

ABOUT

CONTACTCENTERWORLD

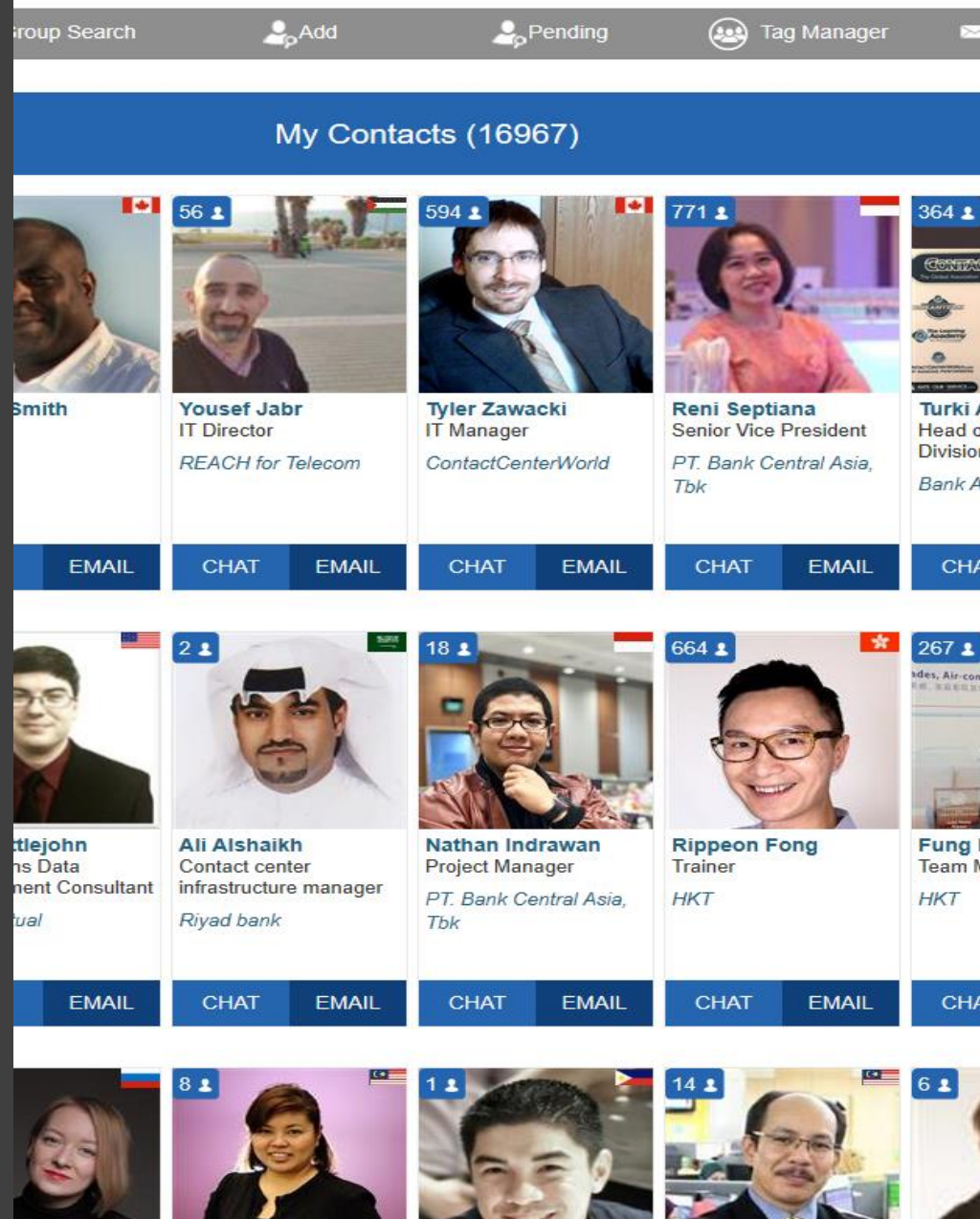
- World's largest contact center & customer engagement BEST PRACTICES Association!
- Established 1999 – 20 years!

