



CONTACT-CENTER WORLD

EST. 1999

The Global Association for Contact Center & Customer Engagement Best Practices



EVENT BROCHURE

13th Annual
Top Ranking Performers
Present:

Next Generation Contact Center & Customer Engagement Best Practices

Practical Ideas, Innovation & Insights from The World's Best

Berlin, Germany 7-10 May 2018
Orlando, FL, USA 19-22 June 2018
Macau, SAR 16-20 July 2018
Prague, Czech Republic 5-9 Nov 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!

A handwritten signature in blue ink that reads "Raj Wadhvani". The signature is stylized and includes a long horizontal stroke at the end.

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. All speakers at the 2018 regional events in Berlin, Macau and Orlando are amongst the best in the World and many are 2017 award winner who run centers from small all the way to those with thousands of staff. At the Global 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!



EVENT OVERVIEW



BERLIN
Germany
7-10 May 2018

Showcasing the Best in
Europe, Middle East &
Africa

ORLANDO
FL, USA
19-22 June 2018

Showcasing the Best in
North & South
Americas



MACAU
SAR PRC
16-20 July 2018

Showcasing the Best in
Asia Pacific & Oceania

PRAGUE
Czech Republic
5-9 Nov 2018

Showcasing the Best in
the World 'GLOBAL'
Conference



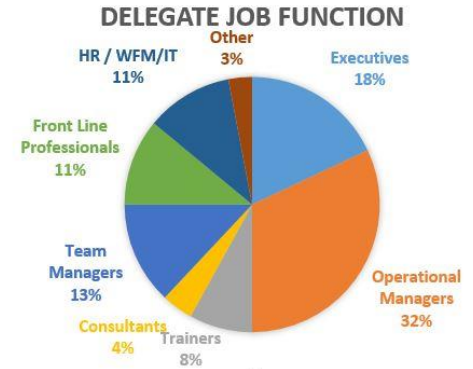
WHO SHOULD ATTEND

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 The 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!



PAST PRESENTERS

 ABS SA South Africa	 Aegis South Africa South Africa	 Agero United States	 Arçelik Turkey	 Arçelik Turkey
 AssistT Turkey	 Bank Indonesia Indonesia	 BPST Indonesia	 China Telecom China	 Cisco United States
 Club Auto Ltd. Canada	 Concentrix United Kingdom	 Dell India India	 DHL Express (S) Pte Ltd Singapore	 Doğuş Otomotiv Turkey
 EXL Service South Africa	 Garanti Emeklilik Turkey	 Genex Infosys Limited South Africa	 Global Bilgi LLC - Ukraine Ukraine	 Hinduja Global Solutions List.
 Hinduja Global Solutions USA United States	 HKT Hong Kong	 JAD Saudi Arabia	 IBEX Global Philippines Philippines	 ICI Lombard General Insurance Co. Ltd. India
 Jarden Consumer Solutions United States	 ListenTrust United States	 MassMutual United States	 mBank Poland	 Mellon Poland Sp. z o.o. Poland
 Merchants SA (South Africa) South Africa	 Muthu South Africa	 Optum United States	 Philip Morris Russia	 PT. Andiksa Pura II Indonesia
 PT Telekomunikasi Indonesia	 PT. Bank Central Asia, Tbk Indonesia	 PT. Infarmada Nusantara Indonesia	 Ria Financial Services Inc. United States	 Square Consultancy Bulgaria
 Sumitomo Mitsui Banking Corporation Japan	 Talksure South Africa	 Telekontakt Russia	 Teleperformance Argentina	 Teleperformance India India
 Teleperformance Portugal Portugal	 Teleperformance Russia Russia	 Telkomnet Indonesia	 The Ministry of Health - Turkey	 Türk Ekonomi Bankası (TEB) Turkey
 Turkcell Global Bilgi Turkey	 Vestel Turkey	 Web.Com, Inc. United States	 Webhelp SA South Africa	 Xiaomi India

To the left is a list of some of the companies we had speakers from in 2017 – all sharing best practice ideas and innovations – all award winners!

'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!



TEAM PACKAGES

We have these special **Team Packages**, so bring a team and benefit – check the website for details!

Leadership Team

The ideal program for 3 or more leadership members

Management Development Program

For new or potential managers looking to make a positive impact in your center!

Support Team Program

Ideal for the team supporting the operation – expand their knowledge and skills and value!

Rising Star Program

For the front line staff you want to develop into superstars in your center!



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**

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)

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)**

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 or the day after – check each event for details.



SUMMARY

- This is the most highly rated contact center and customer engagement event out there!
- You will learn hundreds, yes hundreds of ideas to help your center and even your career in the contact center world
- You will meet and network with the elite in the industry – all top performing professionals and be networked with them after the event!
- You will have access to all the slides presented on days you attended
- You will come back after experiencing want the best in the world do!

HOW TO BOOK

www.ContactCenterWorld.com/conferences

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





ContactCenterWorld.com
...AMAZING EVENTS

