

WORLD'S BEST

# THE BEST LAS VEGAS PRACTICE SERIES

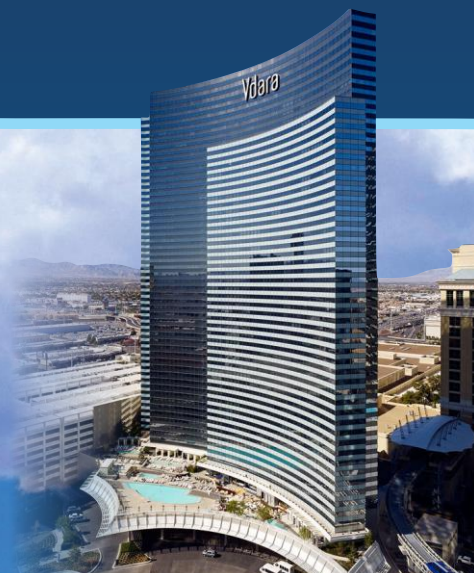
Benchmarking, Networking & Best Practices

# 2013

BEST PRACTICES CONFERENCE & AWARDS

## TOP RANKING PERFORMERS

IN THE CONTACT CENTER WORLD



4½  
Action Packed  
Days with the  
Best in the World!

The Best of the Best in the contact center industry share their best practices!

Nov 11-15, 2013

Vdara Hotel & Spa  
Las Vegas, NV USA

4 Key stats to help you improve your contact center!

**387** number of amazing **WORLD CLASS IDEAS** presented at last year's event in Las Vegas

**174** number of professionals we helped **EVERY DELEGATE NETWORK** with at last year's event in Las Vegas

**98** percentage of delegates who **RECOMMEND** this event

**0** number of **SALES PITCHES** at this event



## CONTACT CENTER WORLD

The Global Association for Contact Center Best Practices & Networking

[www.ContactCenterWorld.com](http://www.ContactCenterWorld.com)



## Why attend these conferences?

- Hundreds of ideas will be presented by the best in the Contact Center World.
- All presenters are practitioners - they do what you do day in and day out
- We have rave reviews from our past conferences! 98% of past delegates would recommend this conference.
- All presenters are award winners!
- Participate in smaller groups where you can ask questions
- There is no expo and no sales pitches from vendors

### These conferences are ideal for:

- Executives, Directors, Managers, HR Personnel
- Trainers, Consultants, IT and Recruiters
- Vendors to hear what the best are doing

**98%**

of attendees recommend these events

## Key Tracks

- Human Resources
- Technology & Infrastructure
- Business Processes
- Contact Center Best Practices
- Customer Service

## More than just networking!

We believe value at a conference is increased substantially if we help you network with your peers. At our conferences we develop a number of unique activities to help you meet and build lasting relationships - even friendships - with fellow industry professionals who, like you want to be the best at what they do.



We also give every delegate access to a delegates only networking group with the ability to connect and even 'live-chat' with fellow delegates post the event through ContactCenterWorld - this unique tool allows delegates to choose their contacts from all attendees and stay connected for years to come.

It's great to go to an event where everyone there can relate to you & your work environment. ...I felt that I took the most away from this one by far. To hear best practices & be able to be interactive with everyone really gave the conference a different feel.



**Melissa Taylor**  
Associate Director  
Mass Mutual USA



## Interested in obtaining a certificate in contact center best practices?

Attend sessions for an entire day and receive a certificate in contact center best practice covering

all the topics during the day (i.e. people, technology etc). Attend the entire conference and receive a certificate listing all the topics across the entire event and show your co-workers and peers that you have received training in all key areas of operating a contact center and best practices! This certificate is invaluable and will stay with you as your career continues to grow. Furthermore, every year you attend you can receive a certificate for that year and even logo's to add to your emails to show your status!

Get a **CERTIFICATE** in **CONTACT CENTER BEST PRACTICES!**



## CONTACT CENTER WORLD

The Global Association for Contact Center Best Practices & Networking

Contact Center World is the Global Association for Contact Center Best Practices and Networking. As a resource we are unrivaled – our membership is growing substantially and our knowledge and experience in the call/contact center industry is extensive. We currently have over 136,000 corporate members of which 40% are at senior executive level within contact centers globally. The quality content on our site is what draws 7,500 unique users to us every day - those who need fast access to the latest information to make informed decisions for their business.



