



**CONTACT-CENTER-WORLD**  
The Global Association for Contact Center & Customer Engagement Best Practices

EST. 1999



13<sup>th</sup> Annual  
Top Ranking Performers  
Present:

# NEXT GENERATION

## Contact Center & Customer Engagement Best Practices

Practical Ideas, Innovation & Insights from The World's Best  
- **All 2018 AWARD WINNERS!**

Prague Marriott Hotel  
Prague, Czech Republic 5-9 Nov 2018

Please note final agenda subject to change – check our website for the latest details

Version: 19/10/2018



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# MESSAGE FROM OUR PRESIDENT

When I dreamed of an industry event to help take the industry to another level, I wanted to develop something that was different, refreshing and innovative. Back in 2006 I launched our global series and since that time we have helped thousands of professionals – from the very new to those with decades of experience – hear from the current best in the industry.

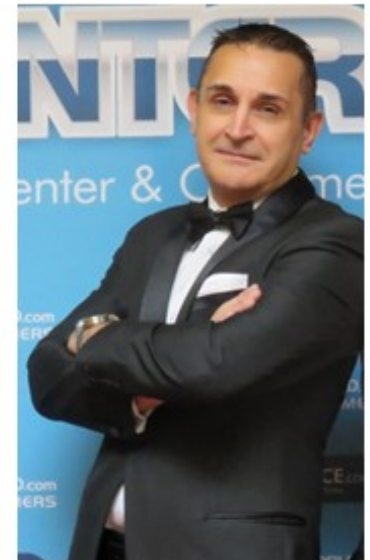
I am proud to say that we created **the highest rated contact center and customer engagement event** out there! Consistently we hear first time attendees rave about their experience – it is so different, so valuable to them and they love the ‘no sales pitches’ approach and the hundreds of ideas to take away.

If you have never attended, you should try our events and see for yourself why these are amazing and how the hundreds of tips can change your future strategy, maybe even change your life!, as it has for so many! So, join us and I would love to hear your feedback!



**Raj Wadhvani**

President, ContactCenterWorld.com





# EVENT OVERVIEW

ContactCenterWorld.com, est 1999, is the Global Association for Contact Center & Customer Engagement Best Practices. Today almost 200,000 members in 200 countries value the work we do at sharing best practices and pushing the industry forward.

Our 13<sup>th</sup> annual Top Ranking Performers series is pleased to present '**Next Generation Contact Center & Customer Engagement Best Practices - Practical Ideas, Innovation & Insights from The World's Best** – an event that brings the best from all over the World together to share **best practices today** and plan for new challenges and opportunities tomorrow.

At the event in Prague, Czech Republic in Nov 2018, all speakers are 2018 award winners! – they are the ultimate elite team from over 50 countries who competed in a global competition!

We invite you and your team to get involved and to network and engage with the industry's brightest and best – 'Top Performers' to help you learn, benchmark, share and improve to get ahead of the competition!





# WHO SHOULD ATTEND

If you are involved in running or directing a contact center, help desk or customer service operation this is for you.

If your center is an outsourced provider or you run a 100% inhouse center, the tracks will help you **improve productivity, improve performance, reduce costs, engage more with staff and customers**, identify **trends and opportunities** with **technology, social media** and a wealth of **best practices** across all industry sectors from around the world.

**Our mission is to help you stand out from your competition by using the practical ideas, innovation and insights from the World's best**

These are the most international events in the contact center world with delegates from over 50 countries expected to attend across the events!



# KEY BENEFITS

## **Insider Best Practice Tips**

This is a unique event where delegates get literally 500+ best practice tips from those who run centers.

## **Networking**

Delegates cover a broad range of business and countries – all professionals, many with decades of experience for you to network with.

## **ALL Areas Covered**

With presentations from IT, HR, WFM, Leadership, Operational Management, Training, Sales & Service Professionals, we cover every key area of contact centers and customer engagement

## **Benchmarking**

Get to benchmark your center and practices against the best of the best!





