKED FORWARD to going to
work **ALMOST ALWAYS** or **MOST OF THE
TIME**

78% are **VERY** or **EXTREMELY LIKELY**
to recommend you as a place to work

81% are **VERY** or **EXTREMELY LIKELY**
to stay working at your company for the next
two years

3vibe





Customer

RETAIN

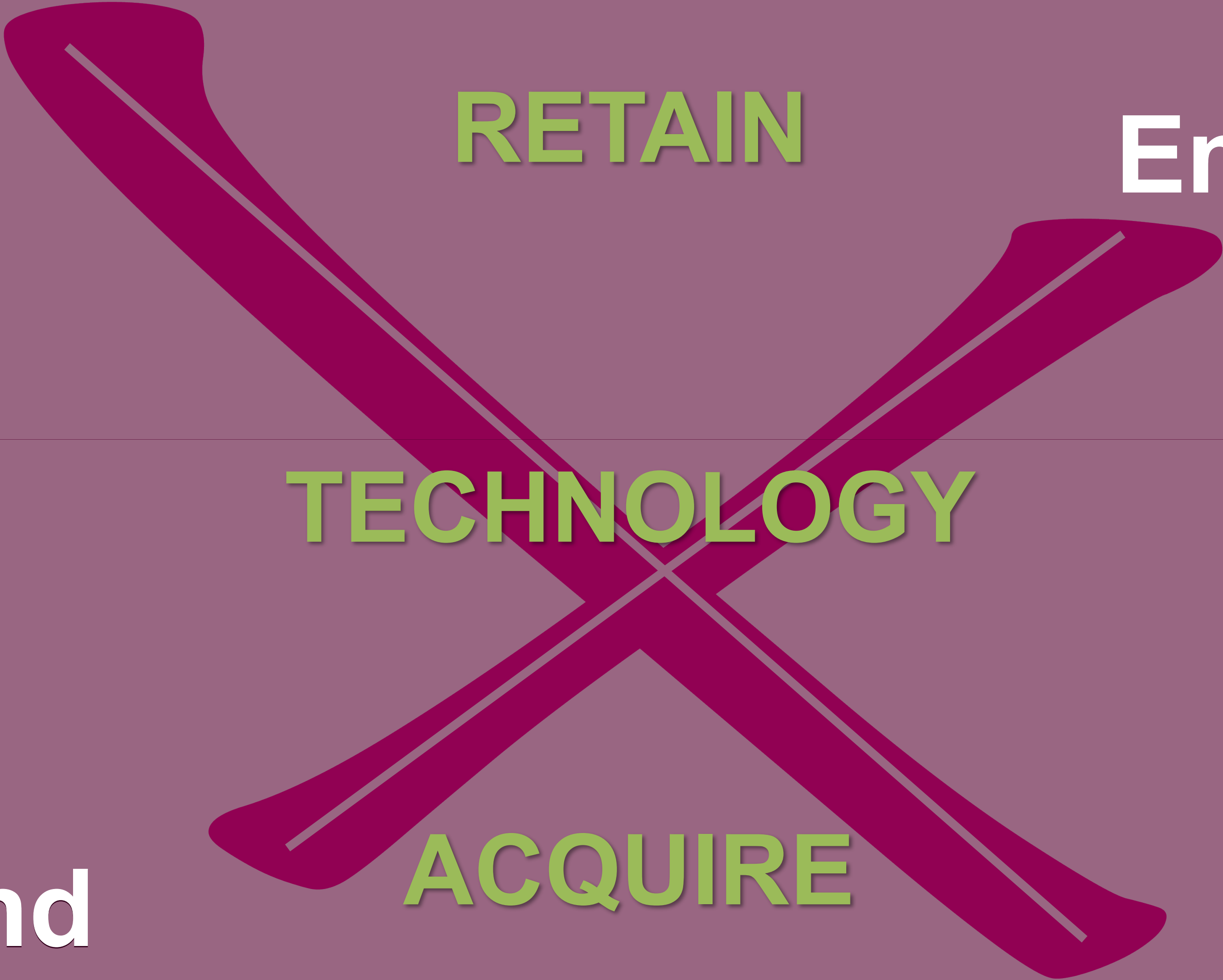
Employee

