

# Inspirational. Educational. Community-Oriented.

From personalizing to predicting the needs of the customer



June 27 – July 1, 2016 • The Mirage, Las Vegas • [www.callcenterweek.com](http://www.callcenterweek.com)



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Your Speakers

YOUR  
INDUSTRY'S  
#1 EVENT

125+  
SPEAKERS

2000+  
ATTENDEES

1200+  
ATTENDING  
COMPANIES

58%+  
DIRECTOR AND ABOVE

200+  
SPONSORS &  
EXHIBITORS

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Full Agenda

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Our Partners

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Registration

Package Options  
Pricing & Discounts

The #1 customer care event in the world is pleased to present our brand new event delivering crucial discussions in an electrifying atmosphere. **This year, we are excited to be celebrating 17 years of Customer Service Experience Transformation.**

## WE LIVE IN AN AGE WHERE CONVENIENCE IS KING.

Customers have more channels and more choices than ever before. We are in a new C to B world where the customer's in the driver's seat. Over the last decade, the focus has shifted to the customer. However, is simply prioritizing the customer good enough anymore?

Today, customers expect service on their own terms – whenever they need, in whatever digital channel they want. Expectations have grown and the key word is **EFFORTLESS**. For a brand to truly differentiate by leveraging customer experience, effortless has to be at its very foundation. **Therefore, customer experience has shifted its end goal from personalizing to predicting customer needs.** This transition is easier said than done, and it's certainly not a one size fits all approach.

CCW will provide you with the tools and insight needed to super-charge your service and set you on the path to predicting customer needs and driving loyalty. Discover how to create the right environment to execute an effortless customer experience.

We look forward to seeing you in Las Vegas and if you have any questions, please don't hesitate to reach out to the CCW team.

All the best,

Lisa Schulman  
Executive Program Director  
Call Center Week

🐦 #CallCenterWeek

*P.S. Do YOU have a story to tell? If you would like to be considered for a future speaking opportunity, please contact [Lisa.Schulman@iqpc.com](mailto:Lisa.Schulman@iqpc.com) and tell me what you're working on.*

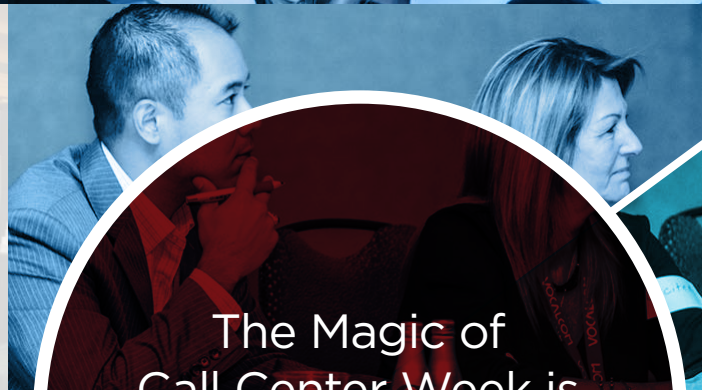






## The Robust Conference Inspires Your Next Steps

From visionary keynotes to real-world case studies, you'll get just the information and inspiration to imagine a new future.



The Magic of  
Call Center Week is  
the Combination of  
**Conference + Expo**



## The Expo Moves You from Inspiration to Actualization.

By connecting you with solution providers that can help you achieve your business goals.





# CCW ATTRACTS DIVERSE CUSTOMER-CENTRIC ATTENDEES

## Who Attends?

**2000+**

Attendees

**125+**

Speakers

**200+**

Sponsors

**1200+**

Attending  
Companies

**61%**

New  
Companies

## Maturity

**80%**

are optimizing  
their centers

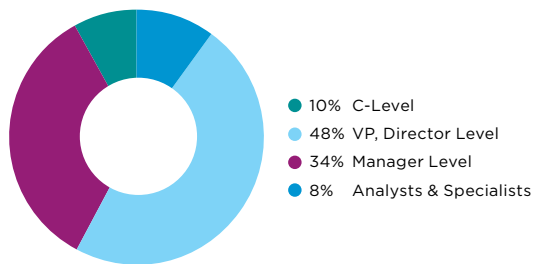
**19%**

are launching &  
planning

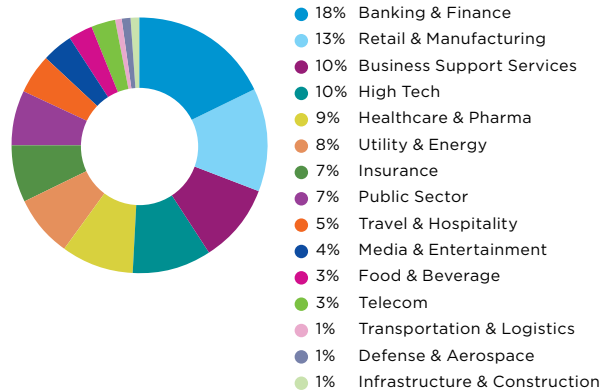
**32%**

are exploring alternative  
options such as virtual, home-  
based and outsourcing

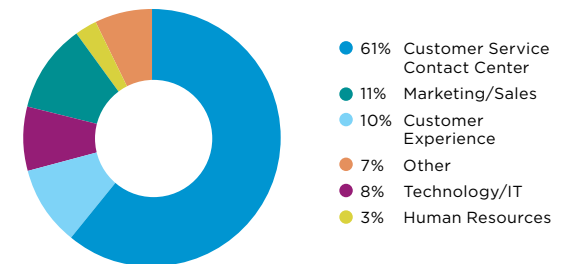
## Attendee Seniority



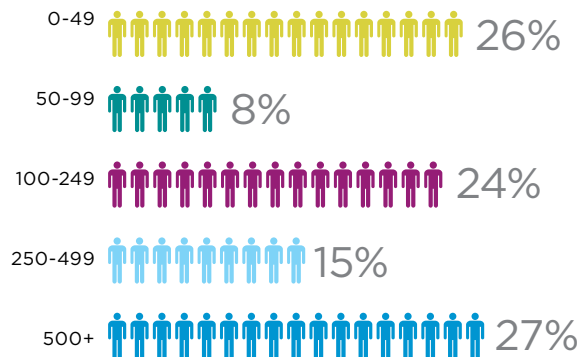
## Attendee Industry



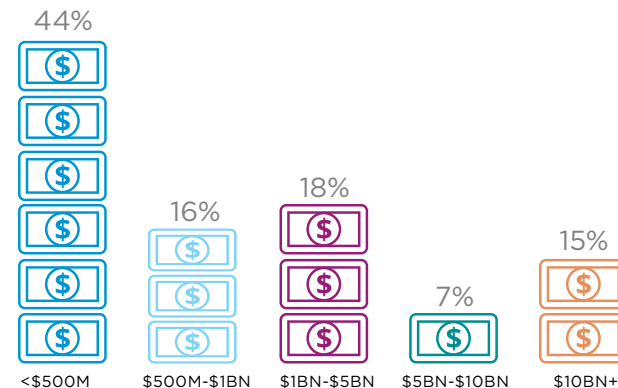
## Attendee By Function



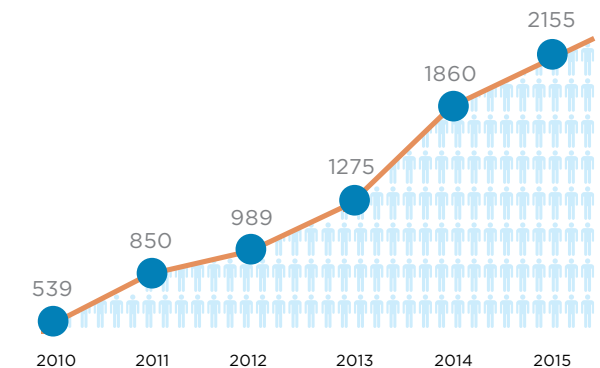
## Contact Center Size (By Seats)



## Annual Company Revenue In USD



## CCW KEEPS GROWING!





“

“One thing I thought that was just great today is the attendance in the expo hall... It was just packed all day today. And I think that demonstrate just how interested the attendees are in the newer technologies and some of the processes that can help them in their call centers.” ”

-Gary Barnett, SVP & GM  
Engagement Solutions, **Avaya**  
2015 Call Center Week  
Chairman





## BRAND NEW INSPIRING KEYNOTES

Featuring a pull at your heartstrings session by St. Jude's Children Hospital and Fortune 500 leaders from Coca Cola, Wells Fargo, MetLife, Verizon and Samsung



## EIGHT NEW TRACK THEMES:

Executive Leadership Lab, Human Capital Management, Digital Customer Service Execution, The Efficient & Intelligent Organization and the Effortless CX Execution and more..!



## THREE TECHNOLOGY PAVILIONS IN THE EXPO HALL

Featuring Q&As, product demos, interviews, and presentations



## MODERATED LUNCH & LEARN SESSIONS BY INDUSTRY

Connecting you with like-minded peers from your industry



## SCHEDULED MEET-UPS

During networking breaks to connect you with industry visionaries and CCW Excellence Awards winners & judges



