



ContactCenterWorld.com's

NEXT GENERATION

Best Practices Conference 2020



Contact Center & Customer Engagement BEST PRACTICES



PRESENTED BY:
**TOP RANKING
PERFORMERS**
IN THE CONTACT CENTER WORLD

HOW TO SELL THIS EVENT TO YOUR BOSS!



2020 TOP RANKING PERFORMERS PRESENT

ContactCenterWorld.com's
NEXT GENERATION CX CC
Best Practices Conference 2020

BEST IN NORTH & SOUTH AMERICAS
MAY 27 - 29, 2020
📍 **USA, ORLANDO**

Customer Experience Winning Business Strategies
Employee Engagement Contact Center Operations



2020 TOP RANKING PERFORMERS PRESENT

ContactCenterWorld.com's
NEXT GENERATION CX CC
Best Practices Conference 2020

BEST IN EUROPE, MIDDLE EAST & AFRICA
JUNE 9 - 12, 2020
📍 **PORTUGAL, LISBON**

Customer Experience Winning Business Strategies
Employee Engagement Contact Center Operations



2020 TOP RANKING PERFORMERS PRESENT

ContactCenterWorld.com's
NEXT GENERATION CX CC
Best Practices Conference 2020

BEST IN ASIA PACIFIC
JULY 20 - 24, 2020
📍 **INDONESIA, BALI**

Customer Experience Winning Business Strategies
Employee Engagement Contact Center Operations



2020 TOP RANKING PERFORMERS PRESENT

ContactCenterWorld.com's
NEXT GENERATION CX CC
Best Practices Conference 2020

BEST IN THE WORLD
NOV 23-27, 2020
📍 **HUNGARY, BUDAPEST**

Customer Experience Winning Business Strategies
Employee Engagement Contact Center Operations



Did we
mention ...

100% of
past delegates
recommend
these events?!

YOUR CHALLENGE!

Leaders in most companies want to know why they should invest money sending you to a conference. They want to know things like:

- How will the company benefit?
- How will you (person who wants to attend) benefit
- How will I (your boss) benefit if you go?
- How can we justify it when we are so busy?

It's not easy to justify any event when there are so many out there and some are a complete waste of time and everyone is under pressure at work!

Here are a few reasons to help you attend this event!





REASON – LEARNING GREAT IDEAS

When you want to be good at anything you want to learn from the best. Our events feature the very best because they have had to ‘win’ a place to speak by showing professionals they are amongst the best at the subject matter.

Almost every other event there is a call for speakers, so anyone can apply and this means you don’t know how good, or bad!, the speakers and their knowledge is!

It’s like if you want to be a top footballer, would you rather go watch a local town game and see how they play or go to the World Cup and mingle with those elite players? We all want to surround ourselves with elite professionals to learn their ideas and that’s what you experience at all of our events!

REASON - NETWORKING

Don't be under any illusion, when you attend our events you are there to learn best practices and take away ideas and information to make your company better and to increase your knowledge, but we also want to make some great contacts and enjoy meeting them!

So at our events we bring in some fun elements to help you network in a more natural way, unlike the events where you are forced to mingle with sales people at a cocktail hour in an expo setting!

To us, networking is also about relationship building and throughout our event we mix delegates constantly to help you make new connections and build lasting friendships.

So many delegates at our events say they will miss their new friends until they see them at the next ContactCenterWorld.com event – to us that's exactly our aim – help you build lasting friendships so when you have a question about a challenge at work, you have professionals to call upon!

We also connect you with everyone at the event – see the section on smart tools – so unlike that event where there were thousands of people and you met just 5 or maybe 10, at ours you will be connected with everyone!



FORMERS CONFERENCE & AWARDS
Europe, Middle East & Africa • The Wo



REASON – DOER’S!

There are so many events where speakers are representing firms selling technology and they want to tell you how they can increase productivity, reduce costs or improve service ... with their solution of course!

At our events you hear from people doing the job they are presenting about the event!

The result - Your boss and your colleagues will marvel at all the ideas you have taken away and like the fact you can start to develop a strategy not just for today and tomorrow, but for 2,3 even 5 years ahead – a strategy that will help you look like a Superstar and help make your company more profitable and successful!