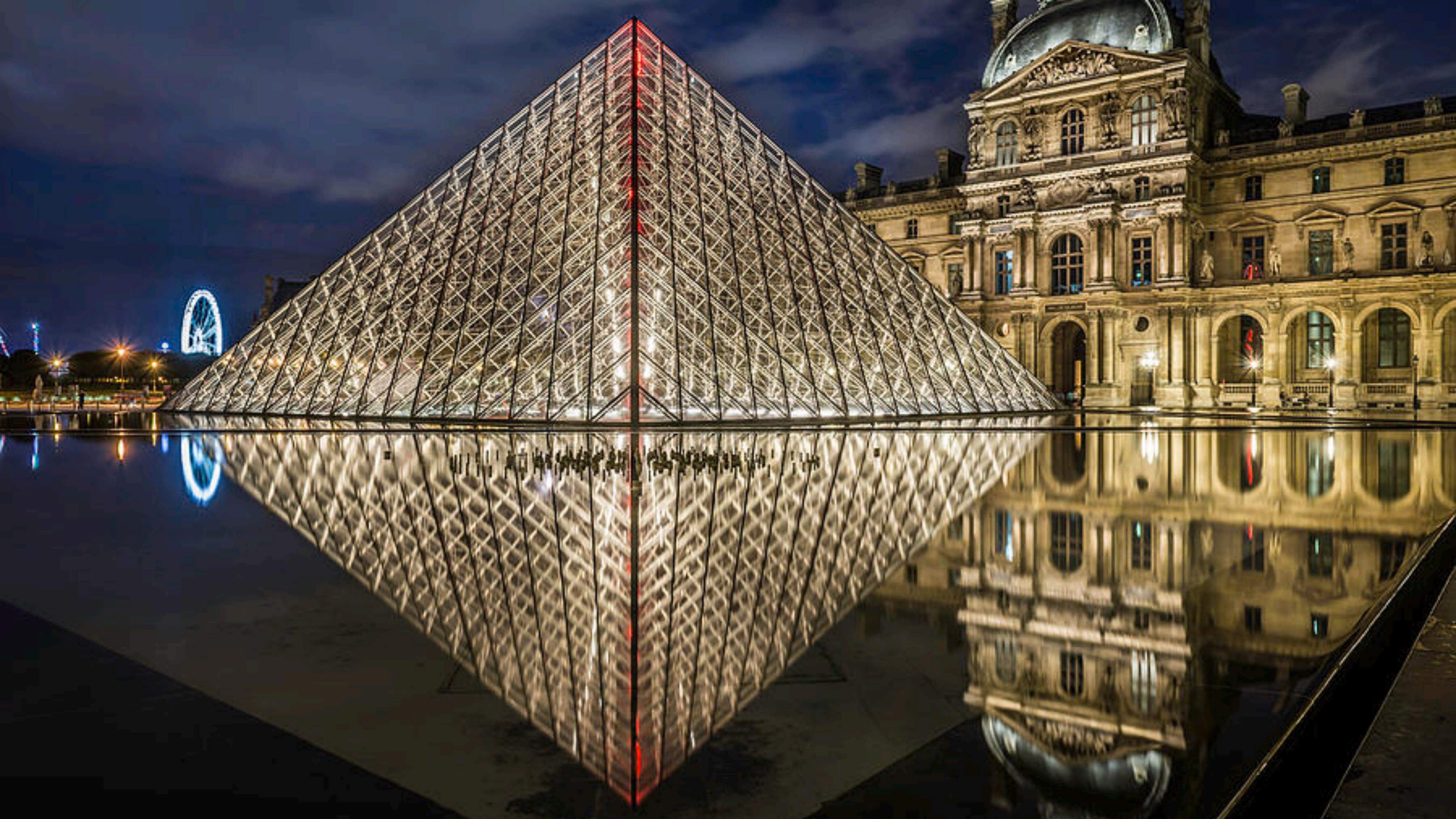
TECHNOLOGY

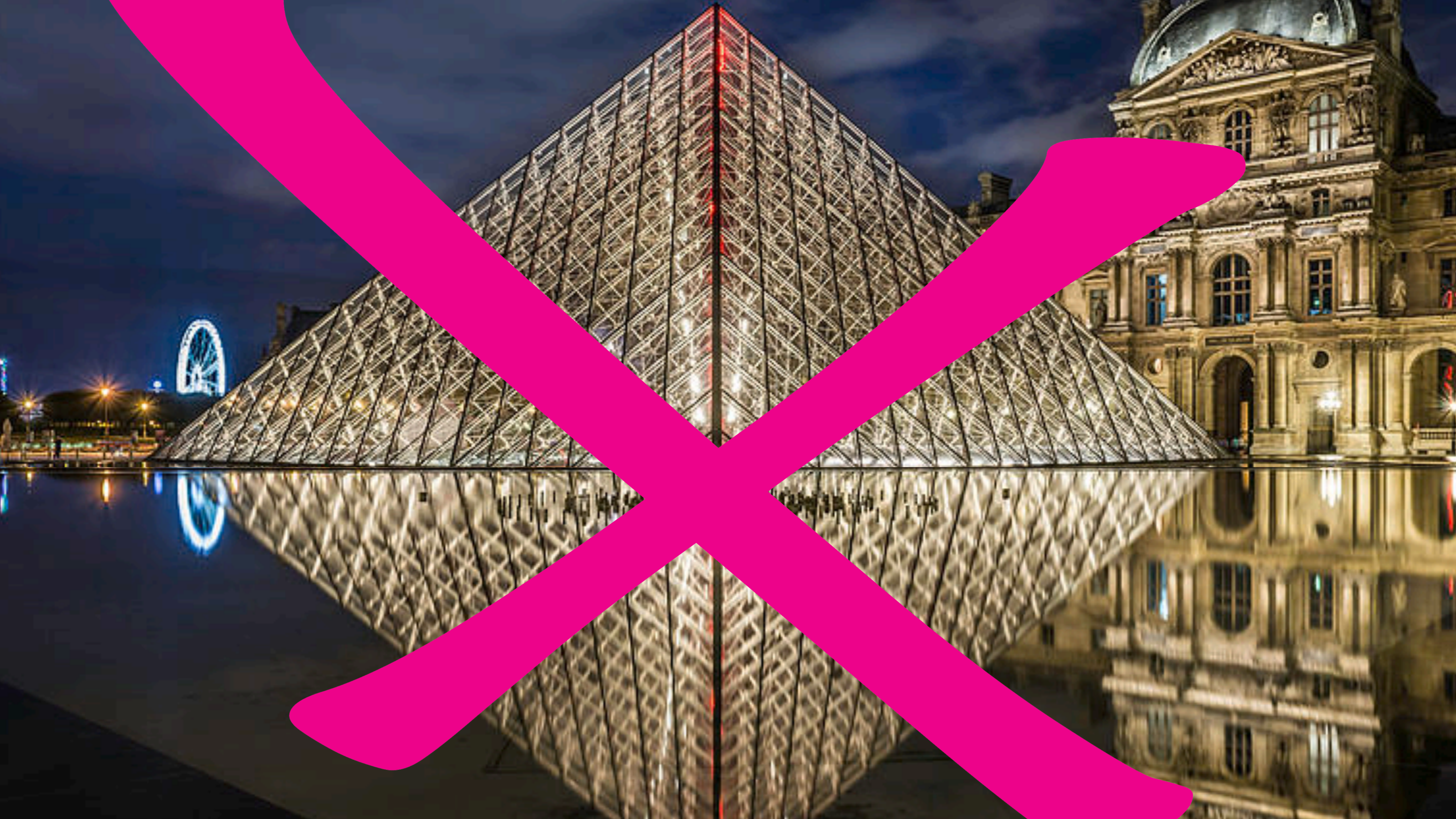
ACQUIRE

Brand

Product

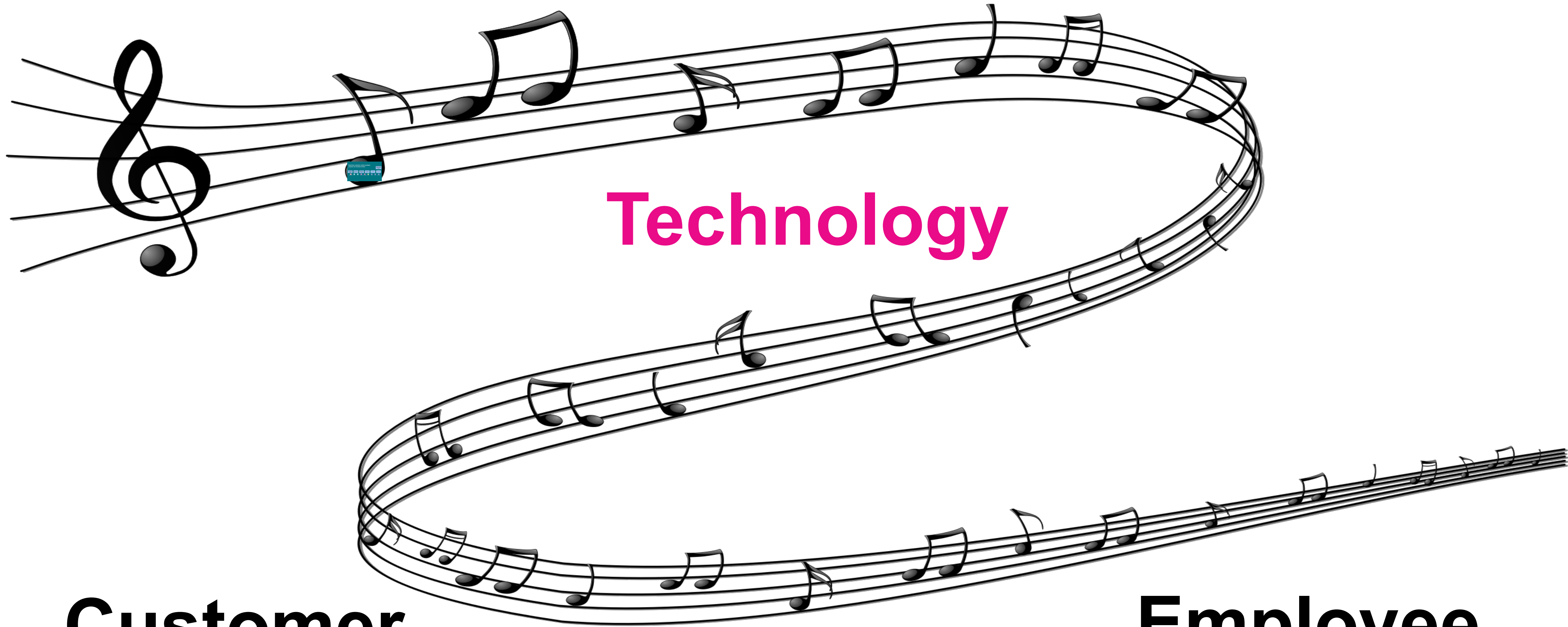






Brand