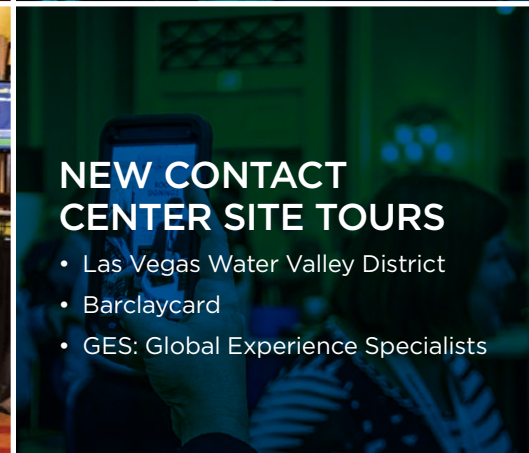
## UPGRADED ZAPPOS CONTACT CENTER SITE TOUR

Featuring a dynamic keynote Q&A session with Jon Wolske, Culture Evangelist



## NEW CONTACT CENTER SITE TOURS

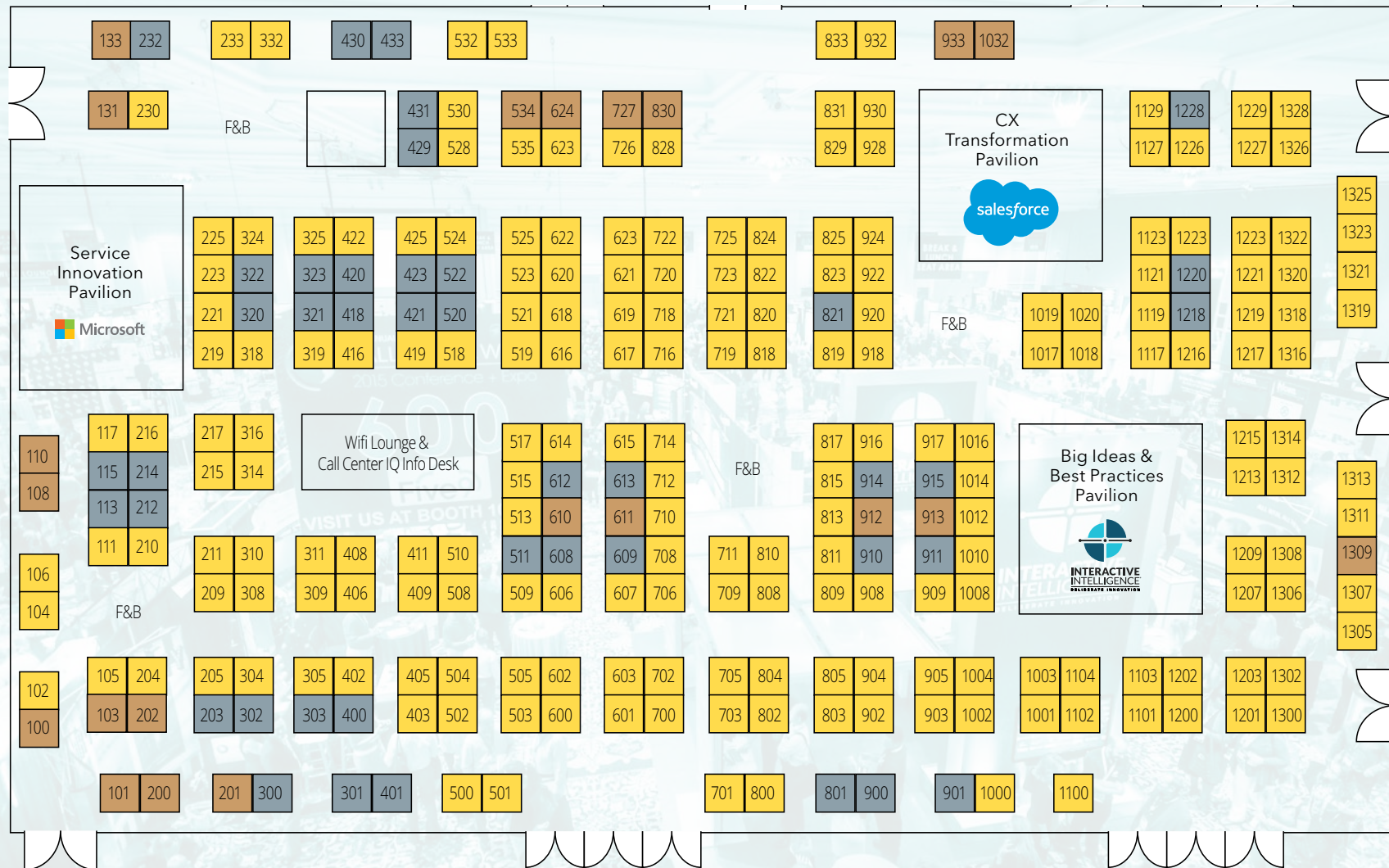
- Las Vegas Water Valley District
- Barclaycard
- GES: Global Experience Specialists





# THE 2016 CALL CENTER WEEK EXPO HALL

**Hall Hours:** Wednesday, June 29th: 9:00 AM - 12:30 PM, 1:30 PM - 7:30 PM | Thursday, June 30th: 9:30 AM - 4:30 PM



**PREMIUM SPONSORS:**





# NAVIGATE & PLAN YOUR COMPREHENSIVE VENDOR STRATEGY

200+ providers making this the largest collection of contact center solutions in the world!





# VISIT CCW'S GROUNDBREAKING TECHNOLOGY PAVILIONS IN THE EXPO HALL

EXPO  
HALL



## BIG IDEAS & BEST PRACTICES PAVILION

The Big Ideas and Best Practices Pavilion has been created to allow contact center professionals to explore innovation from a macro perspective. Don't miss the variety of presentations, meet ups, and tech demonstrations that will occur as we keep you on the cutting edge of customer service!

Hosted by:



**INTERACTIVE  
INTELLIGENCE**  
DELIBERATE INNOVATION

EXPO  
HALL



## CX TRANSFORMATION PAVILION

The CX Transformation Pavilion has been introduced to assist our audience in their pursuit of the "effortless customer experience". As many contact center leaders are tasked with going from personalizing to predicting their customer needs, understanding the strategy to do so is critical. Don't miss the discussion opportunities available as you aim to build your strategic plan moving forward!

Hosted by:



EXPO  
HALL



## SERVICE INNOVATION PAVILION

The Service Innovation Pavilion has been included in the CCW 2016 Expo Hall at the request of our 2000+ attendees. With the many challenges presented in this space, Microsoft will be delivering a collection of thought leaders that can help you overcome your most pressing challenges while achieving objectives both regionally and globally. Don't miss the opportunity to more effectively meet the needs of your customers!

Hosted by:



**EXPO  
PASS NOW  
AVAILABLE\***



**GET YOUR \$99 PASS  
THAT INCLUDES:**

- Entry to expo hall
- Access to 200+ technology solutions
- Over 30 sessions in pavilions
- Book signings
- Cocktail reception
- Industry meet ups and more!

\*\$99 expo passes are only available to end users



# PARTICIPATE IN THE CCW 2016 DEMO DRIVE TO EFFICIENTLY MAP YOUR VENDOR STRATEGY

|  <b>MULTI-CHANNEL &amp; GLOBAL</b> |  <b>PERFORMANCE &amp; OPTIMIZATION TOOLS</b> |  <b>HR &amp; TALENT MANAGEMENT</b> |  <b>TECHNOLOGY</b> |  <b>DATA &amp; ANALYTICS</b> |
|---------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| Customer Experience Management                                                                                      | Agent Analytics and Monitoring                                                                                                | Culture                                                                                                             | IVR/Speech Recognition                                                                                | Benchmarking Tools                                                                                              |
| Customer Experience Design                                                                                          | BPO                                                                                                                           | Retention Strategies                                                                                                | CRM Solutions                                                                                         | Big Data Management                                                                                             |
| Mobile Solutions/Services                                                                                           | Call Monitoring                                                                                                               | Training                                                                                                            | Technical Support, Sales & Retention                                                                  | Data Visualization                                                                                              |
| Multi-Channel Integration                                                                                           | Call Recording                                                                                                                | Recruitment                                                                                                         | Data Management                                                                                       | Dashboards                                                                                                      |
| Quality & Customer Satisfaction Management                                                                          | Benchmarking Reports                                                                                                          | Employee Engagement                                                                                                 | Cloud Solutions                                                                                       | Reporting Tools                                                                                                 |
| Self-Service                                                                                                        | Call/Skills-based Routing                                                                                                     | Employee Loyalty, Rewards & Incentives                                                                              | Unified Communications                                                                                | Customer Analytics/Insight                                                                                      |
| Social Media Service Management                                                                                     | Outsourcing                                                                                                                   | Virtual Agents                                                                                                      | Shared Service Solutions                                                                              | Customer Experience Measurement                                                                                 |
| Speech Analytics                                                                                                    | Performance Measurement and Monitoring                                                                                        | Knowledge Management                                                                                                | WebRTC                                                                                                | Real-time Feedback                                                                                              |
| Crisis Management                                                                                                   | Process Improvement/Lean/Six Sigma                                                                                            | Hosted/Virtual Contact Center                                                                                       | Payments                                                                                              | Predictive Analytics                                                                                            |
| Brand Management                                                                                                    | Headsets                                                                                                                      | Gamification                                                                                                        | PCI Compliance                                                                                        | Customer Feedback (VOC/NPS/Surveys)                                                                             |
| Text Analytics                                                                                                      |                                                                                                                               | Workforce Management                                                                                                |                                                                                                       | Customer Loyalty                                                                                                |
| Customer Interaction Management                                                                                     |                                                                                                                               |                                                                                                                     |                                                                                                       | Customer Satisfaction Management                                                                                |
| Live Chat                                                                                                           |                                                                                                                               |                                                                                                                     |                                                                                                       | Business Intelligence Tools - Forecasting/Reporting                                                             |
| Language Services                                                                                                   |                                                                                                                               |                                                                                                                     |                                                                                                       | Consulting/Advisory Services                                                                                    |
| Location Sourcing                                                                                                   |                                                                                                                               |                                                                                                                     |                                                                                                       |                                                                                                                 |
| Vendor Management                                                                                                   |                                                                                                                               |                                                                                                                     |                                                                                                       |                                                                                                                 |



**CHOOSE THE DEMO DRIVE CARD THAT BEST ALIGNS WITH YOUR OBJECTIVES AND WIN!**



GET YOUR GALA PASS TODAY

# You are cordially invited to...

# CALL CENTER WEEK

# EXCELLENCE

# — AWARDS —

## Award Categories

- Best Contact Center Leader of the Year
- Best Contact Center Culture
- Best Corporate Social Responsibility
- Best Training & Development Program
- Best Use of Voice of the Customer
- Best in Class Contact Center (under 99 seats)
- Best in Class Contact Center (100-199 seats)
- Best in Class Contact Center (200+ seats)
- Best Outsourced Provider - Vendor Category
- Best Technology Solution Provider - Vendor Category

## Important Dates

- Applications Due: ~~Friday, March 18th~~
- Finalist Announcement: First week in May
- Winners Announcement: Tuesday, June 28th during the evening awards gala