Even the best centers want to stay ahead!  
**Hear true best practices from  
the Best of the Best and improve...**

Attrition Staffing Morale  
**Profits Efficiency**  
Metrics Training Management

Our Conferences Can Provide  
**Solutions!**

Visit our website at [www.ContactCenterWorld.com/conferences](http://www.ContactCenterWorld.com/conferences)

## KEY HIGHLIGHTS OF THE CONFERENCES

- **Multi-Day Event**  
- In-depth conferences  
+ gala dinner
- **Amazing Networking Opportunity**
- **Fun Networking Events**
- **Industry Gala**
- **100's of ideas!**
- **Presentations From the Best in the Industry**
- **100% Case Study**



# 98%

of delegates recommend the  
Top Ranking Performers  
Conference Series from  
ContactCenterWorld.com  
Delegates such as:

Hewlett Packard  
Sage Software • New York Life  
The Shopping Channel  
Humana Military Healthcare  
American Heart Association  
Mondial Assistance • Intel  
Ontario Teachers' Pension Plan  
Dynamic Funds • FedEx • NAB • ANZ  
Cross Country Automotive • AHM  
Cardinal Health • Whitbread  
Discover Financial Services  
KMB • St. George Bank • Royal Caribbean  
Woolworths • Qatar Telecom • St George Bank  
Turkish Airlines • Screwfix • STRATO AG  
National Bank of Greece • Sofline Pastel  
Commonwealth Bank of Australia  
Carnival UK • GARANTI BANK  
Sportingbet.com • ING Bank  
DHL Express • AVG Technologies  
Volkswagen • Singtel Optus  
SOFTBANK MOBILE Corp  
transcosmos, inc. • China Mobile  
Celcom Axiata Berhad • Fujitsu  
The Hong Kong Jockey Club  
Transport Accident Commission  
China CITIC Bank Credit Card Center  
Health Super • NTUC Income

## Supporting International Partners





“The event is very well run and focuses on the attendees and making sure they get as much from it as possible. You don't want to miss any sessions because there are pearls of wisdom in every one. The presenters are all "real life" practitioners and not academics or people who have written books. It's real life examples delivered with passion and a desire to share.”



Candy Clay,  
Director, Kansas City Call Center  
CVS Caremark



“The conferences were packed full with useful and innovative information. You did a great job in organization and leading through the conferences as well as setting up the gala. The gala was a real highlight with superb entertainment!”



Dr. Gerwin Zeibig, Head of Customer  
Care & Quality Mgmt, Strato AG



“Companies should send the best into the conference like this to share and get ideas - it should be part of their development and is huge motivational factor.”



Lucie Prudka, Quality Control Supervisor  
AVG Technologies CZ  
(6 years in contact center industry)



“Yes of course, this event has an excellent prestige. The more new top performers involved the most excellent information I will get from the event.”



Evi Riawati,  
Assistant Vice President  
PT Bank Mandiri



“Everyone seemed to connect and be so supportive of each other and the ideas generated and shared were fantastic. This is remarkable given the competitive nature of the industry and the conference itself. You and your team should be commended on improving it every year. I would like to continue having my teams participate and attend going forward.”



Samantha Kanold,  
Care Centre Operations Lead  
Accenture Utilities BPO Services



“I attend the odd Contact Centre conference form time to time. It's always the same speakers and they or their organization are not necessarily the best at what they do. You only have the best so it is truly value for money!”



Antoine Casgrain, General Manager  
St. George Bank Ltd.  
(20 years in contact center industry)



“If you are in Contact Centre this is a must attend event to learn and share best practices.”



Reuben Canagaratnam, Regional Vice President,  
English Caribbean, International Banking Contact Centres -  
Scotiabank – Jamaica

▶▶ For the full agenda, pricing and to book go to

[www.ContactCenterWorld.com/conferences](http://www.ContactCenterWorld.com/conferences)





The following companies are all **GOLD MEDAL WINNERS** in their respective regions and represent the best as voted for by the contact center industry. They will make presentations at the conference.

Note: These are just some of the presenters you will hear from.