Product

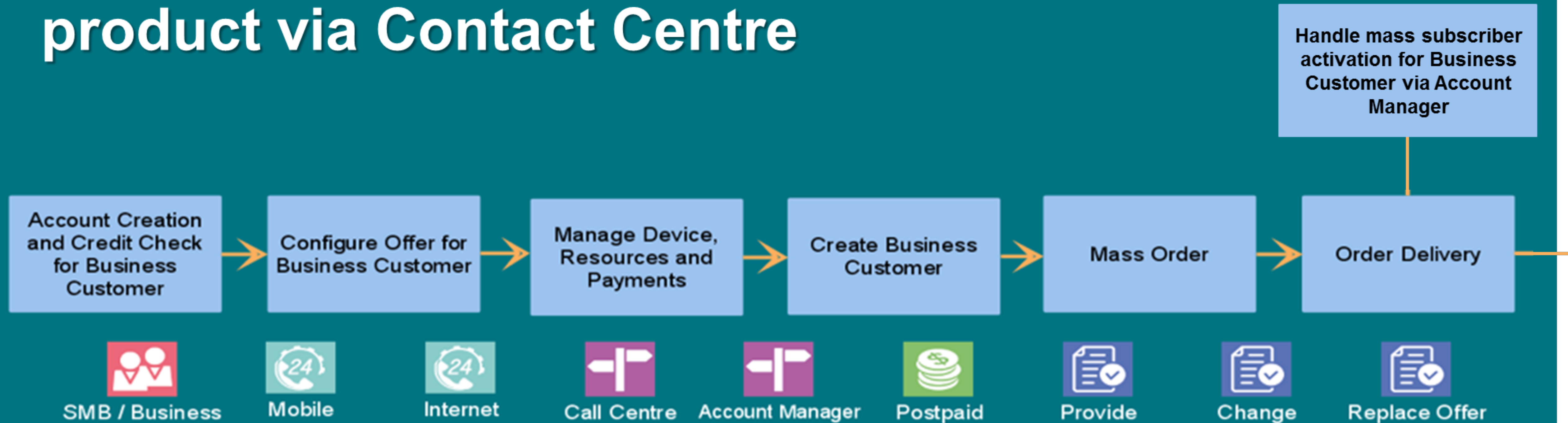


Technology

Customer

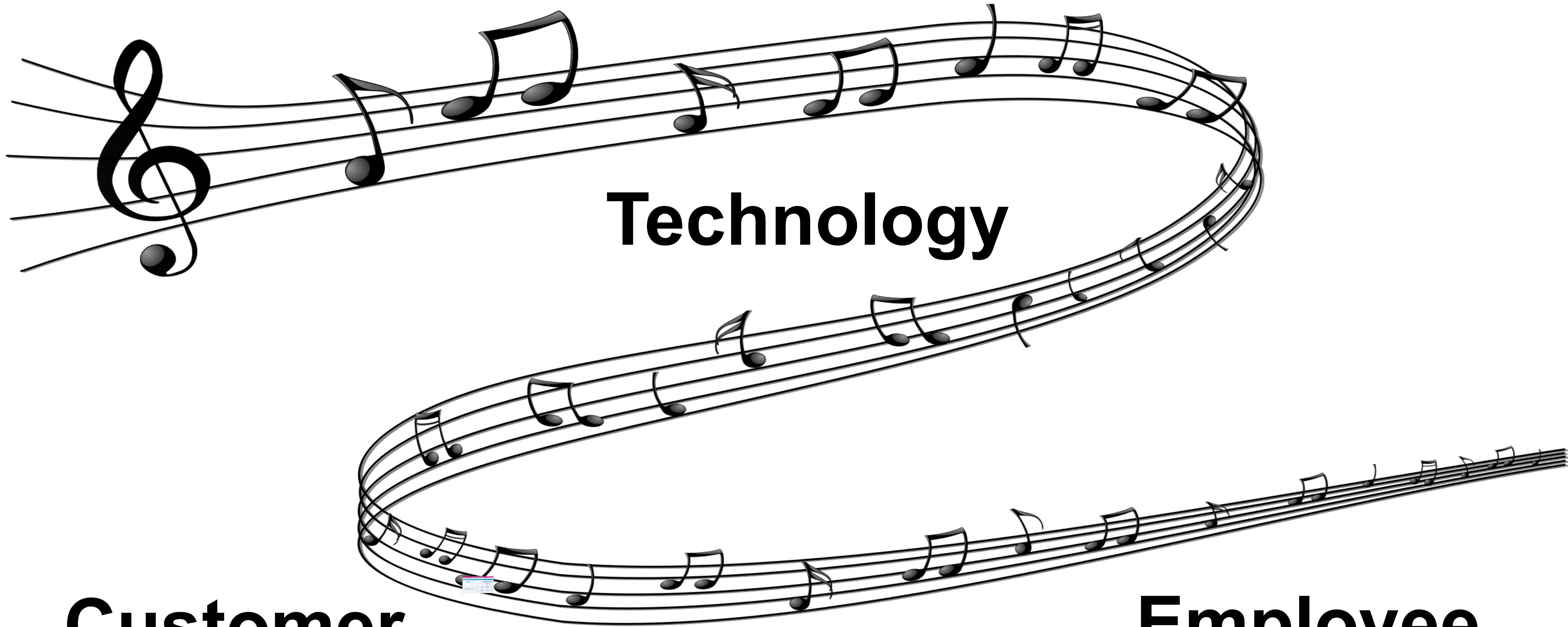
Employee

Business customer orders postpay product via Contact Centre



