



10th Annual

THE FUTURE CONTACT CENTER SUMMIT

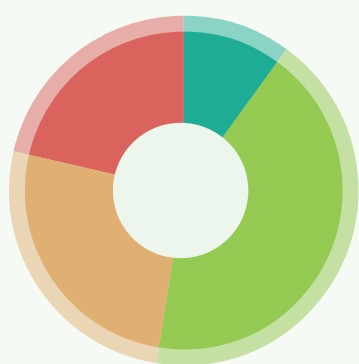
January 26 - 30, 2015 • Omni Orlando Resort at ChampionsGate, FL

Charting the Next Generation Customer Service Experience.

WHO ATTENDS THE SUMMIT?

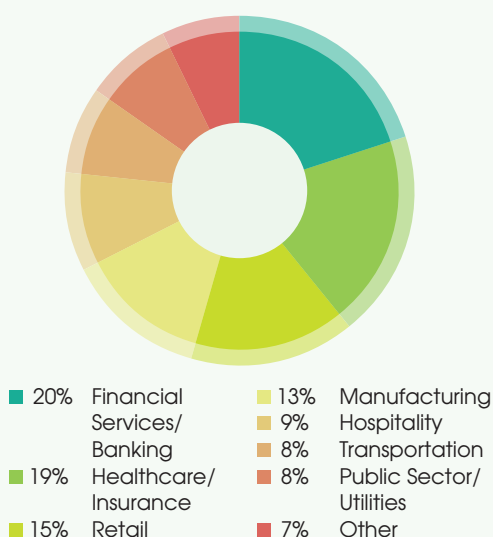
The Future Contact Center Summit brings together the brightest minds in the industry for an immersive customer care experience. Our attendees have serious clout:

Senior Executives



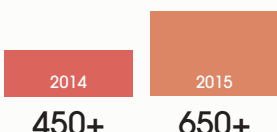
Others includes analysts, supervisors, coordinators and team leaders.

From Almost Every Industry

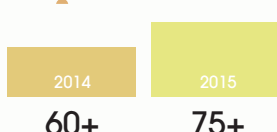


Growing Every Year

ATTENDEES



SPEAKERS



EXHIBITORS



WHAT SOLUTIONS DO OUR ATTENDEES WANT?

We asked our senior attendees what solutions their companies were looking to invest in:

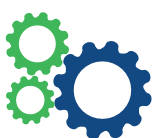
67% Analytics/Metrics



62% Training



57% Workforce Management



52% Quality Control



52% Performance Management



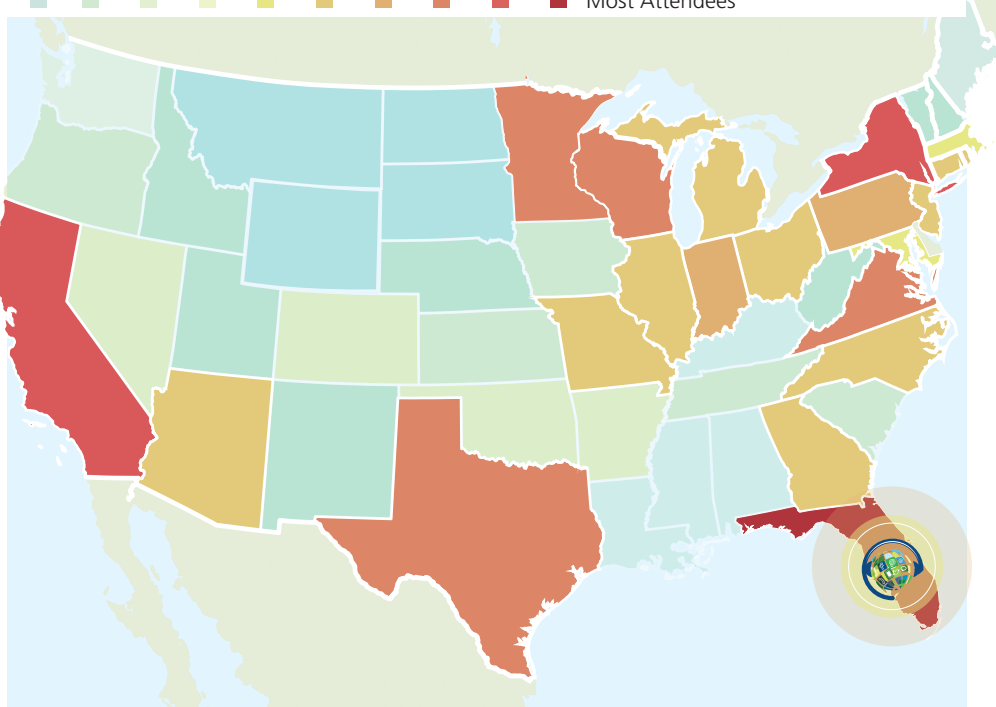
48% CRM/Loyalty



WHERE DO OUR ATTENDEES COME FROM?

Each year, attendees from coast to coast, Canada, Latin America and around the world attend the Summit:

Legend: Most Attendees (Dark Red)



FORTUNE 500 ATTENDEES FROM

Aflac

BEST BUY

Charter COMMUNICATIONS

CISCO

DIRECTV

Disney

Lilly

hp

JCPenney

KOHL'S

LOEWS HOTELS-RESORTS

macy's

Marriott HOTELS-RESORTS-SLATES

MATEL

ORACLE

PEPSICO

Prudential

WHO ATTENDED LAST YEAR?

Last year, 450+ people attended the Summit. Here is a select list of attending organizations:

1st United Services Credit Union	CML HealthCare	Legrand	SC Student Loan Corp
AAA Insurance Exchange	CSAA Insurance Group	Loews Hotels	Scotiabank
Aflac	Deluxe Corporation	Lyonsglobal	Seven Corners
Africell Gambia Limited	Department of Defense	Machias Savings Bank	Shiple Energy
Allen-Edmonds	DIRECTV	Macy's	SMI
ALISUP Inc.	Disney	Marriott International	Spencer's / Spirit Halloween
American Water	DiveR	Moffitt Cancer Center	Sundance Vacations
Americo Life, Inc	Eli Lilly and Company	MSC CRUISES	Swimsuitsforall.com
Amped Media Inc	Enterprise	National Furniture Distributors	Tauk
APS Talent Acquisition	Farmers Insurance	New England Biolabs, Inc.	The Boston Globe
Arby's Restaurant Group	Fiserv	New Jersey Shares	The Ticket Group
Ask.com	Florida Blue	NJ 2-1-1 Partnership	Thomas Edison State College
Avalon Bay Communities	Gameday Merchandising	NTA Life	Tidewater Finance
Banco de Credito	Gateway Community College	Oakwood	Travelzoo
BendBroadband	Genesco Inc.	OCOG Sochi 2014	Trialcard
Best Buy Canada	George Washington University	Ontario College of Teachers	Unity
Blue Cross Blue Shield	Gladwell	ORNL Federal Credit Union	University of Pittsburgh
Bosch Automotive	Henny Penny Corporation	Partners Federal Credit Union	University of Rochester
Brady Corp	Herbalife	Pepsico	VF Outdoor Coalition
CarlsonCraft	Hewlett Packard	Pitney Bowes	Vistakon, Inc.
Carnival Cruise Lines	Highway Toll Administration	PMI	Volkswagen Credit, Inc.
Carolinas Healthcare System	Integral Choice	Project Lead The Way	WESCO
Carter's Inc.	Iron Tribe Fitness	Prudential Financial	William Raveis Real Estate
Charter Communications	J & P Cycles	Putnam Investments	Wix.com
Choice Hotels	JC Penney Inc.	Ricoh Americas Corporation	World Travel Holdings
Church Pension Group	JJ Keller	Rockland Trust	WorldNet International, Inc.
Cisco Systems	Jockey International	Rockwell Collins	Y3S
Club Med	Kohl's	Salt River Project	Zurich American Insurance Company
	Lamps Plus Inc		

65% OF DELEGATES ATTENDED WITH THEIR TEAMS

With Multiple Learning Tracks, Workshops and Roundtable Discussions, this event is perfect for your entire team. Email us for group rates.

Interested in Sponsoring?

View the Prospectus or contact Simon Copcutt: 1-212-885-2771 • spex@iqpc.com

Interested in Attending?

View the Brochure or send your questions to enquiry@iqpc.com