*Application deadline passed.  
Stay tuned for the finalist  
announcement*

## Gala Includes

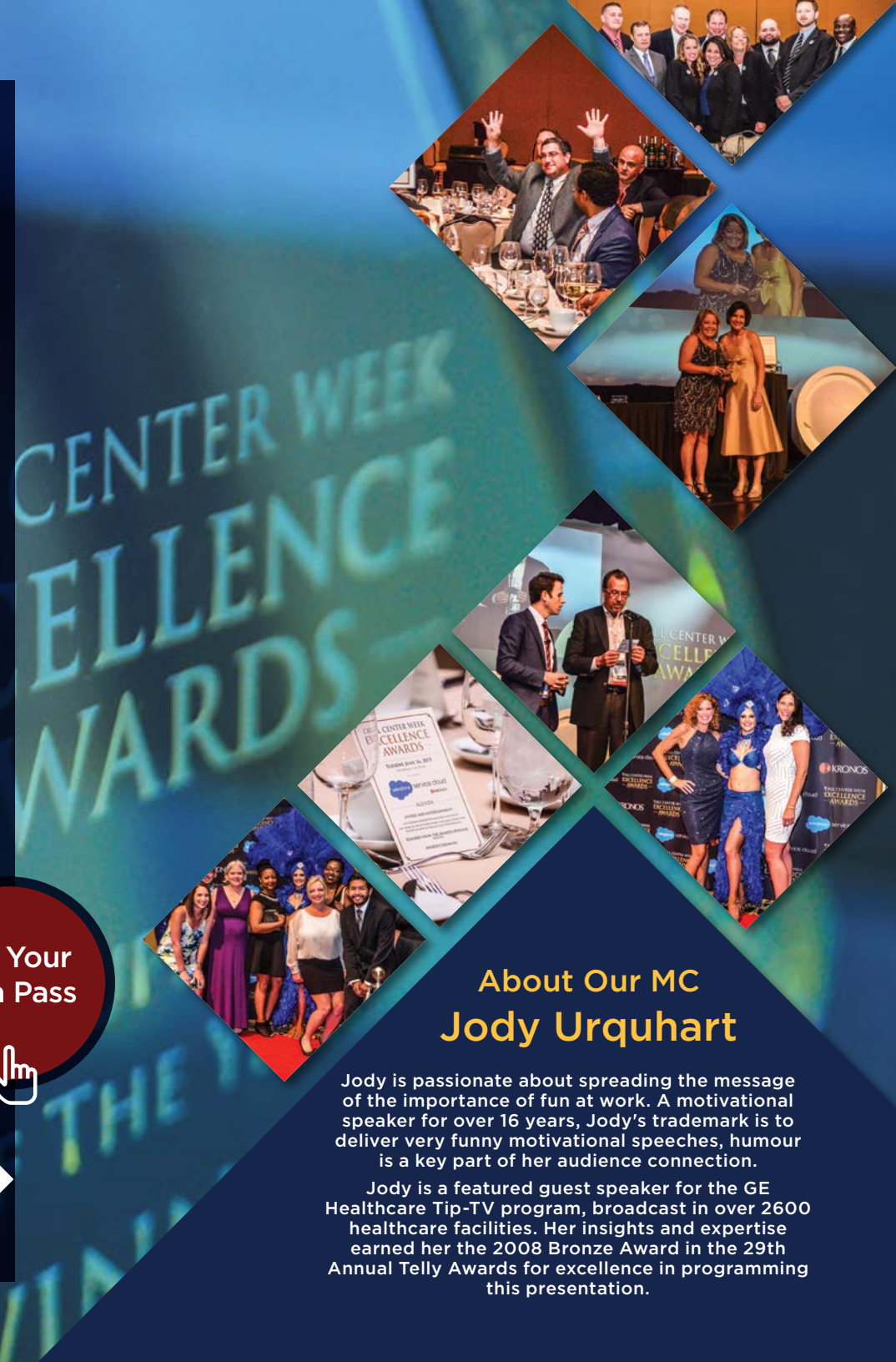
- Upscale Dinner, Live Entertainment, and Jazz Trio
- Individual Tickets: \$299
- Table of 10: \$2,500

For questions email [awards@callcenterweek.com](mailto:awards@callcenterweek.com)

Get Your  
Gala Pass



## 2015 Award Winners



## About Our MC Jody Urquhart

Jody is passionate about spreading the message of the importance of fun at work. A motivational speaker for over 16 years, Jody's trademark is to deliver very funny motivational speeches, humour is a key part of her audience connection.

Jody is a featured guest speaker for the GE Healthcare Tip-TV program, broadcast in over 2600 healthcare facilities. Her insights and expertise earned her the 2008 Bronze Award in the 29th Annual Telly Awards for excellence in programming this presentation.



NEW

*By Invitation Only*  
CALL CENTER WEEK  
**EXECUTIVE  
LEADERSHIP  
— LAB —**

As the old saying goes, "it's lonely at the top". This invitation-only track will be exclusively accessible to the most senior executives attending CCW 2016 as they come together to discuss topics faced at the exclusively executive level. Join us as we come together to benchmark best practices, strategic initiatives, and macro objectives to transform customer service as we know it today.

**Topics Include:**

- Manage Growth & CX and Drive the Future of Global Service Excellence
- What Goes Up Must Come Down  
- Raise Self Service and Lower Customer Effort
- Redefine Customer Service - Lessons Learned from a Viral Brand Powerhouse
- Develop your Talent to Deliver Low Effort Service - The Next Generation of Effortless Experience
- The Tricky Balance - Bottom Line Impact and Customer Centricity
- Employ today's technology to personalize customer engagement for a win-win relationship

**Leadership Lab Speakers Include:**



Eric Lange  
Vice President,  
Product  
Management  
- Customer  
Experience  
**Flipkart**



Matt Dixon  
Best-Selling  
Author  
**The Effortless  
Experience:  
Conquering the  
New Battleground  
for Customer  
Loyalty**



Eric Rasmussen  
Vice President,  
Consumer  
Insights  
**Groupon**



Janet Song  
Senior Vice  
President,  
Member Services  
**Dollar Shave  
Club**



Abhinav Mathur  
Senior Director,  
CS Operations  
**Audible,  
an Amazon  
Company**

Sponsored by:





# 2016 CALL CENTER IQ ADVISORY BOARD

The Call Center IQ Advisory Board acts as a conduit for information from a cross section of industries and various sized contact centers. The Advisory Board shall serve in an advisory capacity to CCIQ Management regarding the strategic positioning of its brand, marketing and communications, editorial content, and expert participation and contribution.



## ADVISORY BOARD CHAIRPERSON

Becky Ploeger  
Vice President of Contact Centers  
**EXPRESS SCRIPTS**



## ADVISORY BOARD MEMBERS



Mary Beth Jenkins  
SVP and Chief Operating Officer  
**UPMC HEALTH PLAN AND  
INSURANCE SERVICES DIVISION**



Steve Prodger  
Senior Vice President, Customer  
Experience & Innovation  
**SMARTACTION**



Tedd Hunting  
Vice President, Marketing  
**GENESYS**



Wendy Mikkelsen  
Senior Product Marketing Manager  
**INTERACTIVE INTELLIGENCE**



Docia Myer  
Vice President, US Sales  
**CPI CARD GROUP**



Pamela Deforce  
Field Marketing Manager  
**TWILIO**



Colleen Beers  
Senior Vice President of Operations  
**ALORICA**



Troy Mills  
Divisional Vice President,  
Customer Care Operations  
**WALGREENS**



Shawn B. Castle  
Support Center Manager  
**VALVOLINE**



Steve Blessing  
Senior Vice President, Head of  
Treasury Management Client Services  
**CAPITAL ONE**



Jennifer Hanson  
Senior Director, Guest Services &  
GiftCard Operations  
**TARGET.COM**



Kirk Laughlin  
Managing Director  
**NEARSHORE AMERICAS**



Kimberly Smith  
Senior Group Manager  
**MICROSOFT**



# CCW BRINGS YOUR COMMUNITY TOGETHER

TO HAVE FUN,  
LEARN & NETWORK



Now let's move on  
to this year's keynote  
speakers and agenda



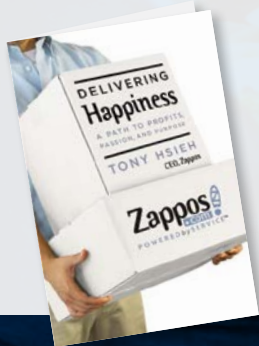


# INTRODUCING OUR 2016 CCW GAME CHANGER

**Tony Hsieh**

CEO  
Zappos.com

Best Selling Author  
of *Delivering  
Happiness: A Path to Profits,  
Passion, and Purpose*



## GAME CHANGER

*Noun* [geym cheyn-jer]

1. completely changing the way that something is done, thought about, or made
2. a person or thing that dramatically changes the course, strategy, character, etc., of something

In 1999, at the age of 24, Tony Hsieh (pronounced Shay) sold LinkExchange, the company he co-founded, to Microsoft for \$265 million. He then joined Zappos as an advisor and investor, and eventually became CEO, where he helped Zappos grow from almost no sales in 1999 to the multi-billion dollar company it is today. Back in 2009, the company was acquired by Amazon in 2009 in a deal valued at \$1.2 billion on the day of closing. Tony has remained as CEO of Zappos, which operates independently of Amazon, and continues to help build Zappos as a company dedicated to customer service, company culture, and community.

Tony's book, "Delivering Happiness", was published in 2010, and outlines his path from starting a worm farm to life at Zappos. Tony shows how a very different kind of corporate culture is a powerful model for achieving success and happiness. "Delivering Happiness", debuted at #1 on the New York Times Bestseller list.

In addition to his responsibilities as CEO of Zappos.com, Tony helped start Downtown Project ([www.downtownproject.com](http://www.downtownproject.com)), a group committed to helping transform downtown Las Vegas into the most community-focused large city in the world. This transformation includes the relocation of the Zappos offices from Henderson, Nevada to what was the old City Hall in downtown Las Vegas.

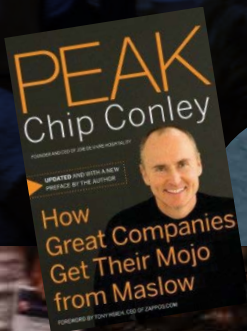


# ANNOUNCING OUR HEADLINER KEYNOTE

## Chip Conley

Founder,  
**JOIE DE VIVRE  
HOTELS**, & Global  
Head of Hospitality  
& Strategy,  
**AIRBNB**

Best-Selling Author  
of *Peak - How  
Great Companies  
Get Their Mojo  
from Maslow*



## INSPIRATIONAL. EDUCATIONAL. COMMUNITY-ORIENTED.

Founder and former CEO of Joie de Vivre (JDV), author, speaker. At age 26, Chip's mission was to "create joy" by building a company that USA Today called "the most delightfully schizophrenic collection of hotels in America." During his nearly 24 years as CEO, JDV grew to become the second largest boutique hotel company in America.

Chip shares his prescription for success is in his book, *PEAK: How Great Companies Get Their Mojo from Maslow*, based on noted psychologist Abraham Maslow's iconic Hierarchy of Needs. Chip presents his theories on transformation and meaning - in business and life - to audiences around the world and he's been a featured speaker at TED.

