



**CONTACT-CENTER-WORLD**

EST. 1999

The Global Association for Contact Center & Customer Engagement Best Practices



14<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

4 Amazing events:  
Toronto, Canada 6-9 May 2019  
Vienna, Austria 24-27 June 2019  
Phuket, Thailand 15-19 July 2019  
Barcelona, Spain 2-6 Dec 2019



# CONTENTS

A Message From Our President	3
Event Overview	4
Who Should Attend	6
Key Benefits	7
Past Presenters	9
Conference Work Smart Tools	10
The Fun Side	11
Team Packages	12
Certificate In Contact Center Best Practices	14
Gala Awards Dinner	15
Summary	16
How To Book	17

# 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.

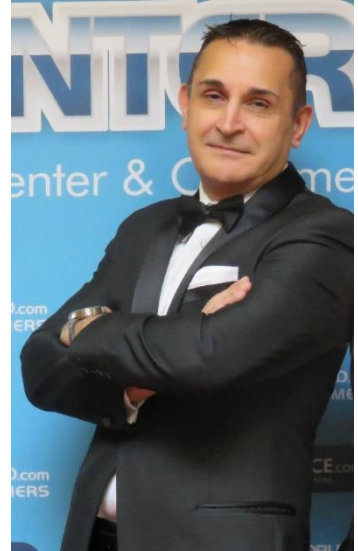
I am proud to say that we created **the highest rated contact center and customer engagement event** out there! Consistently we hear first time attendees rave about their experience – it is so different, so valuable to them and they love the ‘no sales pitches’ approach and the hundreds of ideas to take 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 more than 200,000 members in 200 countries value the work we do at sharing best practices and pushing the industry forward.

Our 14<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. All speakers at the 2019 regional events in Toronto, Vienna and Phuket are amongst the best in the World and many are 2018 award winners. At the Global event in Barcelona, Spain in Dec 2019, all speakers are 2019 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



**TORONTO**  
**CANADA**  
6-9 May 2019

Showcasing the Best  
in North & South  
Americas



**PHUKET**  
**THAILAND**  
15-19 July 2019

Showcasing the Best  
in Asia Pacific &  
Oceania

**VIENNA**  
**AUSTRIA**  
24-27 June 2019

Showcasing the Best in  
Europe, Middle East &  
Africa



**BARCELONA**  
**SPAIN**  
2-6 Dec 2019

Showcasing the Best in  
the World 'GLOBAL'  
Conference



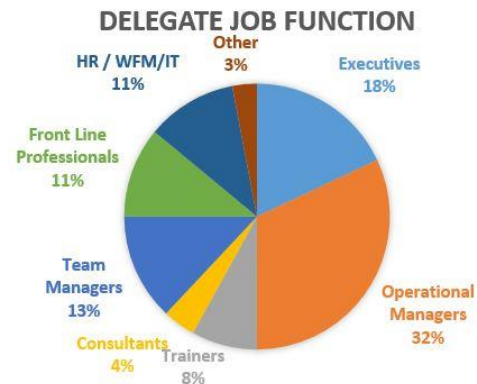
# WHO SHOULD ATTEND

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 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

<b>ABSA</b> ABSA Bank South Africa	<b>AEGIS</b> Aegis South Africa South Africa	<b>Agero</b> Agero United States	<b>arçelik</b> Arçelik AŞ Turkey	<b>arçelik</b> Arçelik AŞ Turkey
<b>ASSISTT</b> AssistT Turkey	<b>BAE</b> BAE Indonesia	<b>BPST</b> BPST Indonesia	<b>CHINA TELECOM</b> China Telecom China	<b>CISCO</b> Cisco United States
<b>CLUBAUTO</b> Club Auto Ltd. Canada	<b>CONCENTRIX</b> Concentrix United Kingdom	<b>DELL</b> Dell India India	<b>DHL</b> DHL Express (S) Pte Ltd Singapore	<b>DİĞÜŞ</b> Doğuş Otomotiv Turkey
<b>EXL</b> EXL Service South Africa	<b>Garanti Emeklilik</b> Garanti Emeklilik Turkey	<b>genex</b> Genex Infosys Limited South Africa	<b>globalbilgi</b> Global Bilgi LLC - Ukraine Ukraine	<b>HGS</b> Hinduja Global Solutions Ltd.
<b>HGS</b> Hinduja Global Solutions USA United States	<b>HKT</b> HKT Hong Kong	<b>IBEX</b> IBEX Saudi Arabia	<b>IBEX GLOBAL</b> IBEX Global Philippines Philippines	<b>ICICI Lombard</b> ICICI Lombard General Insurance Co. Ltd. India
<b>JARDEN</b> Jarden Consumer Solutions United States	<b>Lister</b> Lister United States	<b>MassMutual</b> MassMutual United States	<b>mBank</b> mBank Poland	<b>MELLON</b> Mellon Poland Sp. z o.o. Poland
<b>merchants</b> Merchants SA (South Africa) South Africa	<b>Multichoice</b> Multichoice South Africa South Africa	<b>OPTUM</b> Optum United States	<b>Philip Morris</b> Philip Morris Russia	<b>ANKASA PURA II</b> PT Angkasa Pura II Indonesia
<b>PT Telekomunikasi</b> PT Telekomunikasi Indonesia	<b>BCA</b> PT. Bank Central Asia, Tbk Indonesia	<b>Infomedia</b> PT. Infomedia Nusantara Indonesia	<b>Ria</b> Ria Financial Services Inc. United States	<b>Square Consultancy</b> Square Consultancy Bulgaria
<b>SMBC</b> Sumitomo Mitsui Banking Corporation Japan	<b>talksure</b> Talksure South Africa	<b>ТЕЛЕКОМТАКТ</b> Telecomakt Russia	<b>Teleperformance</b> Teleperformance Argentina	<b>Teleperformance</b> Teleperformance India India
<b>Teleperformance</b> Teleperformance Portugal Portugal	<b>Teleperformance</b> Teleperformance Russia Russia	<b>TELKOM</b> Telkom Indonesia	<b>The Ministry of Health</b> The Ministry of Health - Turkey	<b>TEB</b> Türk Ekonomi Bankası (TEB) Turkey
<b>TURKCELL</b> Turkcell Global Bilgi Turkey	<b>VESTEL</b> Vestel Turkey	<b>web.com</b> Web.com, Inc. United States	<b>Webhelp SA</b> Webhelp SA South Africa	<b>mi</b> Mi India

To the left is a list of some of the companies we had speakers from – 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!





# 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 2019.

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.



# 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](http://www.ContactCenterWorld.com/conferences)**

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







ContactCenterWorld.com  
...AMAZING EVENTS