# KEY BENEFITS

## **Certificate in Contact Center Best Practices**

Every delegate with a full pass can earn a coveted Certificate in Contact Center Best Practices

## **NO Sales Pitches in main sessions**

Unlike so many other events, our event is 'free' of sales pitches!

## **Interactive**

This is a highly interactive event where you will engage with the very best and make new connections – more than other events!

## **Fun**

We want you to enjoy this conference and so we make it fun for you and other delegates. You will learn lots of great ideas, with amazing people and in a fun way!



# 'WORK SMART' TOOLS

We developed our own inhouse event management system that we have been using for 7 years now! Our tools include:

## **Online Workbook**

Take notes online and save them against your account. Take them with you 24/7

## **Auto Network Online**

We network you with all delegates – even those you maybe did not meet. Grow your network and stay in touch post the event

## **Post Event Slide Access**

You get access online to every presentation from days you attended

## **Online Agenda and Message System**

Online agenda helps you stay in touch. The message system allows you to send messages during the event





# THE FUN SIDE

We recognize the need for a fun environment to facilitate learning and benefit networking.

At every event we organize fun events to help you meet new contacts and, we have a reputation of helping delegates make friends of fellow professionals – as one delegates eloquently shared at an event ...

*“It’s great to be back with my Contact Center World extended family and in the company of so many amazing people I have met and am meeting now”*

Examples of activities include bowling, walking tours, boat rides, Segway tours even Halloween parties!

# CERTIFICATE IN BEST PRACTICES

This is your opportunity to earn a coveted Certificate in Contact Center Best Practices. This is available to delegates who book to attend the full event and sit through and participate in the majority of sessions.

Each certificate is valid for 1 year and comes with a logo for those who earn the Certificate to add to their social media and email to showcase they have received the Certificate!





# GALA AWARDS DINNER

Join the elite in the industry as we celebrate the brightest and best in the Contact Center World as we present industry awards and accolades to the very best, as voted by our industry, as the World's true best in 2018

The event is a fun packed evening with awards, celebrations, dancing, entertainment and a fantastic dinner!

The dinner always takes place on the last evening of the conference.



# HOW TO BOOK

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

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





# CONFERENCE SCHEDULE

CONFERENCE TIMINGS, NETWORKING ACTIVITIES AND GALA DINNER

Hear presentations from:



Absa  
South Africa 



AssisTT  
Turkey 



Bank Aljazira  
Saudi Arabia 



Bank Indonesia  
Indonesia 



Citizen Account Saudi  
Saudi Arabia 



Club Auto Ltd.  
Canada 



Dell India  
India 



Dinas Kominfo  
Indonesia 



Directorate General of Taxes  
Indonesia 



GUANGZHOU PUBLIC  
SERVICE HOTLINE 12345  
China 



HKT  
Hong Kong 



ICICI Lombard General  
Insurance  
India 



IGT USA  
United States 



MassMutual  
United States 



Merchants SA (South Africa)  
South Africa 



Ministry of Education.  
Saudi Arabia 



Multichoice SA  
South Africa 



PT Angkasa Pura II  
Indonesia 



PT Kereta Api Indonesia  
Indonesia 




PT Telekomunikasi Indonesia  
Indonesia 




PT. Bank Central Asia, Tbk  
Indonesia 



Sumitomo Mitsui Card  
Company,Limited  
Japan 



Telecontact  
Russia 



Telkomsel  
Indonesia 



Truck Alliance  
China 



Turkcell Global Bilgi  
Turkey 



Vestel  
Turkey 

To book go to [ContactCenterWorld.com/GLOBAL](http://ContactCenterWorld.com/GLOBAL)



## Sessions Details:

Nov 5 2018

8:00 AM

Registration OPEN - tea/coffee available

9:00 AM

Welcome and introduction - Raj Wadhvani, President ContactCenterWorld

Raj will cover the conference materials, how to use some of the tools, introduce delegates and will start the event.