In 2013, Chip launched Fest300 where he shares his passion for world festivals. And, he joined Airbnb as Head of Global Hospitality and Strategy, where he's sharing his proven methods with hosts in nearly 200 countries. Now he will address the 2000+ members of the CCW audience to discuss his journey and inspire us all!



# INTRODUCING THE KEYNOTE SPEAKERS

Be Inspired – Here's Your Selection of Visionary Leaders Taking the Stage



**Zappos Culture,  
Delivering Happiness  
& Revitalizing  
Downtown Las Vegas**

Tony Hsieh  
CEO, **ZAPPOS.COM**

Best-selling author of  
***DELIVERING HAPPINESS:  
A PATH TO PROFITS,  
PASSION, AND PURPOSE***



**How Great Companies  
Get Their Mojo from  
Maslow**

Chip Conley  
Founder, **JOIE DE VIVRE  
HOTELS**, & Global Head of  
Hospitality & Strategy  
**AIRBNB**

Best-selling author of  
***PEAK***



**Mobile Mania-Leading  
Global Talent in a  
Digital, Customer-  
Centric World**

Julie Hamilton  
Global Chief Customer &  
Commercial Leadership  
Officer  
**THE COCA-COLA  
COMPANY**



**Strategic Innovation  
– Spark Growth with  
Game Changing  
Creativity**

Robert Taylor  
SVP & Chief Customer  
Officer  
**SAMSUNG SDS  
AMERICA**



**Team Member  
Engagement - Your  
Key to Customer  
Centricity**

George Larribas  
Executive Vice President  
& Head of Treasury  
Management Client  
Delivery  
**WELLS FARGO**



**Go Slow to Go  
Fast – How to  
Drive Sustainable  
Change in Large  
Organizations**

Christopher B. Smith  
Executive Vice President  
& Head of Global  
Operations  
**METLIFE**



**Getting it Right – The  
Right Communication,  
at The Right Time to  
the Right Segment**

Martin Hand  
Chief Customer Officer  
**ST. JUDE  
CHILDREN'S  
RESEARCH  
HOSPITAL**



**Control, Alt, Delete  
– How to Compete  
in a Digital World**

Anthony Recine  
SVP & Chief Marketing  
Officer  
**VERIZON  
ENTERPRISE**



**A Radical New  
Customer Service  
Strategy – Effort  
Reduction Execution**

Matt Dixon  
Best-Selling Author  
***THE EFFORTLESS  
EXPERIENCE***



# SPEAKERS WITH ACTIONABLE TAKE-AWAYS

You'll meet and hear from innovative customer care leaders sharing detailed presentations and interactive panels to drive your business forward.



NEW!

Julie Hamilton  
Global Chief Customer  
and Commercial  
Leadership Officer  
**The Coca-Cola Company**



NEW!

Martin Hand  
Chief Customer Officer  
**St. Jude Children's  
Research Hospital**



**BACK BY POPULAR DEMAND**  
Mary Beth Jenkins  
Chief Operating Officer  
**UPMC Health Plan**



**BACK BY POPULAR DEMAND**  
Stephen Riddell  
Chief Sales Officer  
**Sprint**



NEW!

Christopher B. Smith  
Executive Vice President  
& Head of Global  
Operations  
**MetLife**



NEW!

George Larribas  
Executive Vice President  
and Head of Treasury  
Management Client  
Delivery  
**Wells Fargo**



NEW!

Misti Mostiller  
EVP, Director, Consumer  
Strategy & Innovation  
**Extracore Banks**



NEW!

David John  
Executive Vice President  
**LTD Financial Services**



NEW!

Robert Taylor  
Senior Vice President and  
Chief Customer Officer  
**Samsung SDS America**



NEW!

Janet Song  
Chief Customer Officer  
**Dollar Shave Club**



NEW!

Chip Conley  
Global Head of Hospitality &  
Strategy, **Airbnb** & Founder,  
**Joie de Vivre Hotels**  
Best-selling author of *"Peak"*



NEW!

Matt Dixon  
Best-Selling Author  
**The Effortless Experience:  
Conquering the New  
Battleground for Customer  
Loyalty**



NEW!

Anthony Recine  
SVP & CMO  
**Verizon Enterprise**



**BACK BY POPULAR DEMAND**  
Troy Mills  
Divisional VP, Customer Care  
Operations  
**Walgreens**



NEW!

Sue Martin  
Global Vice President of  
Customer Service  
**Newegg**



NEW!

Lea Harpster  
VP Customer Support  
**Thomson Reuters**



NEW!

Russell Rossi  
Corporate VP AARP - Tampa  
Operations  
**New York Life Insurance  
Company**



NEW!

Ed Ariel  
VP of Customer Service  
**ezCater**



NEW!

Gregg Fernandes  
VP, Customer Care &  
Logistics  
**The Washington Post**



NEW!

Eric Rasmussen  
Vice President,  
Consumer Insights  
**Groupon**



NEW!

Phil Dean  
VP, Customer Success  
& Support  
**Nitro**



NEW!

Diane Zilko  
VP of Revenue Cycle  
Operations  
**UPMC**



NEW!

Joe McLaughlin  
Vice President  
Operations and  
Technology - Western  
and Central New York  
**AAA**



Steve Kaay  
VP, Global Contact  
Center Ops  
**US Auto Parts**



NEW!

Flavio Martins  
Vice President of  
Operations  
**DigiCert**



NEW!

Kathy Hutchens  
Vice President, Patient  
Engagement  
**Sharp Healthcare**



NEW!

Jawana Gutierrez  
Vice President,  
Customer Care  
Services  
**Austin Energy**



NEW!

Terry Lang  
VP Retail Customer  
Contact Center, National  
Operations Manager  
**Comerica Bank**



NEW!

DeLania Truly  
VP-Sales | Central Region  
**CUNA Mutual Group**



NEW!

Jim Thomsen  
VP of Customer Care  
**Sign-Zone**



NEW!

Jennifer "Jay" Palumbo  
VP, Patient Care  
**Prodyn**



NEW!

Donna Harris  
Vice President - Customer  
Solution Head  
**Bank of New Hampshire**



NEW!

Maryellen Abreu  
Vice President, Customer  
Care  
**Savant Systems**



NEW!

Christopher Keenan  
Head, Worldwide Medical  
Contact & Insights  
**Bristol-Myers Squibb**



NEW!

Marcus Minzlaff  
Head of Customer Services  
**TUI GROUP**



NEW!

Gratia Carver  
Head, Customer  
Experience  
Portfolio Management  
**Allegion**



NEW!

Sean Rivers  
Head of Operations  
Technology  
**Republic Wireless, a  
division of Bandwidth**





NEW!

**Abhinav Mathur**  
Senior Director, CS  
Operations  
**Audible, an Amazon  
Company**



NEW!

**Victor Janey**  
Senior Operations Director  
**General Dynamics  
Information Technology**



NEW!

**Aarde Cosseboom**  
Senior Director, WW  
Customer Care  
**Cornerstone on Demand**



NEW!

**Jon Wolske**  
Culture Evangelist  
**Zappos**



NEW!

**Klaus Buellesbach**  
Director Ace Care Center &  
Tech Services  
**Ace Hardware Corp.**



NEW!

**Joann Butler**  
Customer Relations  
Innovation Officer  
**Washington Suburban  
Sanitary Commission (WSSC)**



NEW!

**Jean Lemyre**  
Director, VIA Customer  
Centres & Customer  
Relations  
**VIA Rail Canada Inc.**



NEW!

**Mike Wittrock**  
Senior Vice President,  
Customer Care  
**AT&T Entertainment**



NEW!

**Jason Goodroe**  
Second Vice President,  
Customer Service Center  
**Aflac**



NEW!

**Patrick O'Grady**  
Director, Consumer  
Technical Support  
**CenturyLink**



NEW!

**Josh Sexton**  
Director, Customer Care  
**Liberty Utilities**



NEW!

**Colleen Cieslinski**  
Director of External  
Services  
**University of Rochester  
Medical Center**



NEW!

**Kimberly Warrick**  
Director of Client  
Services  
**NJ Shares**



NEW!

**Glynda Pace**  
Engagement Center  
Director  
**Delta Airlines**



NEW!

**Lisa Roth**  
Executive Leader,  
Program Support  
**Elevate Energy**



NEW!

**Chuck Koskovich**  
Global Customer Care  
Lead  
**Xerox**



NEW!

**Donna Meadows**  
Sr. Manager, Remote  
Agents  
**United Airlines**



NEW!

**John Martino**  
Director/Head of U.S.  
WFM  
**Barclaycard**



NEW!

**Laurie Walter**  
Senior Leader of  
Organizational  
Development  
**Whirlpool**



NEW!

**Diane Magers**  
CCXP Office of the  
Customer -Business  
Solutions  
**AT&T**



NEW!

**Mary Mercury**  
Strategic Solution Manager  
**Chobani**



NEW!

**Stephanie J. Shaffer**  
Product Leader, Customer  
Experience Platform  
**Asurion**



NEW!

**Lindsey Croy**  
HR Leader  
**Whirlpool**



NEW!

**BACK BY POPULAR DEMAND**  
**Alexander Wareham**  
Planning, Analytics &  
Quality Leader, Western  
& Central NY  
**AAA**



NEW!

**Randy Maples**  
B2C Quality & Training Manager  
**Whirlpool**



NEW!

**Robert Lachance**  
Manager of Client Services  
**Ontario College of Teachers**



NEW!

**Arvin Pleim**  
Director of Customer Service  
& Logistics  
**Pella Corporation**



NEW!

**Dustin Laun**  
Senior Advisor for Innovation  
& Technology  
**Federal Communication  
Commission (FCC)**



NEW!

**Betty DeVere**  
Vendor Manager  
**Samsung Electronics**



NEW!

**BACK BY POPULAR DEMAND**  
**Steve Pfeilsticker**  
Learning & Performance  
Improvement  
**Express Scripts**



NEW!

**BACK BY POPULAR DEMAND**  
**Kevin Blackburn**  
Innovation & Technology  
Guru  
**Express Scripts**



NEW!

**Ed Albrechtsen**  
Supplier Relations, Lead  
Auditor - Reimbursement,  
Access & Safety Services  
**McKesson Specialty Health**



NEW!

**Genel Salazar**  
Customer Care Supervisor  
**Las Vegas Valley Water  
District**



NEW!

**Wynton Ward**  
Customer Care Supervisor  
**Las Vegas Valley Water  
District**



NEW!

**Manny Marrero, Jr.**  
Senior Sales Trainer  
**Getaroom**



NEW!

**Cora Danielson**  
Senior Director National  
Service Center  
**GES (Global Experience  
Specialists)**



NEW!