MEET: Over 200,000

Professional Members

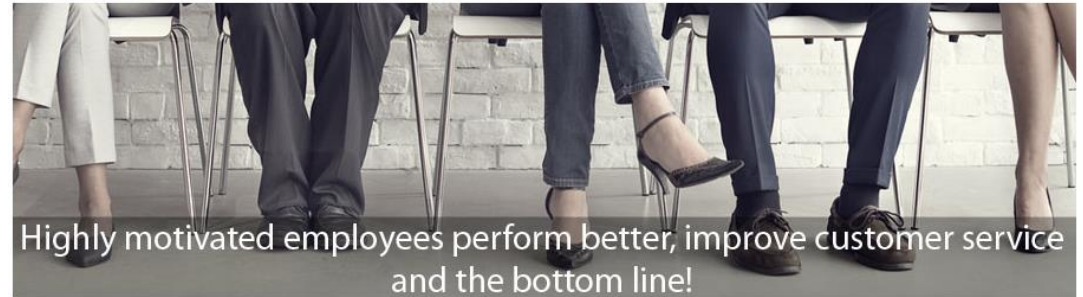
In over 200 countries

- Connect
- Online Chat / Message tools
- Attend networking events
- Share Best Practices





Monty Moose Official Mascot - [Visit his facebook page](#)



2018 Winners RealPage

MEASURE ENGAGEMENT

TopPlace2Work

ACCESS: Over 40,000

Articles

Daily Tips

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company's Workforce
ology to support a national
contact centers offering e...

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December 3, 2018

**Best in the World Awards Gala Dinner
Prague 2018**



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November 19, 2018

**2018 Best in the World Conference Prague
Volume 2**



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got a list of f
#prospectio

Dimension

Congratulat
taking home
great event
Sunshine La



CRMDialer

CRMDialer
Implementat
are included
#CRMDialer
#CallCenter
<https://crmlin>

Sales



PGi

Premiere

The primary
generation



WIN: Prestigious Awards

Annual World Awards - Top Performers

National Industry Champions


DREAM Team for Business

Members' Choice for Vendors

Employee Engagement for all

Top Outsourcer Awards

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ContactCenterWorld.com presents Training and certification for businesses. Training allows staff to learn new skills and techniques with built in testing. For those interested in certification, we are launching a number of modules to follow that can lead to certification of individuals and/or companies

These programs have been designed to allow you 'the user' to select how you want to have the content delivered: Online, Classroom or a combination of both.

Taking a course is easy - just select which ones you are looking for and start the process. Courses are either FREE or Paid for - this is clearly identified when you select the one(s) you are interested in.

IMPORTANT
Using this site requires that you **MUST BE LOGGED** in as a registered user - if you are a current ContactCenterWorld.com you can use your existing username and password, if you are not a member, please register at the top right of the website. We recommend you log in or register first then browse the training courses before making a selection.

TRAINING BY BY ROLE / ACTIVITY

 BUSINESS PROFESSIONALS
  CUSTOMER SERVICE MANAGERS
  EXECUTIVES
  CUSTOMER SERVICE AGENTS
  OPERATIONAL MANAGERS

 SALES MANAGERS
  SALES PROFESSIONALS
  SUPERVISORS
  TRAINERS

PROFESSIONAL SERIES




PROFESSIONAL INSIGHTS VIDEOS
Best Practices on Contact Center & Customer Service Operations

FEATURE TRAINING COURSES

We have selected a few featured courses below!

FREE WEBINAR
On How To Enter
the 2019 Top Ranking Performers
Global Awards Program
- the industry's most prestigious
contact center awards!

Psychology & Selling
Why People Buy!

Applying for a New Job
Best Practice Tips

OUR LATEST COURSES

Interview with Angela Wilson -
The Role of Analysts and Social
Media

7 P's of Selling
Working Smarter!

Gatekeepers
Opening Doors!

ON SITE TRAINING

TRAIN:

through our

Learning Academy

HAVE FUN:

International Contact Center Week

10-17th Sept
EVERY YEAR!




VADS BPO CRAZY HEADSET DAY



Let's celebrate International Contact Center Week
by decorating your headset as crazy as ever on the

Home Contact Center People Environment General Tactics & Strategy Technology

Contact Center Statistics



Review Statistics and content from top companies of the industry around the world.

Data Listing: SELECT YEAR: 2018

- 01 What type of industry would describe your operation best?
- 02 Does the center operate as

2019 TOP RANKING PERFORMERS PRESENT **NEXT GENERATION** CONTACT CENTER & CUSTOMER ENGAGEMENT **BEST PRACTICES**



BENCHMARK: against the best

- Conferences
- Online benchmarking
- Exchange visits

FIND: industry PRODUCTS & SERVICES

100'S of suppliers
and links to their
profiles

Contact Center Suppliers' Directory

Welcome to our Industry Solutions directory for all your contact center, help desk and CRM needs. We have brought together many of the key industry players so that you can select the products and services that will help you improve business performance, reduce costs and enhance customer service in your contact center.

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