



DigitalWorks
25 April 2018

Staying Customer-Focused

DigitalWorks is an interactive workshop for China's rising stars in the digital marketing industry. The training programme is designed to equip the region's leading talent with best practices and proven techniques in China's evolving digital marketing landscape.

This year we will focus on how brands connect and engage their consumers digitally and physically, enriching an unique experience and co-creating a brand value.

This interactive course guarantees to challenge delegates through an ultimately rewarding experience which will serve as a major stepping stone in their careers.

以人为本，客户“智”上

DigitalWorks 是为中国数字营销行业的新星打造的一个互动式研讨会；培训议程旨在为大中华区的行业领袖提供最佳及行之有效的方法，以应对中国不断发展的数字营销环境。

今年我们将聚焦消费者议题，重点探讨品牌如何通过数字及传统渠道，有效触达消费者，升级消费者体验，共同创造品牌价值。

这个互动的培训通过获益匪浅的经历，确保为参与者带来挑战，这次满载而归的经验，将会成为参加者职业生涯中的踏脚石。

[Day One \(Wednesday, 25 April 2018\)](#)

- 08:00am – 09:00am Registration & Grouping**
- 09:00am – 09:10am Chairperson’s Welcome Address**
- 09:10am – 09:30am SESSION I: Engaging Customer Interaction On Social Media**
- 09:30am – 09:50am SESSION II: Upgrading Customer Experience With Emerging Technology**
- 09:50am – 10:10am Morning Coffee & Tea Break**
- 10:10am – 10:30am SESSION III: Driving Smarter Customer Service Through Big Data**
- 10:30am – 10:50am SESSION IV: Design Innovation – Customer As Co-creator**
- 10:50am – 11:10am Client Brief**
- 11:10am – 12:00pm Mentor Introduction and Group Warm-up**
- 12:00pm – 01:00pm Working Lunch**
- 01:00pm – 04:00pm Roundtable Group Discussion**
- 04:00pm – 05:00pm Client Pitch Presentation to Jury Panel**
- 05:00pm – 05:45pm Judges’ Feedback and Chairperson’s Remark**

[Day Two \(Thursday, 26 April 2018\)](#)

- 12:50pm – 01:00pm DigitalWorks 2018 Winner’s Announcement and Awards Ceremony
(at Main Conference Stage)**

第一天 (2018 年 4 月 25 日, 周三)

- 上午 08:00 – 上午 09:00 注册及分组
- 上午 09:00 – 上午 09:10 主席致开幕词
- 上午 09:10 – 上午 09:30 第一课：社交媒体解锁消费者互动
- 上午 09:30 – 上午 09:50 第二课：科技升级消费者体验
- 上午 09:50 – 上午 10:10 课间小憩
- 上午 10:10 – 上午 10:30 第三课：活用大数据开启智能客服
- 上午 10:30 – 上午 10:50 第四课：客户共同参与的设计创新实践
- 上午 10:50 – 上午 11:10 客户简报
- 上午 11:10 – 中午 12:00 导师简介
- 中午 12:00 – 下午 01:00 工作午餐
- 下午 01:00 – 下午 04:00 圆桌讨论
- 下午 04:00 – 下午 05:00 比稿演讲
- 下午 05:00 – 下午 05:45 评审团点评及主席总结

第二天 (2018 年 4 月 26 日, 周四)

- 中午 12:50 – 下午 01:00 获胜小组颁奖典礼
(主峰会大舞台)