**Eric Lange**  
Vice President, Customer  
Experience  
**Flipkart**



NEW!

**Jeff Miller**  
VP, Sales & Service  
**Blinds.com**



NEW!

**Kelly Marchant**  
Engagement Center  
Director  
**Delta Air Lines**



NEW!

**Elie Dakwar**  
Contact Center Director  
**Bookit.com**



## INDUSTRY THOUGHT LEADERS

- |                                                                                    |                                                                                                  |                                                                                     |                                                                                                           |                                                                                       |                                                                                           |                                                                                       |                                                                                                                |
|------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
|    | Carol Leaman<br>CEO<br><b>Axonify</b>                                                            |    | Matthew Price<br>Sr. Director, CX Strategy & Design<br><b>Oracle</b>                                      |    | Brian Spencer<br>VP Contact Center Sales, Americas<br><b>Mitel</b>                        |    | Roger Lee<br>Principal Evangelist, WFO<br><b>OpenText</b>                                                      |
|    | Irv Shapiro<br>CEO<br><b>DialogTech</b>                                                          |    | Ralph Barletta<br>EVP<br><b>Knoah Solutions</b>                                                           |    | Tom Tseki<br>VP, Global Customer Care Solutions<br><b>Lionbridge</b>                      |    | Tony Simek<br>Enterprise Architect<br><b>Genesys</b>                                                           |
|    | Ken McElrath<br>Co-Founder & CEO<br><b>Skuid</b>                                                 |    | Jim Iyoo<br>EVP of Customer Experience & Operational Excellence<br><b>Etech</b>                           |    | Bruce Marler<br>VP of Technical Sales<br><b>CaféX Communications</b>                      |    | David Low<br>Enterprise Executive<br><b>Verint</b>                                                             |
|    | Chris Mulligan<br>Founder & CEO<br><b>TalentKeepers</b>                                          |    | Ryan Swanger<br>Senior Vice President Sales<br><b>Mattersight</b>                                         |    | Pam Plyler<br>Executive Practice Lead, Customer Experience<br><b>The Northridge Group</b> |    | Becca J. Wahlquist<br>Partner<br><b>Snell &amp; Wilmer</b>                                                     |
|    | Curtis N. Bingham<br>CEO<br><b>Chief Customer Officer Council</b>                                |    | Kevin Bottoms<br>Global VP, Business Development<br><b>TELUS International</b>                            |    | Alon Waks<br>Global Head of Product Marketing<br><b>LivePerson</b>                        |    | Tricia Morris<br>Sr. Product Marketing Manager<br><b>Microsoft</b>                                             |
|    | Ronna Caras<br>President<br><b>Caras Training</b>                                                |    | Aaron Seabaugh<br>Vice President of Information Technology and Client Solutions<br><b>Alorica</b>         |    | David Huang<br>Principal Program Director<br><b>Microsoft</b>                             |    | Joe Dickerson<br>User Experience Lead, Author, Technologist<br><b>Microsoft</b>                                |
|    | Paul Johns<br>Chief Marketing Officer<br><b>Conversocial</b>                                     |    | Mark Belcher<br>Vice President Operations, Client Services, and Business Development<br><b>SPi Global</b> |    | Barbara A. King<br>Senior Director<br><b>Verascope</b>                                    |    | Cassandra St. Louis<br>User Experience Architect<br><b>Microsoft</b>                                           |
|   | Kirk Laughlin<br>Managing Director<br><b>Customer Experience Report &amp; Nearshore Americas</b> |   | Fabrice Martin<br>VP Product Management<br><b>Clarabridge</b>                                             |   | Andrew Fazio<br>Director, BPO & Hospitality<br><b>C&amp;W Business</b>                    |   | RJ Gazarek<br>Solutions Marketing Manager<br><b>XO Communications</b>                                          |
|  | Kevin Pitts<br>Director, Enterprise Networks<br><b>Oracle</b>                                    |  | Anne Pacifico<br>VP Sales & Marketing<br><b>Castel Communications</b>                                     |  | Rebecca Wormleighton<br>Director of Product Marketing<br><b>Mitel</b>                     |  | Deborah Alvord<br>Global Lead- Contact Center Advisory, CX Transformation<br><b>Hewlett Packard Enterprise</b> |
|  | Christophe Adrien<br>Director of Business Development<br><b>ATL Communications</b>               |                                                                                     |                                                                                                           |                                                                                       |                                                                                           |                                                                                       |                                                                                                                |



# YOUR CCW EXPERIENCE AT A GLANCE

## Pre-Conference Master Classes & Site Tours • Monday, June 27th

7:30 AM **Morning Site Tours – Zappos or Las Vegas Valley Water District**

12:30 PM **Master Classes (G or H) or Afternoon Site Tours – Zappos or Las Vegas Valley Water District**

## Pre-Conference Workshops & Call Center Week Excellence Awards Gala • Tuesday, June 28th

8:00 AM **Workshops (I or J or K)**

12:30 PM **Afternoon Zappos Site Tour**

11:15 AM **Workshops (L or M or N)**

2:30 PM **Workshops (O or P or Q)**

11:30 AM **Morning Zappos Site Tour**

6:00 PM **Call Center Week Excellence Awards Gala**

## Main Conference & Expo • Wednesday, June 29th

8:00 AM **Opening Remarks & Chairperson Welcome**

2:00 PM **Afternoon Track Sessions**

8:20 AM **Morning Keynotes**

3:45 PM **Afternoon Networking Break in Expo Hall**

9:55 AM **Morning Networking Break in the Expo Hall**

4:35 PM **Track Sessions Continue**

11:00 AM **Morning Keynotes Continue**

5:25 PM **Main Conference Day 1 Closing Keynote**

11:50 AM **Roundtable Discussions**

6:10 PM **CCW Cocktail Reception in the Expo Hall**

12:30 PM **Networking Luncheon**

## Main Conference & Expo • Thursday, June 30th

8:15 AM **Opening Remarks & Yesterday's Recap**

12:30 PM **Networking Luncheon**

8:30 AM **Morning Keynotes**

2:05 PM **Afternoon Track Sessions Begin**

10:00am **Morning Networking Break in Expo Hall**

3:35 PM **Afternoon Networking Break**

11:00am **Morning Keynotes Continue**

4:15 PM **Closing Keynote**

11:50 PM **Roundtable Discussions**

## Post-Conference Site Tours • Friday, July 1st

8:00 AM **Morning Site Tour - Barclaycard (Global Fortune 500!) and GES!**





# DAY ONE:

## PRE-CONFERENCE MASTER CLASSES & SITE TOURS

Monday, June 27, 2016

### Four Zappos Monday Tour Times:

Check in at 7:30 AM, 8:30 AM, 11:30 AM or 12:30 PM

### Two Las Vegas Valley Water District (LVVWD)

Monday Tour Times: Check in at 8:30 AM or 12:30 PM

### Two Afternoon Master Classes:

Check in at 12:30 PM, Content Runs from 1:00 PM - 5:00 PM

## MORNING SITE TOUR

**NEW KEYNOTE**

OR

## MORNING SITE TOUR

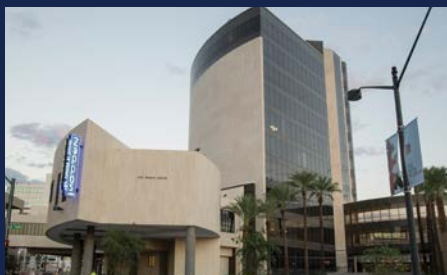
**NEW**

## ZAPPOS TOUR EXPERIENCE AND KEYNOTE



### Featuring A Keynote by Jon Wolske, Culture Evangelist

Zappos believes that work should be fun. Don't miss this site tour experience and learn how Zappos fosters an employee-centric culture and why they've been named to FORTUNE's 100 Best Companies to Work For® 6 years in a row! Our deluxe experience includes: Private tour of the Zappos Campus, Keynote speech by Jon Wolske, Culture Evangelist and Q&A session with Jon Wolske.



**REGISTER EARLY**  
Each Tour Is  
Strictly Limited To  
25 Attendees!

### MORNING SITE TOURS (Reserved for 5 day pass holders)

**SITE TOUR A**

#### 7:30 AM ZAPPOS

7:30 AM Registration & Coffee  
8:00 AM Departure for Zappos  
9:00 AM Tour & Keynote Presentation

11:30 AM Return to The Mirage

**SITE TOUR B**

#### 8:30 AM ZAPPOS

8:30 AM Registration & Coffee  
9:00 AM Departure for Zappos  
10:00 AM Tour & Keynote Presentation

12:30 PM Return to The Mirage

## LAS VEGAS VALLEY WATER DISTRICT

Don't miss this exciting tour of LVVWD's Call Center, which employs 110 service professionals, processes 50,000 customer interactions a month for approximately 365,000 active water services. We will be meeting subject matter experts and touring multiple areas within the department and hear a dynamic presentation on "Connecting Operational Effectiveness to the Customer Journey."

### Site tour leaders:



Genel Salazar  
Customer Care  
Supervisor  
**Las Vegas Valley  
Water District**



Wynton Ward  
Customer Care  
Supervisor  
**Las Vegas Valley  
Water District**



Alisa Mann  
Director, Customer  
Care and Field  
Services  
**Las Vegas Valley  
Water District**



**REGISTER EARLY**  
Each Tour Is  
Strictly Limited To  
50 Attendees!

### MORNING SITE TOUR (Reserved for 5 day pass holders)

**SITE TOUR E**

#### 8:30 AM LAS VEGAS VALLEY WATER DISTRICT

8:30 AM Registration & Coffee  
9:00 AM Departure for LVVWD  
10:00 AM Tour & Keynote Presentation  
12:30 PM Return to The Mirage

**DON'T MISS OUR FRIDAY SITE TOURS**

Checkout page 44 for more info



AFTERNOON SITE TOURS

**NEW KEYNOTE**

OR

AFTERNOON SITE TOUR

**NEW**

## ZAPPOS TOUR EXPERIENCE AND KEYNOTE

Proudly Featuring A Keynote by **Jon Wolske**, Cultural Evangelist  
REGISTER EARLY - EACH TOUR IS STRICTLY LIMITED TO 25 ATTENDEES!

