



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

EST. 1999



13th 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.

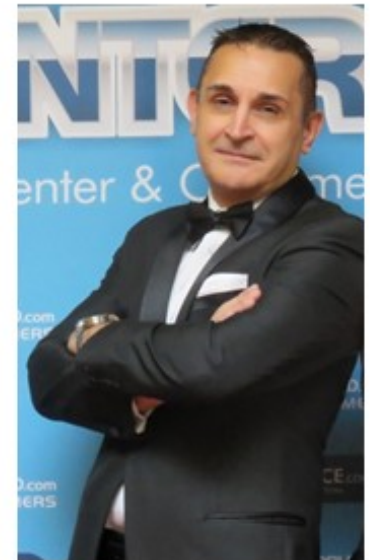
I am proud to say that we created **the highest rated contact center and customer engagement event** out there! Consistently we hear first time attendees rave about their experience – it is so different, so valuable to them and they love the ‘no sales pitches’ approach and the hundreds of ideas to take 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 13th 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

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

**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.

Presentations From:**Iwan Junanto** - Director**10:15 AM**

TRACK 1

Mid-sized Contact Center Best Practices (Inhouse centers)

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.

Presentations From:**Khaled Ramadan** - VP - Head of Alternative Delivery Channels**Christy Ivana** - Sales Professional**Recky Jacobus** - Administration and Internal Compliance Staff - Directorate General of Taxes**Bharat Parshotam** - Head Direct Delivery**11:15 AM****Morning Refreshment Break - tea/coffee, soft drinks and snacks served. FOYER****11:30 AM**

TRACK 1

Large Contact Center Best Practices - (Inhouse centers)

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

Presentations From:**Tammi Kraushaar** - Director**Muhammad Hafiedz Amrulloh** - Assistant manager

12:15 PM

TRACK 1

Leadership - How The Best Leaders Inspire in the Contact Center World

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

Presentations From:

Jennifer Algie - People Director

Turky Almuharib - Head of Phone Banking Services

Erni Sylviane Purba - Manager Digital Community

1:00 PM

Lunch Break - 3-course hot /cold buffet lunch included.

2:00 PM

TRACK 1

Large and Mega Contact Center Best Practices (Outsourced)

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.

Presentations From:

Ebru Demir - Operations Director

Ahmed Samak - Project Manager

Baowen Wu - Department Manager

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.

Presentations From:

Christine Whittaker - Director, Customer Experience

3:30 PM

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

3:45 PM
TRACK 1

Help Desk Best Practices - Small and Medium Sized 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!

Presentations From:

Ario Bimo Pranoto - Trainer

Gregory PetitBon - Site Operations Manager - Workforce Management

Pooja Yadav - Associate Vice President

Silvia Sri Mustika - Assistant Vice Director

Jamel Virgiawan - IT Specialist

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!.

Nov 6 2018



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!

Presentations From:

Eugene Merckel - Head of Operations

Aris Pramono - Contact Center Manager

9:00 AM
TRACK 1

Emergency Services Centers - Best Practices

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!

Presentations From:

Christine Whittaker - Director, Customer Experience

Mor Dominus Bastiaan - Vice Mayor of Manado City

9:20 AM
TRACK 1

How The Best Public Services Centers Operate

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

Presentations From:

Mustafa Azizoglu - Communications Manager

Ahmed Samak - Projects Manager

Silvia Sri Mustika - Assistant Vice Director

Tifara Ashari - Quality Auditor

Ariffian Miftahurrohman - Customer Service Officer

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.

Presentations From:

Khaled Ramadan - VP - Head of Alternative Delivery Channels

11:35 AM
TRACK 1

Customer Service Best Practices by Small Inhouse Centers

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

Presentations From:

Andi Tri Sutrisno - Senior Officer

Ariffian Miftahurrohman - Customer Service Officer

12:15 PM
TRACK 1

Customer Service Best Practices by Large and Mega Sized Contact Centers

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.

Presentations From:

Dameria Gultom - Manager

Muhammad Hafiedz Amrulloh - Assistant manager

Qun Li - Department Manager

1:15 PM

Lunch Break - 3-course hot /cold buffet lunch included.

2:15 PM
TRACK 1

Customer Service Best Practices by Large and Mega Outsourced Contact Centers

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.

Presentations From:

Baowen Wu - Department Manager

Ety Baita Rahmah - Walk-in Operation Manager

Melda Sofuoglu - Channel Experience and Operation Development Manager

Takuya Watanabe - staff

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.

Presentations From:

Muhammad Sammy - Project Manager

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.

Presentations From:

Jennifer - CS Professional

4:40 PM
TRACK 1

How To Enhance Your Contact Center Quality Scores!

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

Presentations From:

Nia Hariawati - Quality Auditor

Dumaria Gultom - Quality Auditor

5:15 PM

End of conference sessions for the day

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.

Nov 7 2018



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!

Presentations From:

Gilang Kusumabangsa - Service Consultant

Robby Saputra - AVP of Service & Facility Analysis

SULASTRI - Operational Manager

Emanuel Anggit Kristian Nugroho - Assistant Manager

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!

Presentations From:

Tifara Ashari - Quality Auditor

Yasar Tuzel - Call Center Operation Executive

Robby Saputra - AVP of Service & Facility Analysis

11:00 AM

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

11:15 AM
TRACK 1

Technology Innovation - How Large and Mega Centers Develop Technology Solutions Internally

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!