9:50 AM

TRACK 1

### Small Contact Center Best Practices

Managing a small contact center is challenging. You don't have the resources or resilience of large centers. Each presenter has a unique perspective and story on what they do and how. Find out about their specific challenges and opportunities as the best from around the World share tips.

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**IWAN JUNANTO**

DIRECTOR



BANK INDONESIA



Indonesia

Center Size:35



The majority of contact centers operate with between 51-249 front line professionals. Hear how these world class centers manage their center covering all aspects of the operation - people, technology, processes and strategy. They will share their top tips for performance and service.

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**KHALED  
RAMADAN**

VP - HEAD OF  
ALTERNATIVE  
DELIVERY  
CHANNELS



Saudi Arabia

Center Size:160



**CHRISTY IVANA**

SALES  
PROFESSIONAL



Indonesia

Center Size:156



**RECKY JACOBUS**

ADMINISTRATION  
AND INTERNAL  
COMPLIANCE STAFF



South Africa

Center Size:210



Large contact centers have some unique challenges. We have gathered the best in the world to share their ideas and opinions with you. From Europe, Asia and the Americas, the best large contact centers do amazing things - they deliver outstanding results and customer satisfaction. hear how they do it

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**TAMMI  
KRAUSHAAR**  
DIRECTOR



Center Size:290



**MUHAMMAD  
HAFIEDZ  
AMRULLOH**  
ASSISTANT  
MANAGER



Center Size:328





Leaders are not born, they are made. We can all learn from great leaders and in these sessions leaders will;

- Share their best practice tips
- Showcase their skills and experience
- Advise on how to tackle challenging situations
- Discuss ways to motivate people

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**JENNIFER ALGIE**  A DIMENSION DATA COMPANY

PEOPLE DIRECTOR



South Africa

Center Size:5500




**TURKEY  
ALMUHARIB**  بنك الجزيرة  
BANK ALJAZIRA  
INNOVATIVE ISLAMIC BANKING

HEAD OF PHONE  
BANKING SERVICES



Saudi Arabia



**ERNI SYLVIANE  
PURBA**  KERETA API  
PT KERETA API INDONESIA (PERSERO)

MANAGER DIGITAL  
COMMUNITY



Indonesia

Center Size:35



Large and mega contact centers have some unique challenges. We have gathered the best in the world to share their ideas and opinions with you. From Europe, Asia and the Americas, the best contact centers do amazing things - they deliver outstanding results and customer satisfaction. hear how they do it.

View a full list of all companies Presenting at this event at [this link](#)

## Presentations From:



**EBRU DEMIR**  
OPERATIONS  
DIRECTOR



Turkey

Center Size:8000



**AHMED SAMAK**  
PROJECT MANAGER



Saudi Arabia

Center Size:700



**BAOWEN WU**  
DEPARTMENT  
MANAGER



China

Center Size:759



**3:10 PM**  
TRACK 1

## Small and Medium Sized Contact Centers (Outsourced centers)

Managing a small or medium sized contact center is what these award winners will talk about. Each has a unique perspective and story on what they do and how. Find out about their specific challenges and opportunities as the best from Asia, Europe and the Americas share ideas.

View a full list of all companies Presenting at this event at [this link](#)

### Presentations From:



**CHRISTINE  
WHITTAKER**

DIRECTOR,  
CUSTOMER  
EXPERIENCE



Canada

Center Size:120



**3:30 PM**

**Afternoon break tea/coffee, soft drinks and snacks served (foyer)**



Hear direct from these centers as they share how they provide outstanding help desk support to internal, external or both types of customers  
All 2018 Award Winners!