REASON – CERTIFICATE

Every delegate who attends the entire event receives a Certificate in Contact Center Best Practices – recognition and validation from us that the ideas heard are world class and true best practices!

To receive this you also have to attend sessions – so your boss knows you were there and did sit through the sessions!





REASON - SMART TOOLS

This happens – a co-worker goes to an event and then back at work tries to decipher notes. Either they are illegible or worse they were lost! So when the boss asks “What did you learn?” it's all a bit vague!

We give every delegate access to smart tools like our Online Workbook so the 100's of ideas can be noted on a system delegates have access to 24/7. They can also be shared with colleagues at the office! They are never lost!



REASON – EVENT SLIDES

We also give delegates access to all the conference presentation slides from sessions they attend so delegates can review the content and match it with their notes

PLUS, many presenters also show videos of their center, of their technology innovation etc and all of these are also made available to delegates

So, instead of a print out of a slide, you get access to slides you can scroll through and can see/hear all embedded audio and video content!





REASON – HIGHEST RATING

Sure you can go to an event run by local firms, or attend an event that is put on by an ‘event’ company – you know the ones who put on different events for different industries.

Sure you can go to the same event you went to last year, but when you consider we at ContactCenterWorld.com are the Global Association for Contact Center & Customer Engagement Best Practices you know where we specialize!

Plus we have the highest industry rated events with an annual rating far above anything out there – the percentage of people who recommend our events is a whopping

97%

So when you look at events, you know we do what we practice every day – help companies with customer engagement and best practices! **Check the following pages for delegate comments!**

REASON - PAST DELEGATE COMMENTS

We had a chance to really network with other call center management staff who not only had some great ideas but that also validated that many of the things we are doing are industry best practice. It is great to have such a focused conference where people who are truly passionate about call centers can come together and ask questions. No other conference I've ever been to was this targeted to one subject

Training & Quality Manager | **Whirlpool Customer Xperience Center (USA)**

Being a part of this conference made me realized that having a 7 year experience in workforce management is still not enough. There are a lot of strategies, processes, different approach and perception as to how to fine tune WORKFORCE planning!

Operations Support Manager | **CELCOM (a Telecom Malaysia Company)**

The event was great, I not only learned new tips, but was able to benchmark my organization against the best in the world, and it has helped me realize we are definitely on our way to becoming a world class contact centre

Training Consultant | **Commonwealth Bank of Australia**

REASON - PAST DELEGATE COMMENTS

This was the second conference of yours I attended and it was even better than I expected. Everyone in attendance was a wealth of knowledge, and were open to sharing ideas, philosophies, and best practices. Being able to brainstorm and share ideas with the industries best people is an experience I will never forget. I not only gained so many great ideas that I hope to implement, but I made relationships and friends that I will cherish forever

Manager Customer Care | **Global Payments USA**

As I mentioned to you, it feels like these conferences are just getting better and better each year, the caliber of the attendees and the presenters is rising and we get exceptional interaction with people from all over EMEA. The sharing of the best practices is priceless and I'm really looking forward to the worldwide conference in November

COO | **Teleperformance Portugal**

The best practices shared and networking opportunities that present themselves is awesome. Raj and Team, well done, the event was incredible and i must say it really did it for me!!

Head of Sales | **ABSA South Africa** (subsidiary of the Barclays Africa Group)

REASON - PAST DELEGATE COMMENTS

A must attend conference if you are serious & want to improve the service currently delivered to your customers. Top tips for everyone on how to improve your business, your people & your service.

Retail & Contact Center Development Manager | **Emirates Airlines**

The openness of all presenters was refreshing, and it was a pure best practice event. There's no point in re-inventing the wheel when so many great best practice ideas and initiatives already out there, and are freely available during the course of this conference.

Head of Innovation | **British Gas (UK)**

I would recommend this event to anyone in the contact center industry because the information shared is so beneficial for companies wishing to hear best practices and get a feel for what's going on in the industry.. The information shared is very powerful and can greatly impact your organization.

Associate Director | **MassMutual (USA)**

BOOK TODAY: CONTACT US

Raj Wadhwani

President

ContactCenterWorld.com

e: rajw@ContactCenterWorld.com

t: +1-866-240-4152 ext. 101





**ContactCenterWorld.com
...AMAZING EVENTS**