Brand

Product

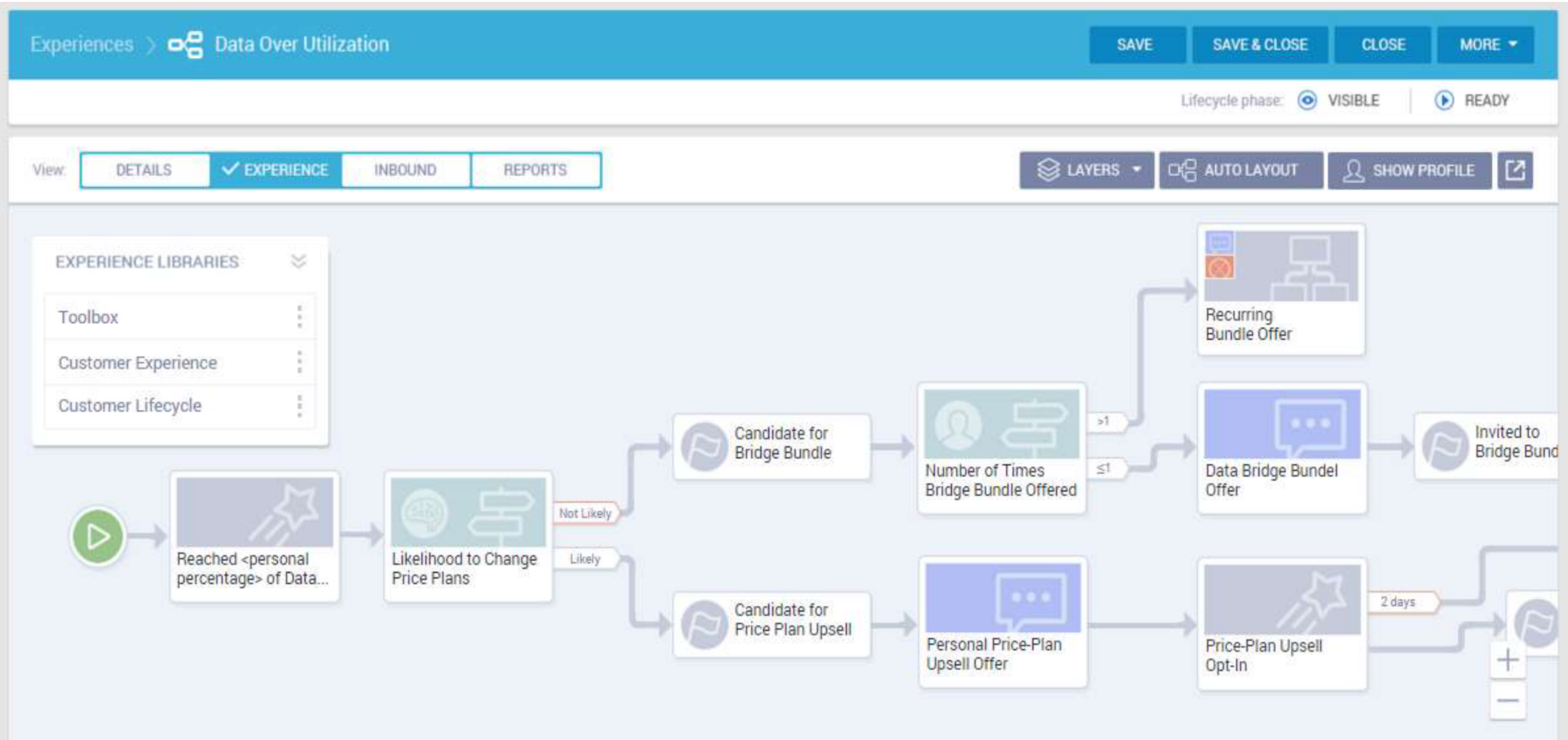


Technology

Customer

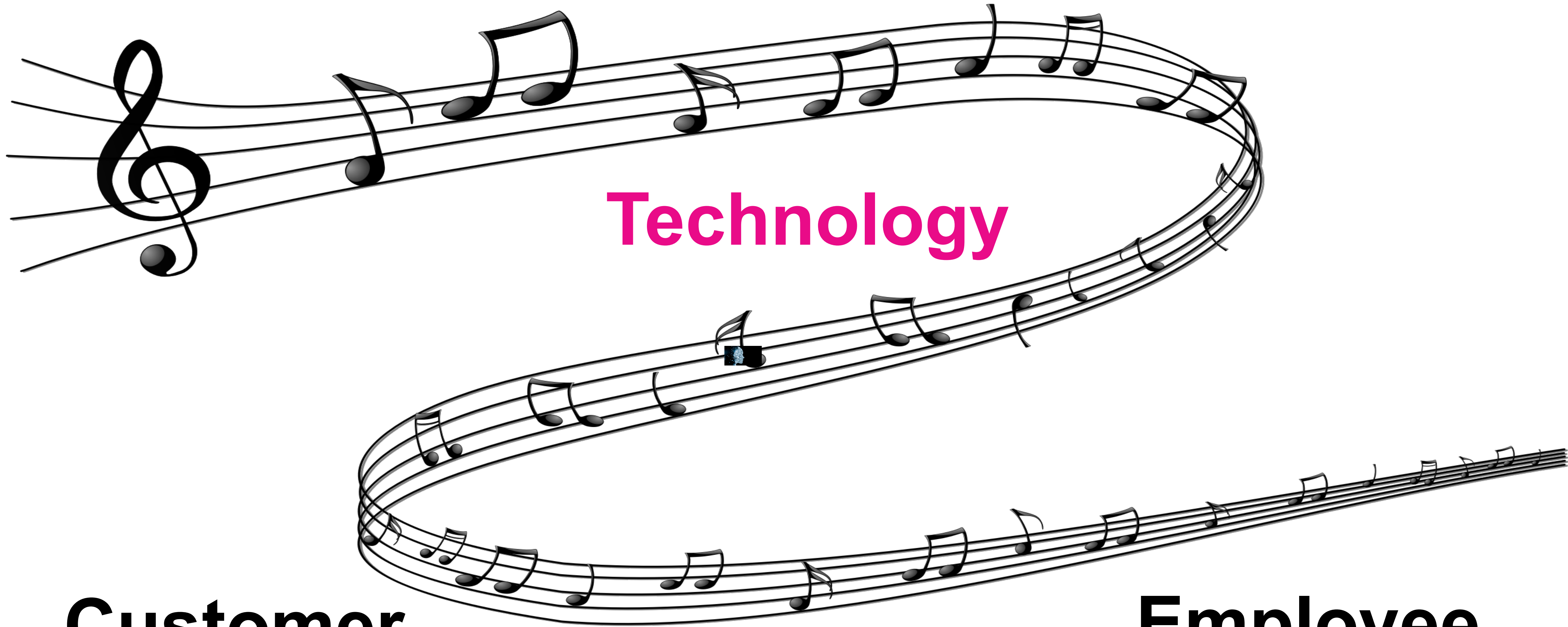
Employee

Campaigns...