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**ARIO BIMO PRANOTO**

TRAINER



Indonesia

Center Size:156



**GREGORY PETITBON**

SITE OPERATIONS  
MANAGER -  
WORKFORCE  
MANAGEMENT



United States

Center Size:150



**POOJA YADAV**

ASSOCIATE VICE  
PRESIDENT



India

Center Size:13



**SILVIA SRI MUSTIKA**

ASSISTANT VICE  
DIRECTOR



Indonesia

Center Size:35



**JAMEL VIRGIAWAN**

IT SPECIALIST



Indonesia

Center Size:70



**5:30 PM**

End of conference sessions for the day

**7:30 PM**

**Delegate Bowling / Networking Nite!**

**Highly Recommended! - a fun evening for all delegates. We ask for a nominal donation for charity! In past few years we have raised money and donated it to Medical Missions For Children, UNICEF, Humane Society and Doctors Without Borders. This is a fun event and includes snack foods, beer, soft drinks etc and bowling! It's a great way to meet other delegates and have some fun. Places must be booked min 24 hours in advance. Space limited to just 48 delegates so book early!**

**Cost is 20 Euro per delegate inclusive of food, drink and bowling and ALL (100%) of the proceeds go to our charities!.**





8:20 AM  
TRACK 1

## Help Desk Best Practices - Large Help Desks

Hear direct from these centers as they share how they provide outstanding help desk support to internal, external or both types of customers. All 2018 Award Winners!

View a full list of all companies Presenting at this event at [this link](#)

### Presentations From:



**EUGENE  
MERCKEL**

HEAD OF  
OPERATIONS



South Africa

Center Size:260



**ARIS PRAMONO**

CONTACT CENTER  
MANAGER



Indonesia

Center Size:328



Hear direct from these Emergency Services Centers as they share how they provide outstanding support to customers who may be facing life threatening challenges - speed is critical and so is the quality and accuracy of information!

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**CHRISTINE  
WHITTAKER**

DIRECTOR,  
CUSTOMER  
EXPERIENCE



Canada

Center Size:120



**MOR DOMINUS  
BASTIAAN**

VICE MAYOR OF  
MANADO CITY



Indonesia

Center Size:16





Public Services Center often face different challenges to traditional centers. Hear how these centers service the public with outstanding performance.

View a full list of all companies Presenting at this event at [this link](#)

## Presentations From:



**MUSTAFA  
AZIZOGLU**

COMMUNICATIONS  
MANAGER



Turkey



**AHMED SAMAK**

PROJECTS  
MANAGER



Saudi Arabia

Center Size:700



**SILVIA SRI  
MUSTIKA**

ASSISTANT VICE  
DIRECTOR



Indonesia

Center Size:35



**TIFARA ASHARI**

QUALITY AUDITOR



Indonesia

Center Size:156



**ARIFFIAN  
MIFTAHURROHMAN**

CUSTOMER  
SERVICE OFFICER



Indonesia

Center Size:15



11:00 AM

Morning Refreshment Break - tea/coffee, soft drinks and snacks served. FOYER

11:15 AM

TRACK 1

## Customer Service Best Practices by Mid Sized inhouse Contact Centers

World class customer service from a medium sized contact center is what these award winners will talk about. Each has a unique perspective and story on what they do and how. Find out about their specific challenges and opportunities as the best from Asia, Europe and the Americas share ideas.

View a full list of all companies Presenting at this event at [this link](#)

### Presentations From:



**KHALED  
RAMADAN**

VP - HEAD OF  
ALTERNATIVE  
DELIVERY  
CHANNELS



Saudi Arabia

Center Size:160



Service is what sets many of us apart from our competitors. These world class award winners share their service strategy with you - what they do, how and why. The best from the World - each with a different product/service offering will amaze you

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**ANDI TRI  
SUTRISNO**

SENIOR OFFICER



Indonesia

Center Size:35



**ARIFFIAN  
MIFTAHURROHMAN**

CUSTOMER  
SERVICE OFFICER



Indonesia

Center Size:15



Large and Mega contact centers have some unique challenges. We have gathered the best in the world to share their ideas and opinions with you. From Europe, Asia and the Americas, the best centers do amazing things - they deliver outstanding results and customer satisfaction. hear how they do it.

