



**CONTACT-CENTER-WORLD**

EST. 1999

The Global Association for Contact Center & Customer Engagement Best Practices



EVENT BROCHURE

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



Berlin, Germany 7-11 May 2018  
**FEATURED EVENT! 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.

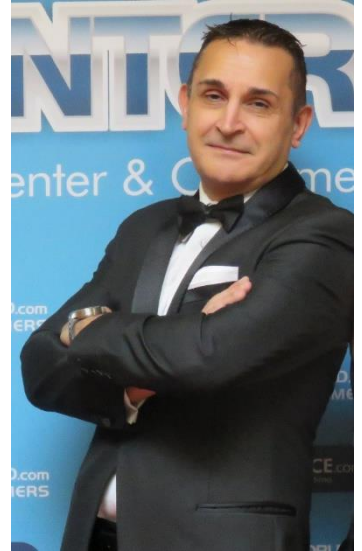
I am proud to say that we created **the highest rated contact center and customer engagement event** out there! Consistently we hear first time attendees rave about their experience – it is so different, so valuable to them and they love the ‘no sales pitches’ approach and the hundreds of ideas to take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



**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. All speakers at the 2018 regional events in Berlin, Macau and Orlando are amongst the best in the World and many are 2017 award winners. 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  
7-11 May 2018

Showcasing the Best  
in Europe, Middle East  
& Africa



**MACAU**  
SAR PRC  
16-20 July 2018

Showcasing the Best  
in Asia Pacific &  
Oceania

**ORLANDO**  
FL, USA  
19-22 June 2018

Showcasing the Best in  
North & South  
Americas



**PRAGUE**  
Czech Republic  
5-9 Nov 2018

Showcasing the Best in  
the World 'GLOBAL'  
Conference



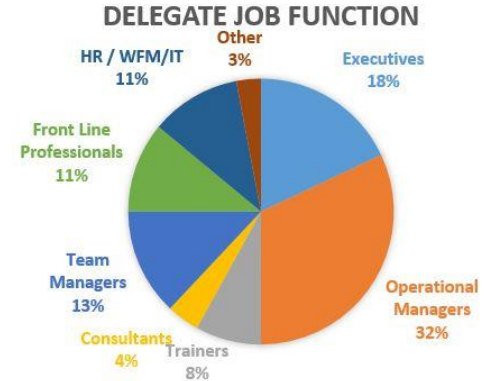
# WHO SHOULD ATTEND

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 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

 ABSA Bank South Africa	 Aegis South Africa South Africa	 Agero United States	 ARCELIC Malaysia	 Arçelik Aç Turkey
 AssistTT 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 USA
 Hinduja Global Solutions USA	 HKT Hong Kong	 JAD Saudi Arabia	 IBEX Global Philippines Philippines	 IIGI Lombard General Insurance Co. Ltd. India
 Jarden Consumer Solutions USA	 ListeNest United States	 MassMutual United States	 mBANK Poland	 Mellon Poland Sp. z o.o. Poland
 Merchants SA (South Africa) South Africa	 Mulchahe South Africa South Africa	 Optum United States	 Philp Morris Russia	 PT Angkasa Pura II Indonesia
 PT Telekomunikasi Indonesia Tbk Indonesia	 PT. Bank Central Asia, Tbk Indonesia	 PT. Infomedia 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	 Telomsat 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	 Xiomi 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!

# 2018 ORLANDO AGENDA

Sessions Details:

Jun 19 2018



Track 1

**8:30 AM** Registration OPEN - tea/coffee available All pre-registered delegates who have electronic passes to arrive to collect their conference packs. Tea, coffee and breakfast bagels available

**9:15 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.

**9:45 AM** Customer Service Best Practices - How To Win and be Different in a Competitive World

Amazing service is about going above and beyond what is expected. Hear how these companies do just that!

Presentations From:



**BRIAN RAILS**  
DIRECTOR SERVICE CENTER



Center Size: 144



**RICHARD DEMONTE**  
DIRECTOR, BUSINESS OPERATIONS



Center Size: 10

# 2018 ORLANDO AGENDA

**3:45 PM** Afternoon break tea/coffee, soft drinks and snacks served (foyer)

## **4:15 PM** How To Run A World Class Help Desk

These great companies share their experiences of running help desks. Hear about their strategies and challenges in this best practice session.

Presentations From:



**RAUL POLANCO**  
CALL CENTER SUPERVISOR



Center Size:150

## **4:50 PM** How Emergency Services Centers Excel

Emergency services centers are a lifeline to those in distress. Hear how these companies deliver exceptional service

Presentations From:



**CHRISTINE WHITTAKER**  
DIRECTOR, CUSTOMER EXPERIENCE



Center Size:45

**5:15 PM** End of conference sessions for the day

# 2018 ORLANDO AGENDA

Jun 20 2018

Track 1

9:00 AM Welcome and introduction - Raj Wadhvani, President ContactCenterWorld

9:15 AM Running a World Class Inhouse Contact Center

Large contact centers have some unique challenges. We have gathered the best to share their ideas and opinions with you. They deliver outstanding results and customer satisfaction. hear how they do it.