Brand

Product



Technology

Customer

Employee



Customer Touchpoints

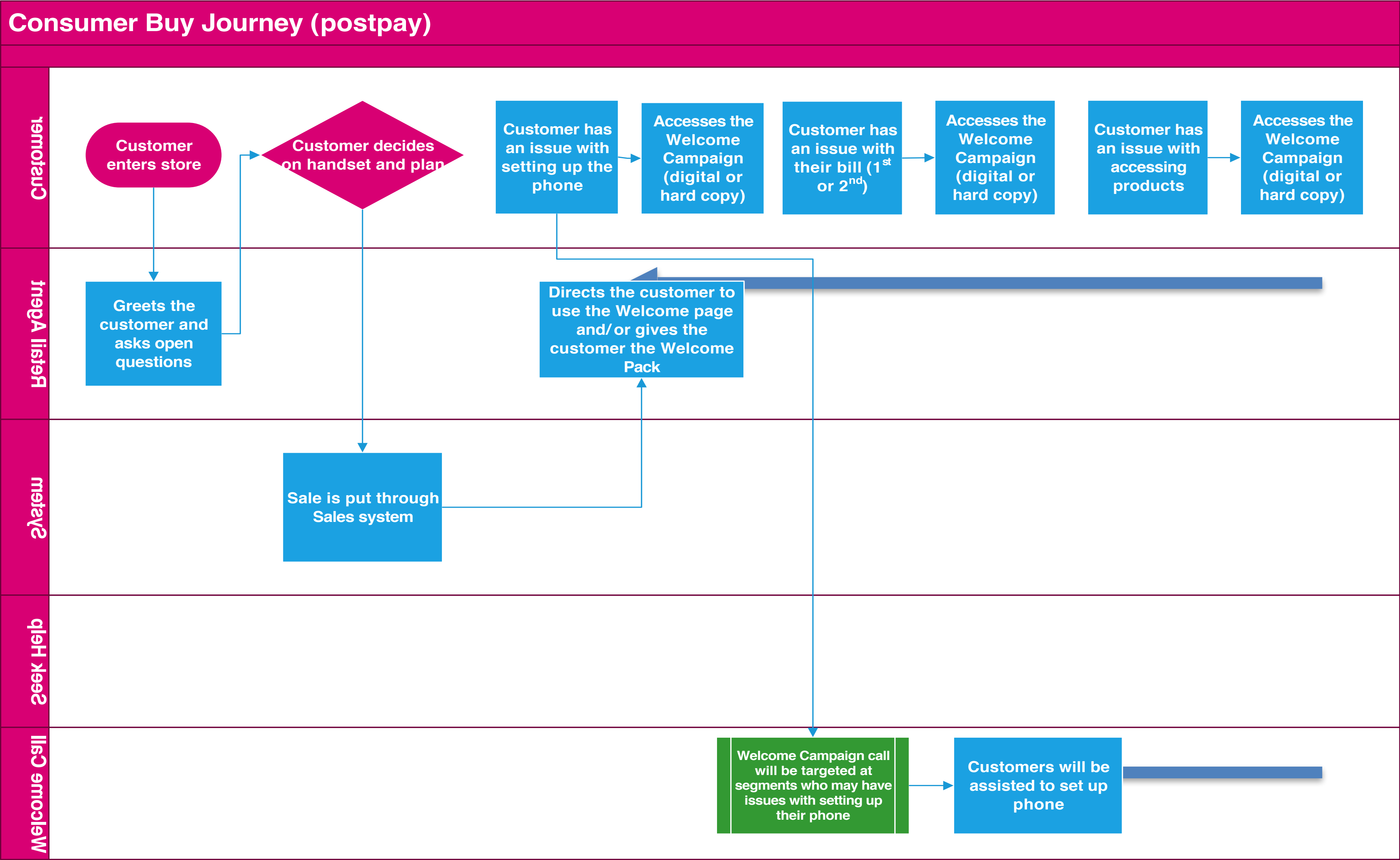
Availability

Failure Point Analysis

User Experience

Employee Enablement