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**DAMERIA  
GULTOM**  
MANAGER



Indonesia

Center Size:1505



**MUHAMMAD  
HAFIEDZ  
AMRULLOH**  
ASSISTANT  
MANAGER



Indonesia

Center Size:1476



**QUN LI**  
DEPARTMENT  
MANAGER



China

Center Size:502





Outsourced contact centers have some unique challenges. We have gathered the best in the world to share their ideas and opinions with you. From Europe, Asia and the Americas, the best contact centers do amazing things - they deliver outstanding results and customer satisfaction. hear how they do it.

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**BAOWEN WU**  
DEPARTMENT  
MANAGER



China

Center Size:759



**ETY BAITA  
RAHMAH**  
WALK-IN  
OPERATION  
MANAGER



Indonesia

Center Size:1000



**MELDA  
SOFUOGLU**  
CHANNEL  
EXPERIENCE AND  
OPERATION  
DEVELOPMENT  
MANAGER



Turkey

Center Size:7500



**TAKUYA  
WATANABE**  
STAFF



Japan

Center Size:700



3:45 PM

Afternoon break tea/coffee, soft drinks and snacks served (foyer)

4:00 PM

TRACK 1

## Customer Service Best Practices by Small and Medium Sized Outsourced Centers

Managing a medium sized contact center is what these award winners will talk about. Each has a unique perspective and story on what they do and how. Find out about their specific challenges and opportunities as the best from Asia, Europe and the Americas share ideas.

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**MUHAMMAD  
SAMMY**

PROJECT MANAGER



Saudi Arabia



4:20 PM

TRACK 1

## How To Manage Customers Better At the Frontline!

Undoubtedly the most important asset in the contact center is the Customer Service Professional!. They make or break relationships and in these sessions we have the best from the World onsite to share their ideas and tips to help motivate and develop your front line team to be driving force behind your customer service successes.

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**JENNIFER**  
CS PROFESSIONAL



Indonesia

Center Size:1505



Understating quality is one thing, impacting it positively is another. In this session we hear from award winning presenters as they share:

- How the measure quality
- Walk you through some real examples
- Describe some challenges and pitfalls
- Share ideas to help your center improve

View a full list of all companies Presenting at this event at [this link](#)

## Presentations From:



**NIA HARIAWATI**  
QUALITY AUDITOR



Indonesia

Center Size:1505



**DUMARIA  
GULTOM**  
QUALITY AUDITOR



Indonesia

Center Size:1505



7:00 PM

**Sightseeing Cruise With Guide - Join us on a private boat trip along the river - we will provide food, drink (alcohol available from a cash bar) and a tour guide. This is a great way to relax and also meet old friends and make some new ones as you take in breathtaking views as we navigate the river! There is a fee to attend this of 40 Euro per person (includes buffet) tour takes 2 hours.**







9:00 AM  
TRACK 1

Incentive Schemes - Motivating Your Team to Be the Best They Can!

Motivating staff is essential. Want to hear some great ideas? In these sessions:

- We identified some of the best incentive schemes out there.
- Hear what they did and how
- Find out about the results
- Pick up lots of tips and improve your programs!

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**GILANG  
KUSUMABANGSA**

SERVICE  
CONSULTANT



Indonesia

Center Size:156



**ROBBY SAPUTRA**

AVP OF SERVICE &  
FACILITY ANALYSIS



Indonesia

Center Size:15



**SULASTRI**

OPERATIONAL  
MANAGER



Indonesia

Center Size:1000



**EMANUEL  
ANGGIT KRISTIAN  
NUGROHO**

ASSISTANT  
MANAGER



Indonesia

Center Size:1505



**10:00 AM**  
TRACK 1

## Technology Innovation - How Small and Mid Sized Contact Centers Develop Technology Inhouse

Hear how small and medium contact centers develop their technology internally - maybe they could not find what they needed for their center, so they developed their own! Find out what and why as each presenter shares details and tips for those looking at tech solutions! All presenters are 2018 award winners!