Presentations From:

Alok Kumar - Director, Consumer Support Services

Aditya Cakrawidya - IT Specialist

12:00 PM
TRACK 1

Self Service Solutions for Outsourced Contact Centers

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!

Presentations From:

Kadir Atas - Communications Manager

Muhammad Sammy - Project Manager

Melody Razavitoussi - Customer Relationship Management

1:00 PM

Lunch Break - 3-course hot /cold buffet lunch included.

2:00 PM
TRACK 1

Self Service Solutions for Inhouse Contact Centers

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!

Presentations From:

Andre - Senior IT Specialist

Albertus Indarko Wiyogo - VP of Digital Services

2:40 PM
TRACK 1

Calling For Success - Outbound Campaigns For Results!

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

Presentations From:

Johnaton Dorasamy - Sales Manager

Winnie Tsui - Sales Manager

3:20 PM

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

3:40 PM

TRACK 1

Developing Customer Loyalty Programs that Really Work!

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

Presentations From:

Nandi Satria Segara - Project Manager

Maria Wibisono - Assistant Manager

4:25 PM

TRACK 1

Client Services Management - Best Practices

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

Presentations From:

Adhi Kurniadhi - Client Service Manager of GraPARI Manage Service

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

Presentations From:

Keen Leung - Technical Specialist

Nugroho Agung Prasetyo - Pro Manager

5:30 PM

End of conference sessions for the day

9:20 AM
TRACK 2

Social Media Management in the Contact Center - Building Fans and Managing Service and Sales

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.

Presentations From:

Ario Bimo Pranoto - Trainer

Yogie Adithya Mulyono - Senior IT Specialist

Erni Sylviane Purba - Manager Digital Community

Benjamin Chandraraj - Director, Business Operations, SMAC

John Ng - Team Manager

11:15 AM
TRACK 2

Turning Cost Centers into Profit Centers Through Sales Campaigns

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

Presentations From:

Recky Jacobus - Administration and Internal Compliance Staff

Glory Cheung - Assistant Sales Manager

12:00 PM
TRACK 2

Direct Response Campaigns - Making Marketing Work

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

Presentations From:

Laurensia Yoan Destalinda - Manager

Ahmad Hidayah - Supervisor of Back-Office

12:40 PM
TRACK 2

Making the Most of Your Workspace - Designs That Improve Performance!

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

Presentations From:

Via Rahma - Assistant Manager

2:00 PM
TRACK 2

Leveraging the Power of Community Programs To Motivate

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

Presentations From:

Laurensia Yoan Destalinda - Manager

Jennifer Algie - People Director

Via Rahma - Assistant Manager

3:00 PM
TRACK 2

Going Green - How to Make Your Center Environmentally Friendly

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

Presentations From:

Reni Septiana - Senior Vice President

3:40 PM
TRACK 2

Recruiting for Your Contact Center? - Unique and Effective Strategies

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

Presentations From:

Reni Septiana - Senior Vice President

Ilse Hess - Head of Talent

Olesya Krasutskaya - Project Manager

4:45 PM

End of conference sessions for the day Delegates can go to Track 1 for more presentations

Nov 8 2018



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

Presentations From:

Tammi Kraushaar - Director

Mahendra Santoso - Manager

9:30 AM
TRACK 1

Supervisors - How To Manage and Motivate Teams for Success!

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.

Presentations From:

Sibusiso Ndaba - Contact Center Supervisor

Gary Ho - Team Manager

Marvin Williams - Contact Centre Supervisor

10:15 AM
TRACK 1

How To Drive More Sales Through Sales Management Techniques!

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

Presentations From:

Christine Poon - Senior Call Center Manager

Fresda Agustin - Sales Manager

Sapto Panglipur - Manager

11:00 AM

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

11:15 AM
TRACK 1

How To Sell More in Your Center! - Top Sales Professionals Explain!

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

Presentations From:

Minenhle Mathobela - Sales Consultant

Jessica - Sales Professional

11:45 AM
TRACK 1

Workforce Planning Best Practices

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!

Presentations From:

Mutia Balkis - Workforce Support Staff

Andrew Pierce - Operations Analyst

Yusuf Adams - WFM Specialist Consultant

Sean Coomer - WFM Planning Manager

12:45 PM

Lunch Break - 3-course hot /cold buffet lunch included.

1:45 PM
TRACK 1

HR Best Practices - Getting the Right People and Keeping Them!

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

Presentations From:

Ilse Hess - Head of Talent

Duas Era Effendi - HR SUPPORT

2:15 PM
TRACK 1

Analyst Role in the Contact Center

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

Presentations From:

Yusuf Adams - WFM Specialist Consultant

Suryatiningsih - Analyst Staff

INDRA WAHYUNINGSIH - Operation Analyst

3:00 PM

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

3:15 PM
TRACK 1

Training in Contact Centers - Key Role To Kickstart Performance

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!

Presentations From:

Andi Tri Sutrisno - Senior Trainer Officer

Fitri Afrina - Trainer

4:00 PM
TRACK 1

IT Best Practices - The IT Professionals Share Tips

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

Presentations From:

Melody Razavitoussi - Help Desk Analyst

Emanuel Anggit Kristian Nugroho - 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

HOW TO BOOK

www.ContactCenterWorld.com/conferences

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