Experience Mapping!...







Conductor...



Connected XM!...



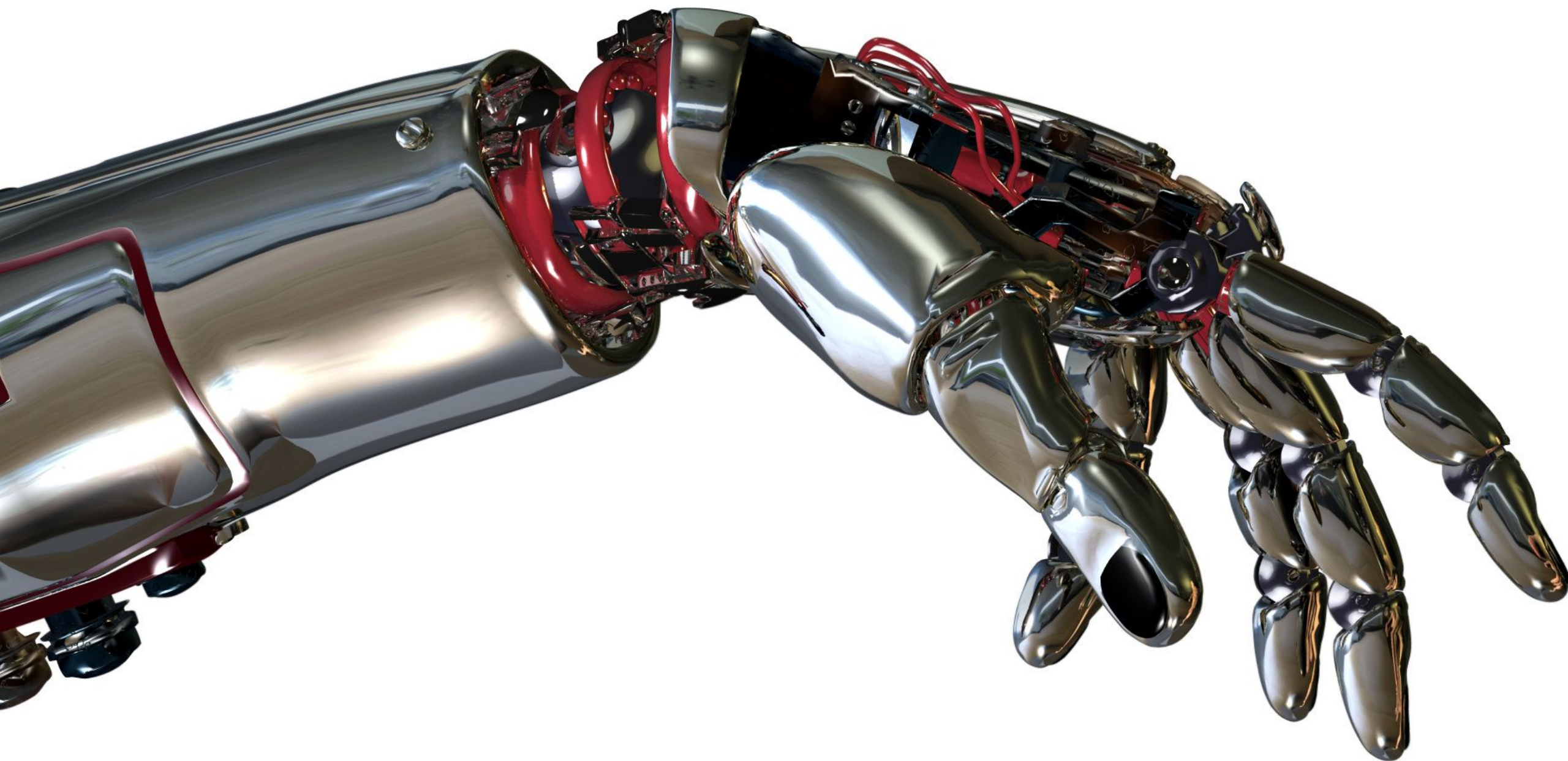
**A well managed experience
or a fluke?**

Top





Technology is...



an experience...