View a full list of all companies Presenting at this event at [this link](#)

### Presentations From:



**TIFARA ASHARI**  
QUALITY AUDITOR



Center Size:156



**YASAR TUZEL**  
CALL CENTER  
OPERATION  
EXECUTIVE



Center Size:225



**ROBBY SAPUTRA**  
AVP OF SERVICE &  
FACILITY ANALYSIS



Center Size:15



**11:00 AM**

Morning Refreshment Break - tea/coffee, soft drinks and snacks served. FOYER

Hear how large and mega contact centers develop their technology internally - maybe they could not find what they needed for their center, so they developed their own! Find out what and why as each presenter shares details and tips for those looking at tech solutions! All presenters are 2018 award winners!

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**ALOK KUMAR**

DIRECTOR,  
CONSUMER  
SUPPORT  
SERVICES



India

Center Size:6000



**ADITYA  
CAKRAWIDYA**

IT SPECIALIST



Indonesia

Center Size:1505



Outsourced contact centers share what self service solutions they have implemented to improve productivity and reduce cost. Find out what and why as each presenter shares details and tips for those looking at self service solutions! All presenters are 2018 award winners!

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**KADIR ATAŞ**  
COMMUNICATIONS  
MANAGER



Turkey



**MUHAMMAD  
SAMMY**  
PROJECT MANAGER



Saudi Arabia



**MELODY  
RAZAVITOUSSI**  
CUSTOMER  
RELATIONSHIP  
MANAGEMENT



Canada

Center Size:45





Inhouse contact centers share what self service solutions they have implemented to improve productivity and reduce cost. Find out what and why as each presenter shares details and tips for those looking at self service solutions! All presenters are 2018 award winners!

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**ANDRE**  
SENIOR IT  
SPECIALIST



Indonesia

Center Size:1505



**ALBERTUS  
INDARKO  
WIYOGO**  
VP OF DIGITAL  
SERVICES



Indonesia

Center Size:35



Managing inbound calls etc is one thing, managing outbound and making them successful is another. These award winners will share:

- How to set up outbound programs - their story!
- What worked well and
- Tips and ideas on how to make them effective

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**JOHNATON  
DORASAMY**

SALES MANAGER



South Africa



**WINNIE TSUI**

SALES MANAGER



Hong Kong

Center Size:20



Afternoon break tea/coffee, soft drinks and snacks served (foyer)

Customer Loyalty is not the same as customer satisfaction - a satisfied customer does not mean a loyal customer and challenges relating to loyalty are increasing as more and more companies are out there looking for new business. The trick is keeping them loyal. Hear how these 2018 award winners have developed and run customer loyalty programs that work

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**NANDI SATRIA  
SEGARA**  
PROJECT MANAGER



Center Size:6000



**MARIA WIBISONO**  
ASSISTANT  
MANAGER



Center Size:1505



Managing clients? find out how the best do it - whether it be internal or external clients for your contact center!Hear:

- How to manage client expectations
- Tips and tricks to make you a better client manager
- How to manage internal communications

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**ADHI KURNIADHI**  
CLIENT SERVICE  
MANAGER OF  
GRAPARI MANAGE  
SERVICE



Center Size:1000



4:45 PM  
TRACK 1

## Project Management - From Inception To Conclusion - How to Manage Projects!

Find out from some of the best project managers out there, some tips and tricks to help you manage projects in your contact center! Each will:

- Share tips and tricks
- Explain how they manage projects of all sizes and even the most complex
- Explain how to motivate and engage project managers

View a full list of all companies Presenting at this event at [this link](#)

### Presentations From:



**KEEN LEUNG**

TECHNICAL  
SPECIALIST



Hong Kong

Center Size:12



**NUGROHO  
AGUNG  
PRASETYO**

PRO MANAGER



Indonesia

Center Size:1505



5:30 PM

End of conference sessions for the day

Want to know how the best manage social media in their center? This session will help you with lots of tips and best practice ideas as centers from around the World share their knowledge.