### AFTERNOON SITE TOURS

|                    |                             |                    |                             |
|--------------------|-----------------------------|--------------------|-----------------------------|
| <b>SITE TOUR C</b> | <b>11:30 AM ZAPPOS</b>      | <b>SITE TOUR D</b> | <b>12:30 PM ZAPPOS</b>      |
| 11:30 AM           | Registration & Boxed Lunch  | 12:30 PM           | Registration & Boxed Lunch  |
| 12:00 PM           | Departure to Zappos         | 1:00 PM            | Departure to Zappos         |
| 1:00 PM            | Tour & Keynote Presentation | 2:00 PM            | Tour & Keynote Presentation |
| 3:30 PM            | Return to The Mirage        | 4:30 PM            | Return to The Mirage        |

**SOLD OUT**

## LAS VEGAS VALLEY WATER DISTRICT

REGISTER EARLY - EACH TOUR IS STRICTLY LIMITED TO 50 ATTENDEES!

### AFTERNOON SITE TOUR

|                    |                                                |
|--------------------|------------------------------------------------|
| <b>SITE TOUR F</b> | <b>12:30PM LAS VEGAS VALLEY WATER DISTRICT</b> |
| 12:30 PM           | Registration & Boxed Lunch                     |
| 1:00 PM            | Departure for LVVWD                            |
| 2:00 PM            | Tour & Keynote Presentation                    |
| 4:30 PM            | Return to The Mirage                           |

**TOUR  
CAPPED  
AT 50  
ATTENDEES**

## AFTERNOON MASTER CLASS SESSIONS

12:30 PM Registration & Boxed Lunch

**MASTER CLASS G** 1:00 PM - 5:00 PM Master Class  
**PERFORMANCE ENHANCEMENT - It Takes A Skilled Workforce to Reach the High Hanging Fruit**

BACK BY POPULAR DEMAND - Our Top Rated Speaker is Now a C Level Executive with Sprint

1:00 PM **Why the Customer Experience Matters and What you Can Do About it**



**Stephen Riddell**  
Chief Sales Officer  
**Sprint**

Executives focus on lots of things, but only a few matter for performance improvement. Learn secrets that you must focus on to set the foundation for growth. This interactive session will focus on sales, service, coaching, and performance strategies and will help your move your organization to the next level of performance improvement.

12:30 PM Registration & Boxed Lunch

**MASTER CLASS H** 1:00 PM - 2:45 PM Master Class Part 1 / 3:00 PM - 5:00 PM Master Class Part 2  
**PERSONAL LEADERSHIP AND TALENT MANAGEMENT**

1:00 PM **PART 1 - Personal Leadership and Developing the Next Generation of Talent**



**DeLania Truly**  
Vice President, Sales - Central Region  
**CUNA Mutual Group**

Anyone who works directly with the customer needs to know how to demonstrate personal leadership to deliver great service. As you step into greater and bigger leadership roles, how do you lead others to deliver excel service on top of managing day to day operations?

3:00 PM **PART 2 - High Performance Culture Transformation Generation of Talent**



**Gratia Carver**  
Head, Customer Experience Portfolio Management  
**Allegion (Lean Six Sigma Black Belt)**

Hear about how Allegion, a leader in keeping people safe with category-inventing brands, established an award winning high performance culture. Find out how to standardize call center scorecards and methodologies across call center and product brands to ensure employee awareness and understanding of performance measurement practices.



Select 3 different workshops that align with your development areas. All workshop leaders are trained to deliver and execute effective training programs, giving you the solid strategies to take back and implement at your own call center. **SPACE IS LIMITED SO SIGN UP TODAY!**

## Workshops



7:00 AM Registration

8:00 AM – 11:00 AM Workshops

### WORKSHOP I

#### Quality Metrics - Unveiling the Strategic Insights for your Business

Discover how to transform customer intelligence into actionable insights that can be communicated and turned into process improvement plans to drive any needed change.



**Jim Iyob**  
EVP of Customer Experience  
and Operational Excellence  
**Etech**

Jim Iyob will be joined by CX trendsetter:



**Manny Marrero, Jr.**  
Senior Sales Trainer  
**Getaroom**

### WORKSHOP J

#### Customer Experience - Then and Now

It's important to cater to all ages in order to build a superior customer experience. Learn the new customer service principles that apply to serving millennial customers.



**Mark Belcher**  
Vice President Operations,  
Client Services, and Business  
Development  
**SPi Global**



**Patrick Lynch**  
Regional Director for Outsourced  
Operations  
**DISH**

### WORKSHOP K

#### From Call Center to Customer Engagement Center: Leading through Change

Learn how to take the lead in customer service - and perhaps create a differentiator for your brand or organization in the process. We'll walk through three stages of customer service maturity, with interactive discussions covering employee empowerment and engagement, the addition of service channels, insights and analytics, as well as how culture and collaboration sets the scene for greater customer service success and satisfaction. You'll walk away with key steps to improve service and lead in future innovation.



**Tricia Morris**  
Sr. Product Marketing Manager  
**Microsoft**



**Joe Dickerson**  
User Experience Lead, Author  
Technologist  
**Microsoft**



**Cassandra St. Louis**  
User Experience Architect  
**Microsoft**

## Workshops



11:00 AM Registration

11:15 AM – 2:15 PM Workshops  
(Box Lunch Served)



## AFTERNOON SITE TOURS

**NEW KEYNOTE**

## ZAPPOS TOUR EXPERIENCE AND KEYNOTE

Proudly Featuring A Keynote by **Jon Wolske**, Cultural Evangelist  
REGISTER EARLY - EACH TOUR IS STRICTLY LIMITED TO 25 ATTENDEES!

### AFTERNOON SITE TOURS



#### 11:30 AM ZAPPOS

11:30 AM Registration & Boxed Lunch

12:00 PM Departure for Zappos

1:00 PM Tour & Keynote Presentation

3:30 PM Return to The Mirage



#### 12:30 PM ZAPPOS

12:30 PM Registration & Boxed Lunch

1:00 PM Departure for Zappos

2:00 PM Tour & Keynote Presentation

4:30 PM Return to The Mirage

## WORKSHOP L

### Service Delivery Optimization: Tackling Your Biggest Challenges with Best Practice Processes

This fast paced workshop will cover best practice processes in key operational areas so that you can Optimize Service Delivery and Drive CX.



**Roger Lee**  
Principal Evangelist, WFO  
**OpenText**



**Deborah Alvord**  
Global Lead- Contact Center  
Advisory, CX Transformation  
**Hewlett Packard Enterprise**

## WORKSHOP M

### Mobile is the New Normal - Prepare for the Rise of the Mobile Enterprise

Customer experience is a key differentiator in today's ultra-competitive environment and, more than ever, that experience is shaped and delivered through digital interactions. In this engaging workshop, learn how today's mobile consumer, the Cloud, and the Internet of Things are driving change, and how to adapt in order to rise above your competitors.



**Brian Spencer**  
VP Contact Center Sales, Americas  
**Mitel**



**Rebecca Wormleighton**  
Director of Product Marketing  
**Mitel**

## WORKSHOP N

### Losing People Stinks! Engage and Retain Agents to Boost Customer Experience

People drive your performance metrics like sales and NPS scores. Learn proven strategies to reduce turnover and boost customer experience, while igniting your leaders.



**Chris Mulligan**  
Founder and CEO  
**TalentKeepers**



## Workshops



2:15 PM Registration

2:30 PM – 5:30 PM Workshops



### WORKSHOP

#### Build your Customer Service Strategy for the Post Voice Era

Customers are demanding messaging-- whether it's chatting online or via mobile. By transforming your contact center strategy, you will not only meet the demands of today's consumer, but drive greater value to your overall business and increase brand loyalty.



**Alon Waks**  
Global Head of Product  
Marketing  
**LivePerson**

A leader from a Fortune 500 company will be speaking with Alon Waks

### WORKSHOP

#### Customer Experience Journey Mapping: Design Experiences From the Outside In

You've been told to be more customer centric, but so often it feels like it's an uphill battle getting everyone on the same page, or to even get started. This hands-on workshop will teach you a proven methodology that will help align internal teams around creating innovative new experiences for your customers.



**Ryan Patin**  
Solutions Consultant  
**Oracle**

### WORKSHOP

#### Improve your Business Performance with Knowledge - Push the Boundaries of eLearning

Hear about an Employee Knowledge Platform that combines microlearning with knowledge-on-demand capabilities in a gamified experience. Drive higher levels of performance and combine both individual and team reporting, and behavior tracking and measurement.



**Carol Leaman**  
CEO  
**Axonify**

## 6:00 PM **CALL CENTER WEEK EXCELLENCE AWARDS GALA**

Live Entertainment by Motivational Humorous Comedian, Jody Urquhart. This year's awards gala will include a formal dinner, live entertainment, and jazz music. Make sure to apply for the awards and get your gala pass at [www.callcenterweekawards.com](http://www.callcenterweekawards.com)

For questions please email [awards@callcenterweek.com](mailto:awards@callcenterweek.com)

7:00 AM **Registration & Morning Coffee**

8:00 AM **Opening Remarks from the CCW Team**



**Dan Rood**  
Senior Director, Marketing  
**Interactive Intelligence**



**Becky Ploeger**  
Vice President of Contact Centers  
**Express Scripts**

8:20 AM **HEADLINER KEYNOTE: How Great Companies Get Their Mojo From Maslow**



**Chip Conley**  
Global Head of Hospitality & Strategy, **Airbnb**  
& Founder, **Joie de Vivre Hotels**, Best-selling author of  
**Peak - How Great Companies Get Their Mojo from Maslow**

Part memoir, part theory, and part application, Chip shares Joie de Vivre's remarkable transformation while providing real world examples from other companies and showing how attendees can bring about similar changes in their work and personal lives. He explains how to understand the motivations of employees, customers, bosses, and investors, and use that understanding to foster better relationships and build an enduring and profitable corporate culture.

CONCURRENT SESSIONS • Choose your track, and customize your learning

## CALL CENTER WEEK EXPO HALL GRAND OPENING

9:05 AM **KEYNOTE: Getting it Right - The Right Communication, at The Right Time to the Right Segment**

Martin Hand is the Chief Customer Officer for ALSAC/St. Jude, where he is responsible for the overall donor experience, contact center operations, and donor account processing functions. He is an operation, customer service, and finance executive with 28+ years of experience, an unwavering customer focus, and a sense of urgency. Discover how St. Jude's Children's Research Hospital takes care of its 9 million donors to secure resources for finding cures and saving children. Walk away with new insight to elevate, personalize and predict your customer's experience.



**Martin Hand**  
Chief Customer Officer  
**St. Jude Children's Research Hospital**

*Martin was featured in Chief Customer Officer 2.0: How to Build Your Customer-Driven Growth Engine*

9:05 AM **Grand Opening & Expo Hall Content Begins**



### **BIG IDEAS & BEST PRACTICES PAVILION: Welcome & Opening Keynote: How to Become A Hero In "The Story of Change"**

Learn how you and your contact center can reach hero status by turning the velocity of change into a competitive advantage, quickly maximizing return on existing investments and embracing rapid innovation to redefine the customer experience.



