

Reserve your Place at the Call Center Executive Event of the Year.

Event Overview

Lauded as one of 2012's most highly anticipated industry events, the Contact Center Executive Summit is arguably the one conference this year that you simply can't afford to miss. The Summit brings together accomplished leaders from across the globe to collaborate and share proven strategies and innovative best practices. By attending you'll benefit from a wealth of valuable advice and insights and that can make all the difference to the imminent success of your contact center operations. In order to thrive and compete, contact centers must provide truly world-class customer service – attend the Summit to learn about the latest “megatrends” and crucial proven strategies for ongoing success.

Hot topics that will be covered include:

- Customer Experience Management and Retention
- Proven Workforce Optimization strategies and best practices
- How to build successful At-Home Agent and Home Shoring programs
- Listening to the voice of your customer with Enterprise Feedback Management
- Increasing employee retention through better hiring strategies and tools
- Hosted/Cloud solutions vs. traditional implementations
- Harnessing and leveraging the power of social media
- Ensuring compliance with new PCI DSS, HIPAA and other critical regulations
- Gaining a holistic view of the truth with cross-channel analytics

Program

One and a half days of interactive executive-level knowledge exchange and case studies shared by top organizations.

- Several rich end-user case studies delivered by executives of industry-leading organizations. Learn their successes, challenges, key current initiatives and future vision.
- Two interactive knowledge exchange panel sessions on **Optimizing Customer Experience** and **Harnessing the Power of Social Media and Online Chat**.
- Next generation technology visioning by five global providers. Pre-hire assessments, Customer Experience Management, Workforce Optimization – hear it from the industry leaders.
- Registration includes suite-level ticket to a Colorado Rockies baseball game, networking dinner and drinks at Coors Field in Denver on Wednesday evening, May 16th.
- Over 50 companies included in your network to share best practices with from May 17th onwards.

Venue

Grand Hyatt Hotel - 1750 Welton Street. Denver, CO 80202. Hotel accommodations provided by Grand Hyatt. Reserve your room by April 24th for discounted rate of \$179.00 per night.

Registration Fees

- Registration fee: US \$999.00
- Register at www.ExecSummit.com
or call 1-817-677-3919