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**ARIO BIMO PRANOTO**

TRAINER



Indonesia

Center Size:156



**YOGIE ADITHYA MULYONO**

SENIOR IT SPECIALIST



Indonesia

Center Size:1505



**ERNI SYLVIANE PURBA**

MANAGER DIGITAL COMMUNITY



Indonesia

Center Size:35



**BENJAMIN CHANDRARAJ**

DIRECTOR, BUSINESS OPERATIONS, SMAC



India

Center Size:6000



**JOHN NG**

TEAM MANAGER



Hong Kong

Center Size:12





Want to run some campaigns that will help you sell more through your contact center? In this session:

- We share best practices from inbound and outbound sales campaigns
- Help you understand what works and what does not
- Share tips and tricks

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**RECKY JACOBUS**

ADMINISTRATION  
AND INTERNAL  
COMPLIANCE STAFF



Indonesia

Center Size:156



**GLORY CHEUNG**

ASSISTANT SALES  
MANAGER



Hong Kong

Center Size:20



Most contact centers manage response from marketing. Hear how the best:

- Manage campaigns to ensure maximum service levels
- Work with internal and external marketing partners
- How to scale up and down resources effectively
- Great tips and tricks

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**LAURENSIA YOAN  
DESTALINDA**

MANAGER



Indonesia

Center Size:35



**AHMAD HIDAYAH**

SUPERVISOR OF  
BACK-OFFICE



Indonesia

Center Size:156



The working environment has a huge impact on morale and performance, even customer service!

- Find out how leading contact centers have created fantastic environments
- Hear their top tips.
- Learn best practices for design and the environment

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**VIA RAHMA**

ASSISTANT  
MANAGER



Indonesia

Center Size: 1505



Raising your profile and doing great things for the community is a major drive for many organisations.

- Hear how some companies have achieved great results with community programs
- Find out how to engage staff to get involved
- Learn tips and tricks

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**LAURENSIA YOAN  
DESTALINDA**  
MANAGER



Indonesia

Center Size:35



**JENNIFER ALGIE**  
PEOPLE DIRECTOR



South Africa

Center Size:5500



**VIA RAHMA**  
ASSISTANT  
MANAGER



Indonesia

Center Size:1505



Corporations are increasingly driving towards green initiatives to help the environment and also the wellbeing of staff. In this session:

- Hear how some companies have achieved great results, and just as importantly, why!
- Find out how to engage staff to get involved
- Learn tips and tricks

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**RENI SEPTIANA**

SENIOR VICE  
PRESIDENT



Indonesia

Center Size:1663



Recruiting the right staff at the right time can be challenging - hear how these organizations do just that. You will:

- Learn new tips and tricks
- Have ideas on alternative methods
- Hear the results of other recruitment drives
- Find out how to make recruitment more successful

View a full list of all companies Presenting at this event at [this link](#)

## Presentations From:



**RENI SEPTIANA**

SENIOR VICE  
PRESIDENT



Indonesia

Center Size:1505



**ILSE HESS**

HEAD OF TALENT



South Africa

Center Size:5500



**OLESYA  
KRASUTSKAYA**

PROJECT MANAGER



Russia

Center Size:3500







**9:00 AM**  
TRACK 1

Operational Management - Making the Center Work Efficiently!

Effective operational management is key to your success. Hear from the best in this enlightening perspective on operations from the managers who bring it all together.

- Each will share their top tips for success
- How they measure performance
- Overcoming challenges
- Best practices

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**TAMMI  
KRAUSHAAR**  
DIRECTOR



United States



**MAHENDRA  
SANTOSO**  
MANAGER



Indonesia

Center Size:1505



Great front line staff need great supervisors and we have brought in the best from around the World to share knowledge. Hear:

- About the practical experiences
- Learn best practice ideas
- How they manage their teams and deal with difficult situations
- How they motivate and what motivates them to perform.