**Jason Alley**  
Senior Product Marketing Manager  
**Interactive Intelligence**



### **CX TRANSFORMATION PAVILION: Welcome & Opening Keynote: A New Era of Service for the Connected World**



**Stephen Bell**  
Senior Director of Product Marketing, Service Cloud  
**Salesforce**



### **SERVICE INNOVATION PAVILION: Welcome & Opening Keynote: How to Create a Customer Service Differentiator**

As organizations look for new ways to differentiate themselves in the eyes of customers, discover new innovations to capitalize on "everything as a service" and benchmark your existing self-service, assisted service and service delivery initiatives.



**Matt Kresch**  
Director of Product Marketing - Service  
**Microsoft**

9:50 AM **5 minute transition time**



9:55 AM

## MORNING NETWORKING BREAK AND DEMO DRIVE IN THE EXPO HALL- BUILD YOUR AGENDA!

### DEMO DRIVE

Take the opportunity to add some fun to your vendor assessment process. During our trademarked Demo Drive, you will have the opportunity navigate the expo hall, learn about the variety of solutions that could compliment your critical objectives, and win some fabulous prizes along the way!

### PAVILION MEET-UPS

Break away from the action to take some dedicated time solving “What’s Keeping YOU Up at Night?” with today’s leading contact center practitioners. Located on our expo hall floor in the three newly introduced pavilions, CCW will be presenting you with the opportunity to participate in the “meet up” of your choice!

#### KEY STRATEGIES TO COLLABORATE ACROSS THE ORGANIZATION



Terry Lang, VP Retail Customer Contact Center, National Operations Manager, **Comerica Bank**

#### EARNING MEANINGFUL ENGAGEMENT FROM AGENTS



Klaus Buellesbach, Director Ace Care Center & Tech Services, **Ace Hardware**

#### CRITICAL 21ST CENTURY CUSTOMER EXPERIENCE SKILLS



Kathy Hutchens, Vice President of Patient Engagement, **Sharp Healthcare**

#### OVERCOMING GROWTH PAINS FOR RAPIDLY DEVELOPING COMPANIES



Jim Thomsen, VP of Customer Care, **Sign-Zone**

#### DEMONSTRATING THE FINANCIAL VALUE OF ALIGNING SLAS WITH CUSTOMER EXPECTATIONS



Jean Lemyre, Director, VIA Customer Centres and Customer Relations, **VIA Rail Canada**

#### NEW TO CALL CENTER WEEK? GET THE MOST OUT OF YOUR EXPERIENCE!



Kimberly Warrick, Director of Client Services, **New Jersey Shares**

### LIVE Q&A AND BOOK SIGNING

Join Best Selling Author, Global Head of Hospitality and Strategy, and Founder of Joie de Vivre, Chip Conley, as he takes LIVE! Q&A and signs copies of his groundbreaking and transformative, “*PEAK: How Great Companies Get Their Mojo from Maslow*”.

**Get in line now!**



CONCURRENT SESSIONS

11:00 AM **KEYNOTE: Mobile Mania - Leading Global Talent in a Digital, Customer Centric World**

How do you prosper in a world where consumers hate being "sold to," shop on their mobile devices and want instant gratification? The Global Chief Customer Officer of the world's largest beverage company will provide insight on major themes shaping the world of customer care. Julie's ground breaking keynote will share examples of talent management and customer centricity from around the world and will focus on the broad strategy. One of Julie's colleagues will then participate in an informal Q&A sharing take away strategies for the day to day implementation of the broad strategy.



**Julie Hamilton**  
Global Chief Customer and Commercial Leadership Officer  
**The Coca-Cola Company**



**Glenn Gemmill**  
Vice President, Contact Centers  
**Coca-Cola Refreshments**



Julie serves on the boards of the Network of Executive Women in Retail, Children's Miracle Network and SIFE (Students in Free Enterprise).

“This is a place to get reenergized about customer service,”  
- Vicki Farrahi, Director In-House Operations, CompuSystems

11:45 AM **5 minute transition time**

CONCURRENT SESSIONS

11:50 AM **Moderated Roundtable Discussions**

Our peer-to-peer roundtable sessions are designed to provide an open forum to discuss your challenges and potential solutions. Roundtables are the perfect way to dig a little deeper into topic and learn new strategies through sharing ideas in interactive groups. And the best thing is you get to choose the topic that suits you best. Take a good look through the list below and then get ready to be involved.

BACK BY  
POPULAR  
DEMAND!

- 1 Offer your Customers a Rich Connected Experience through Text, Audio and Video with WebRTC**  
Led by: **Kevin Pitts**, Director - Product Marketing, Enterprise Networks, **Oracle**
- 2 Speed Analytics: Your Key to Improve Quality Assurance and Customer Engagement**  
**Anne Pacifico**, VP Sales and Marketing, **Castel Communications**
- 3 Turn Customer Feedback into Customer Happiness - Understand Customer Needs, Wants, and Feelings**  
**Fabrice Martin**, VP Product Management, **Clarabridge**
- 4 Extend your Customer Engagement Capability on Social**  
**Harry Rollason**, Senior Marketing Manager, **Conversocial**

Session continued next page

11:00 AM **Expo Hall**



**BIG IDEAS & BEST PRACTICES PAVILION**

**The Nearshore Sourcing Clinic: Deepening Your BPO Relationships**

Assessing various factors to determine which sourcing options best fit your key stakeholder requirements and advance your current call center capabilities.



**Kirk Laughlin**  
Managing Director  
**Customer Experience Report and Nearshore Americas**



**CX TRANSFORMATION PAVILION:**

**Live Q&A with Martin Hand**

Don't miss this opportunity to ask Martin Hand how he creates unwavering customer focus!



**Martin Hand**  
Chief Customer Officer  
**St. Jude's Children's Research Hospital**



**SERVICE INNOVATION PAVILION**

**Yes, You Can Have the Best of Both Worlds: Boosting Speed and Accuracy in Service Performance**

Insight on Bank of New Hampshire's action steps to exceed industry standard service levels by answering 90% of all calls within 20 seconds, while providing exceptional quality service.



**Donna Harris**  
Vice President - Customer Solution Head  
**Bank of New Hampshire**

11:50 AM **Expo Hall**



**BIG IDEAS & BEST PRACTICES PAVILION**

**The Art and Science of Customer Experience**

Deep down, we all want to provide the very best service and be confident that our front-line staffs are equipped to represent our organizations and deepen customer engagement thousands of times each day.



**Rich Van Eaton**  
Director of Sponsor and Donor Relations  
**Compassion International**



**CX TRANSFORMATION PAVILION**

**Organizing the Chaos of Mobile Customer Interactions**

An inside look at the impacts of fragmented mobile communications, how to overcome them, and ways to maximize channels to create insanely great customer experiences.



**Aaron Seabaugh**  
Vice President of Information Technology and Client Solutions  
**Alorica**

Expo Hall continued next page



CONCURRENT SESSIONS CONTINUED

- 5** The Next Generation of Customer Experience - Omnichannel Customer Engagement  
Jim Whatton, Solution Manager, **Genesys**; Tony Simek, Enterprise Architect, **Genesys**
- 6** Optimize Engagement throughout the Customer Journey Across Multiple Channels Seamlessly  
David Low, Account Executive, **Verint Systems**
- 7** How Stable will your Network Be in an All IP Environment? How Toll Free Numbers could Save the Day  
Christophe Adrien, Director of Business Development, **ATL Communications**
- 8** The Next Decade of Cloud Computing - New Ways to Collaborate Everywhere, Through Mobile Devices  
Kate Mirkin, Senior Manager, Product Marketing, **Salesforce**
- 9** The Future of Service: Omni-Channel Customer Engagement in a Digital World  
Dr. Volker G. Hildebrand, Global Vice President Strategy, **SAP Hybris**
- 10** New Training Trends that Improve Performance  
Ronna Caras, President, **Caras Training**



**SERVICE INNOVATION PAVILION**

**Fireside Chat with Glenn Gemmill @ Coca-Cola**

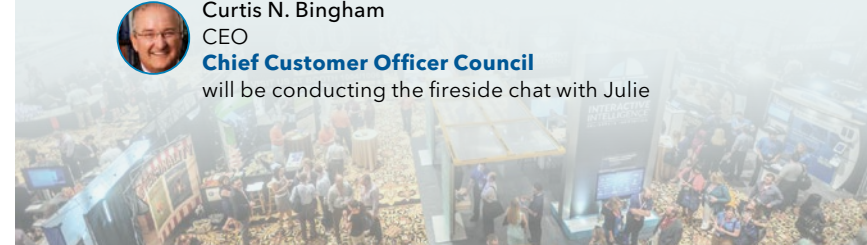
Informal Q&A with keynote Glenn Gemmill, focusing on leading global talent in a digital age!



**Glenn Gemmill**  
Vice President, Contact Centers  
**Coca-Cola Refreshments**



**Curtis N. Bingham**  
CEO  
**Chief Customer Officer Council**  
will be conducting the fireside chat with Julie



12:30 PM **Networking Luncheon**

**TRACK SESSIONS BEGIN**

Customize your learning. You are welcome to move in and out of the tracks as you see fit! Tracks will be 40 minutes in length with transition time

2:00 PM -  
2:10 PM

**TRACK 1**  
**HUMAN CAPITAL MANAGEMENT**

**Chairperson's Opening Remarks**



**Amy McCarty**  
Senior Vice President  
**Dialog Direct**

**TRACK 2**  
**DIGITAL CUSTOMER SERVICE EXECUTION**

**Chairperson's Opening Remarks**



**John Huehn**  
President & CEO  
**In The Chat**

**TRACK 3**  
**THE EFFICIENT & INTELLIGENT ORGANIZATION**

**Chairperson's Opening Remarks**



**Tom Tskei**  
VP, General Manager - Contact Center Solutions  
**Lionbridge**

**TRACK 4**  
**EFFORTLESS CUSTOMER EXPERIENCE EXECUTION**

**Chairperson's Opening Remarks**



**Kate Mirkin**  
Senior Manager, Product Marketing - Service Cloud  
**Salesforce**

2:00 PM -  
2:10 PM

**TRACK 5**  
**BIG IDEAS & BEST PRACTICES**



**Chairperson's Opening Remarks**

Chairperson:



**Jason Alley**  
Senior Product Marketing Manager  
**Interactive Intelligence**

**TRACK 6**  
**CX TRANSFORMATION**



**Chairperson's Opening Remarks**

Chairperson:



**Stephen Bell**  
Senior Director of Product Marketing, Service Cloud  
**Salesforce**

**TRACK 7**  
**SERVICE INNOVATION**



**Chairperson's Opening Remarks**

Chairperson:



**Michelle Arya**  
Partner Program Director, New Markets  
**Microsoft**

**TRACK 8**  
**EXECUTIVE LEADERSHIP LAB**  
Invitation Only & Limited to 100

Sponsored by:

**Chairperson's Opening Remarks**

Chairperson:



**Kevin Bottoms**  
Global VP, Business Development  
**TELUS International**

TRACK SESSIONS CONTINUED

2:10 PM -  
2:50 PM

**TRACK 1**  
**HUMAN CAPITAL MANAGEMENT**

**When Personalities Click, Magic Happens**

Hear about the ROI of employing behavioral analytics to break down, analyze, and turn customer stories into meaningful data to improve call center interactions, resulting in higher ROI, reduced employee attrition and transformed customer experience.