For full schedule plus topics go to [www.ContactCenterWorld.com/conferences](http://www.ContactCenterWorld.com/conferences) and select "schedule".

## DAY 1 - Nov 11 Human Resource Track

The World's Best Contact Centers combine People, Process and Technology to create award winning contact center performance. This day of the conference focuses on **Human Resources** - what the best do and how to leverage your Human Resources which in most centers is the greatest cost.

Leadership	Customer Service Professional	Sales Professional	Supervisors	Operational Management	HR	Training
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## DAY 2 - Nov 12 Technology & Infrastructure Track

The World's Best Contact Centers combine People, Process and Technology to create award winning contact center performance. This day of the conference focuses on '**Contact Center Technology, Infrastructure, Remote Agents and Community Involvement**' - every center uses technology to enable the center and people to perform at optimum performance and lowest cost and every center needs a secure and safe environment.

Design	Technology Innovation	Developing Solutions	IT Support	Home/Remote Agents	Community Spirit	Going Green
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## DAY 3 - Nov 13 Business Processes Track

The World's Best Contact Centers combine People, Process and Technology to create award winning contact center performance. This day of the conference focuses on 'Contact Center Processes' - everything from direct response, social media, support functions and more!



## DAY 4 - Nov 14 Contact Center Best Practices Track

The World's Best Contact Centers combine People, Process and Technology to create award winning contact center performance. This day of the conference is devoted to 'World Class Contact Centers - how the best combine, people, processes, technology to deliver outstanding results!' ... a must attend day for anyone wanting to see how the best really work!



## DAY 5 - Nov 15 Customer Service Track

The World's Best Contact Centers combine People, Process and Technology to create award winning contact center performance. This day of the conference focuses on 'Award Winning Customer Service' how the best in the World deliver outstanding service!





# BEST in the WORLD

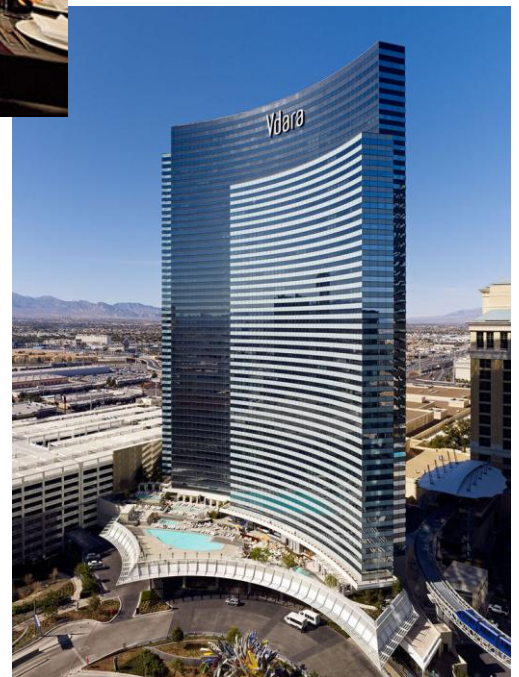
## Nov 11-15, 2013, Las Vegas NV USA

The Top Performers' Conference series is unique - it's a special 4 day event where only award winners get to share their secrets with the conference delegates. It's an event where you will learn more/better work practices and it will give you the opportunity to network and benchmark with the undisputed best in the world.

**Vdara Hotel & Spa** Designed by a world-class team of architects and designers, CityCenter™ is one of the most unique and ambitious projects in history. This unprecedented collection of talent, design, taste and style is located on 67 acres of the Las Vegas Strip and forever redefines the Las Vegas experience. MGM Resorts International® the world's premier developer and operator of luxury resorts, brings CityCenter to fruition and introduces Vdara Hotel & Spa™, a AAA Four Diamond and Forbes Four-Star Award-winning internationally inspired all-suite hotel and spa.

### Industry Dinner Hard Rock Las Vegas

Join us as we have exclusive access to the 3rd floor venue – with bar, stage, private lounges and veranda overlooking the famous strip, this is the place to be for the annual dinner and awards.



### Special Discounted Hotel Rates

Call **1-866-745-7767** and identify yourself as part of the group Contact Center

To book by fax, use booking form on page 8, or visit us on-line

[www.ContactCenterWorld.com/conferences](http://www.ContactCenterWorld.com/conferences)