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**SIBUSISO NDABA**  
CONTACT CENTER  
SUPERVISOR



South Africa

Center Size:12



**GARY HO**  
TEAM MANAGER



Hong Kong

Center Size:20



**MARVIN WILLIAMS**  
CONTACT CENTRE  
SUPERVISOR



South Africa

Center Size:2000



Want to find out how to manage sales teams and be more successful? Hear from these award winners as they share:

- Best practices in sales management
- Strategies that worked
- Motivating and leading a team
- Tips and tricks

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**CHRISTINE POON**  
SENIOR CALL  
CENTER MANAGER



Hong Kong

Center Size:20



**FRESDA AGUSTIN**  
SALES MANAGER



Indonesia

Center Size:1000



**SAPTO  
PANGLIPUR**  
MANAGER



Indonesia

Center Size:1505



For those of us involved in selling products or services or considering selling on the back of service calls, getting highly motivated sales agents fired up and keeping them fired up is key. Hear from these award winning professionals as they share:

- How to stay motivated in sales
- What they do to help others succeed
- Their tips for managing sales professionals

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**MINENHLE  
MATHOBELA**

SALES  
CONSULTANT



South Africa

Center Size:51



**JESSICA**  
SALES  
PROFESSIONAL



Indonesia

Center Size:1505



We all value the skills of workforce planners - maybe you do your own on a simple spreadsheet. In this session:

- Hear from the best as they share their knowledge
- Find out how they create effective schedules
- Learn their tips and tricks to make staff motivated!

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**MUTIA BALKIS**

WORKFORCE  
SUPPORT STAFF



Indonesia

Center Size:35



**ANDREW PIERCE**

OPERATIONS  
ANALYST



United States

Center Size:150



**YUSUF ADAMS**

WFM SPECIALIST  
CONSULTANT



South Africa

Center Size:4500



**SEAN COOMER**

WFM PLANNING  
MANAGER



South Africa

Center Size:2000



Finding and retaining contact center staff is a challenge for most of us. Hear from these award winning professionals involved in supporting the human resource functions of their respective contact centers. Speakers are invited to:

- Share tips on managing HR functions
- Demonstrate how they recruit and train
- Showcase lessons learned

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**ILSE HESS**  
HEAD OF TALENT



South Africa

Center Size:5500



**DUAS ERA EFFENDI**  
HR SUPPORT



Indonesia

Center Size:1000





Want to hear first hand how analysts can help you with some ideas and best practices? They will:

- Share information on what analysts really do
- demonstrate some of their best practices
- Help you with several best practice tips

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**YUSUF ADAMS**



WFM SPECIALIST  
CONSULTANT



South Africa

Center Size:4500



**SURYATININGSIH**



ANALYST STAFF

BANK INDONESIA



Indonesia

Center Size:35



**INDRA  
WAHYUNINGSIH**



OPERATION  
ANALYST



Indonesia

Center Size:1000



Afternoon break tea/coffee, soft drinks and snacks served (foyer)

These world class trainers will share their secrets with you. They will

- Discuss how to make training fun
- Show you how they re-energize trainees
- Share best practice tips
- Take you through best practices and explain how to making training stick!

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**ANDI TRI  
SUTRISNO**

SENIOR TRAINER  
OFFICER



Center Size:35



**FITRI AFRINA**  
TRAINER



Center Size:1505



IT is the backbone of every contact center and an enabler for us to achieve world class performance in our centers. Hear from the best as they share

- Ideas on how you can make your IT more effective
- Tips and tricks for IT professionals
- Discuss projects they have managed in their center

View a full list of all companies Presenting at this event at [this link](#)

Presentations From:



**MELODY  
RAZAVITOUSSI**



Canada

Center Size:45



HELP DESK  
ANALYST



**EMANUEL  
ANGGIT KRISTIAN  
NUGROHO**



Indonesia

Center Size:1505



IT SUPPORT  
OFFICER

4:30 PM

End of 2018 Global Best Practice Conference and wrap up with Raj Wadhvani, President of ContactCenterWorld

**INCLUDES:** Presentation of the Prestigious Contact Center World 2018 Certificate in Contact Center Best Practices to all qualifying delegates (official photo shoot)

5:30 PM

End of conference sessions for the day

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