### Presentations From:



**MATTHEW WELCH**  
DIRECTOR - OPERATIONS



Center Size:232



**TAMMI KRAUSHAAR**  
DIRECTOR



Center Size:290



**ANGELO AREZZI**  
SR DIRECTOR, PROJECT  
MANAGEMENT AND WORKFORCE



Center Size:650



**THOMAS FARRELL**  
SENIOR VICE PRESIDENT, CUSTOMER  
SERVICE

# 2018 ORLANDO AGENDA

## 10:15 AM 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:



**GUILLERMO VALIENTE**  
VICEPRESIDENT BUSINESS  
DEVELOPMENT



Center Size:8000

## 11:00 AM 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:



**JOE HOLT**  
SENIOR OPERATIONS MANAGER



Center Size:250



**TAMMI KRAUSHAAR**  
DIRECTOR



# 2018 ORLANDO AGENDA

**1:00 PM** Lunch Break - 3-course hot /cold buffet lunch included.

**2:00 PM** Roundtable session - Maximizing the employee experience in your center for optimum results

**3:00 PM** TBC

**3:40 PM** Afternoon break tea/coffee, soft drinks and snacks served (foyer)

## **4:00 PM** 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 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:



**GUADALUPE FÉLIX GUTIÉRREZ**  
DIRECT RESPONSE SPANISH AGENT



Mexico

Center Size:787



**RACHEL PAUL**  
SALES AND SERVICE  
REPRESENTATIVE



United States

Center Size:400

# 2018 ORLANDO AGENDA

4:40 PM

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

Great infrastructure and great people don't make for a world class contact center alone - leadership is key. Hear some great best practices in this session

Presentations From:



**WILLIAM FUGETTE**  
CONTACT CENTER DIRECTOR



Center Size:750



5:10 PM

End of conference sessions for the day

6:45 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

Jun 21 2018

Track 1

9:00 AM

Welcome and introduction - Raj Wadhvani, President ContactCenterWorld

# 2018 ORLANDO AGENDA

9:10 AM

## Leveraging the Power of Community Programs To Motivate Staff

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:



**BRIAN RAILS**  
CUSTOMER SERVICE DIRECTOR



Center Size:290



**GUILLERMO VALIENTE**  
VICEPRESIDENT BUSINESS  
DEVELOPMENT



Center Size:8000



**CHRISTINA PRINCE**  
TEAM LEAD II



Center Size:1

10:30 AM

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



# 2018 ORLANDO AGENDA

## 10:45 AM Technology Innovation - How Centers Are Developing Solutions Internally

There's so much great technology out there, yet some contact centers build their own. Hear how these organizations developed their own innovative solutions to enhance the customer service they give to internal and external customers, why they developed it and get some great inspirations to maybe some of the challenges you face with technology

Presentations From:



**CHRISTINE WHITTAKER**  
DIRECTOR, CUSTOMER EXPERIENCE



Center Size:45



**RICHARD DEMONTE**  
DIRECTOR, BUSINESS OPERATIONS



Center Size:10



## 11:20 AM Self-Service Technology - Enhancing The Customer Experience

Customers don't ask, they demand a range of channels so they can choose how they communicate with your company. Having every interaction being handled by a live person is costly and sometimes not necessary. Find out how the best in the region are using self-service technologies and positively enhancing the customer experience!

Presentations From:



**CHRISTINE WHITTAKER**  
DIRECTOR, CUSTOMER EXPERIENCE



Center Size:45



**PARIKSHIT KALRA**  
SVP, SOLUTIONS AND CAPABILITIES



Center Size:28000



**MIKHAIL ROGOV**  
VICE PRESIDENT, APPLICATION DEVELOPMENT



Center Size:10



# 2018 ORLANDO AGENDA

12:30 PM

## Supervisors - How To Manage and Motivate Teams for Success!

Great front line staff need great supervisors and we have brought in the best 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:



**JAIMEE COWART**  
SUPERVISOR II



Center Size:50



**MICHELLE WATERS**  
LEADERSHIP



Center Size:250

1:00 PM

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

# 2018 ORLANDO AGENDA

2:00 PM

## Contact Center Support Professional - 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



Center Size:45

2:20 PM

## Contact Center Support Professional - 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:



**ANDREW PIERCE**  
OPERATIONS ANALYST



United States

Center Size:150



**LEA DAIGNEAULT**  
WORKFORCE MANAGEMENT ANALYST



United States

Center Size:144

# 2018 ORLANDO AGENDA

3:00 PM

## How To Enhance Your Contact Center Quality Scores!

Understanding quality is one thing, impacting it positively is another. In this session we hear from presenters as they share their tips for success.

Presentations From:



**CALEB DELEAULT**  
QUALITY ASSURANCE SPECIALIST



United States

3:20 PM

## Turning Cost Centers into Profit Centers Through Sales Campaigns

Find out how the best contact centers have developed sales campaigns to boost profits.

Presentations From:



**GUILLERMO VALIENTE**  
VICEPRESIDENT BUSINESS  
DEVELOPMENT



Colombia

Center Size:8000

3:40 PM

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

# 2018 ORLANDO AGENDA

**4:00 PM** Making Outsourcing Work - Developing a Win:Win Partnership

We have identified the best partnerships between outsourcer and client. In this session:

- Hear from the clients (where available) as they share their experience from outsourcing
- Learn how to make a true partnership
- Find out tips and tricks to protect you against issues

Presentations From:



**ALICIA LASZEWSKI**



United States



**SCOTT YATES**  
DIRECTOR, CLIENT SERVICES



United States

Center Size:28000



**GUILLERMO VALIENTE**  
VICEPRESIDENT BUSINESS  
DEVELOPMENT



El Salvador

Center Size:8000

**5:00 PM** Conference Wrap Up Includes Presentation of Certificate in Best Practices to all qualified delegates

# 2018 ORLANDO AGENDA

Jun 22 2018

Track 1

7:00 PM

## Awards Gala Dinner

An evening of entertainment, fun and celebration. The event schedule is as follows:

- 19:00 Pre dinner drinks/networking and photos
- 19:30 Dinner
- 21:00 Awards Ceremony - concludes around 21:45
- 22:00 After Gala Dinner Party

# '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

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.



# 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