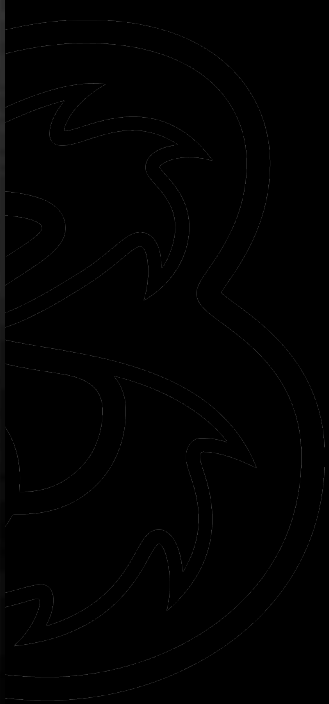
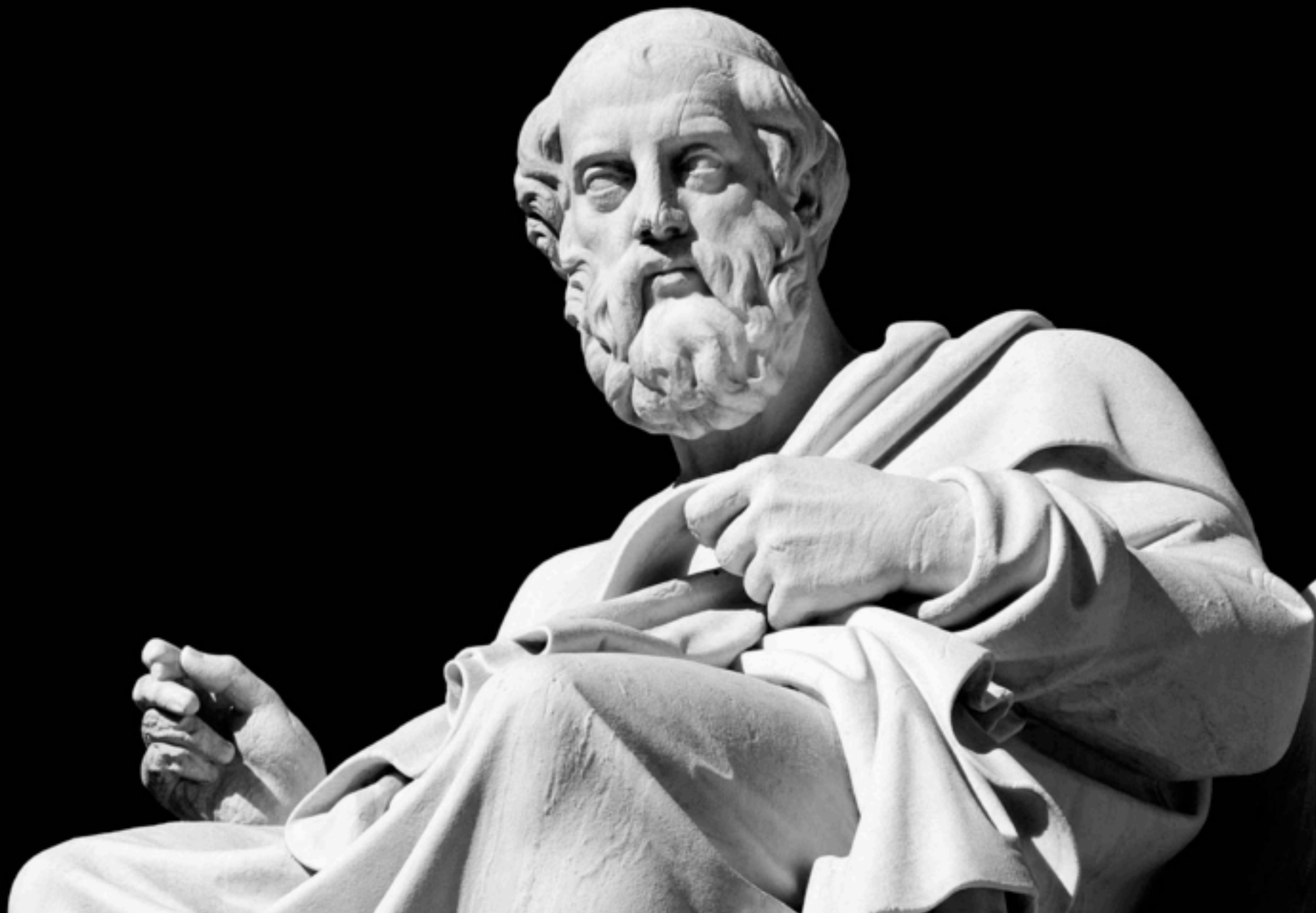




GAME OF THRONES

HBO





**Can you
experience
objectively?**

**Can you
experience
experience
objectively?**



BREAKOUT BREAK

1:50-2:10PM

We'll be back in **20 MINUTES**
In the meantime, why not
grab a tea or coffee outside?