**Diane M. Magers**  
Former Office of the Customer  
- Business Solutions  
**AT&T Business Services**

Introducing Diane:



**Ryan Swanger**  
Senior Vice President  
**Mattersight**

**TRACK 2**  
**DIGITAL CUSTOMER SERVICE EXECUTION**

**Fireside Chat: Customer Journeys in a Digital World**

This fireside chat with Walgreens, UPMC Health Plan and **Ted Hunting, Senior Director, Genesys**, will focus on customer journey in a digital world.



**Troy Mills**  
Divisional Vice President,  
Customer Care Operations  
**Walgreens**



**Mary Beth Jenkins**  
Chief Operating Officer  
**UPMC Health Plan**

**TRACK 3**  
**THE EFFICIENT & INTELLIGENT ORGANIZATION**

**Service Wave Analytics: Turn Your Service Data into Happier Customers**

According to Gartner, today's connected customer will lead to a 250x increase in service cases initiated through devices by 2018. Is your service department ready to provide increasingly personalized service to exponentially more customers?



**Keri Brooke**  
Senior Director, Product  
Marketing  
**Salesforce**

Keri will be joined by a **Salesforce Wave Analytics** client

**TRACK 4**  
**EFFORTLESS CUSTOMER EXPERIENCE EXECUTION**

**Happy Agents Equal Happy Customers - Tools to Deliver a Superior Quality Support**

In this case study, find out how to resolve customer problems quickly by combining the right functionality and relevant information including agent desktop, silent monitoring, whisper coaching, chat and barge in.



**Ed Albrechtsen**  
Supplier Relations, Lead Auditor  
- Reimbursement, Access &  
Safety Services  
**McKesson Specialty Health**

Introducing Ed:



**Doug Dopita**  
Regional Vice President  
**Five9**

2:10 PM -  
2:50 PM

**TRACK 5**  
**BIG IDEAS & BEST PRACTICES**



**Driving Business Value with Predictive, Personalized and Effortless Experiences**

Learn how Newegg drives business value using effortless service and analytics strategies to personalize the customer experience and predict customer needs on an unprecedented level.



**Sue Martin**  
Global Vice President of  
Customer Service  
**Newegg**

**TRACK 6**  
**CX TRANSFORMATION**



**Reducing Pain Points with Knowledge Management**

Implementing a Wiki-based approach to tackle the challenges of effective KM, and building a platform hub for training, employee communications, methods & procedures, virtual walk-through's, and performance scorecards.



**Patrick O'Grady**  
Director - Consumer  
Technical Support  
**CenturyLink**

**TRACK 7**  
**SERVICE INNOVATION**



**Embracing VOC to Make Strategic & Systemic Change**

With your customers using multiple channels even within a single "conversation" – how do you filter out the "noise" to detect relevant emerging trends in the VoC in order to proactively respond to customer needs?



**Aarde Cosseboom**  
Senior Director, WW  
Customer Care  
**Cornerstone on Demand**

**TRACK 8**  
**EXECUTIVE LEADERSHIP LAB**  
Invitation Only & Limited to 100

**Managing Growth and CX to Drive the Future of Global Service Excellence**

Find out how Flipkart, India's number one online retailer with \$4 Billion yearly gross merchandising value, is best leveraging its \$60 million/year customer support budget to invest in technologies that support 80,000 calls per day and drive the future of service excellence.



**Eric Lange**  
Vice President, Customer  
Experience  
**Flipkart**

Tracks 5-7  
are in the  
expo hall!



2:50 PM 10 minute transition

CONCURRENT TRACK SESSIONS

3:00 PM -  
3:40 PM

**TRACK 1**  
**HUMAN CAPITAL MANAGEMENT**

**PANEL: Engage for Success**

Our diverse panel of leaders will share strategies for improving front line engagement, driving continuous improvement and creating a customer centric culture.

PANELISTS INCLUDE:



**Victor Janey**  
Senior Operations Director  
**General Dynamics Information Technology**



**Donna Harris**  
Vice President - Customer Solution Head  
**Bank of New Hampshire**

**TRACK 2**  
**DIGITAL CUSTOMER SERVICE EXECUTION**

**The Evolution Of Chat at Samsung: A Case Study**

Samsung will share its journey in developing its chat channel from a several person exploratory pilot to handling over 2.5 million chats per year today. We will discuss methods Samsung uses to promote and deliver a cost effective and high CSAT service and support capability with Chat.



**Betty DeVere**  
Vendor Manager  
**Samsung**



Introducing Betty:  
**Ralph Barletta**  
EVP & Founder  
**Knoah Solutions**

**TRACK 3**  
**THE EFFICIENT & INTELLIGENT ORGANIZATION**

**Power your Customer Experience with Data-Driven Analytics**

Turn your big data into actionable insights and create real-time, personalized customer experiences through deep behavioral analytics.



**Stephanie J. Shaffer**  
Product Leader, Customer Experience Platform  
**Asurion**



Introducing Stephanie:  
**Roger Lee**  
Principal Evangelist, WFO  
**OpenText**

**TRACK 4**  
**EFFORTLESS CUSTOMER EXPERIENCE EXECUTION**

**What Goes Up Must Come Down - Raise Self Service and Lower Customer Effort**

Hear about how our digital media leader is boosting self service through new interfaces, funneled support, direct to chat, video, and lower effort channel guidance.



**Abhinav Mathur**  
Senior Director, CS Operations  
**Audible, an Amazon Company**

3:00 PM -  
3:40 PM

**TRACK 5**  
**BIG IDEAS & BEST PRACTICES**



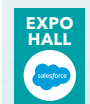
**Customer Care in an IoT World**

Examples of how the Internet of Things (IoT) is already affecting service and support today, including pitfalls and lessons learned.



**Maryellen Abreu**  
Vice President, Customer Care  
**Savant Systems**

**TRACK 6**  
**CX TRANSFORMATION**



**Win the Customer: Simple Rules for Sensation Service**

Transform ordinary customers into lifelong fans with Flavio's practical, powerful techniques for energizing the way you interact with the people who drive your business.



**Flavio Martins**  
Vice President, Operations  
**DigiCert**

**TRACK 7**  
**SERVICE INNOVATION**



**No Excuses! Best Practices for Engaging and Managing Home Agents**

Insights from Austin Energy's experience in managing and motivating remote agents to fully realize the benefits and ensure a solid foundation required for a successful program.



**Jawana Gutierrez**  
Vice President, Customer Care Services  
**Austin Energy**

**TRACK 8**  
**EXECUTIVE LEADERSHIP LAB**  
Invitation Only & Limited to 100

**Redefine Customer Service - Lessons Learned from a Viral Brand Powerhouse**

Our industry disruptor will share insights on how the company ensures a rich understanding of members to deliver an outstanding customer experience.



**Janet Song**  
Chief Customer Officer  
**Dollar Shave Club**

Featured on CNBC's Disruptor 50 Companies

Tracks 5-7  
are in the  
expo hall!

3:40 PM

5 Minute Transition Time

3:45 PM

## MID AFTERNOON REFRESHMENT BREAK IN THE EXPO HALL

Here's your chance to follow our roadmap and visit the solution providers that best meet your current and future technology needs. Special programming is also included in our breaks.

## TOPIC CHAMPS - MEET-UPS WITH INDUSTRY LEADERS

### Big Ideas & Best Practices Pavilion

#### 1 Support Customer Advocacy with Intelligent Knowledge Management



Steve Pfeilsticker  
Learning & Performance  
Improvement - Innovation &  
Technology  
**Express Scripts**

#### 2 Understand Which Channels are Right for Customers



Gregg Fernandes  
Vice President, Customer Care and  
Logistics  
**The Washington Post**

#### 3 Remote Agents - Expand your Talent Pool



Donna Meadows  
Senior Manager, Remote Agents  
**United Airlines**

### CX Transformation Pavilion

#### 4 Discover The Latest Social And Mobile CRM Solutions



Josh Sexton  
Director, Customer Care  
**Liberty Utilities**

#### 5 Using Data to Improve Performance and Reduce Cost in Your Contact Center



Joe McLaughlin  
Vice President Operations and  
Technology - Western and Central  
New York  
**AAA**

#### 6 Developing a Culture & Persona for Your Care Team from the Ground Up



Colleen Cieslinski  
Director of External Services  
**University of Rochester Medical Center**

### Service Innovation Pavilion

#### 7 Setting Up an In-House Contact Center Abroad



Steve Kaay  
Vice President, Global Contact  
Center Operations  
**US Auto Parts**

#### 8 Increasing Revenue While Balancing Your Center's Budget



Elie Dakwar  
Contact Center Director  
**Bookit.com**

#### 9 Managing a Dynamic Team of Call Centers



Kelly Marchant  
Engagement Center Director  
**Delta Air Lines**

“The event was engaging. Like minded peers shared ideas and solutions. Others get the problems and issues you face daily.”

- Cheryl China, SVP, Contact Center Specialized Teams, Citizens Bank

”



TRACK SESSIONS CONTINUED

4:35 PM -  
5:15 PM

**TRACK 1**  
**HUMAN CAPITAL MANAGEMENT**

**Building a Differentiated Customer Service Strategy and Unified Contact Center**

In this case study, find out how to provide your team with the tools they need to keep up with rising consumer expectations and proliferating communication channels.



**Arvin Pleim**  
Director of Customer Service & Logistics  
**Pella Corporation**

Introducing Arvin:



**Ryan Patin**  
Solutions Consultant  
**Oracle**

**TRACK 2**  
**DIGITAL CUSTOMER SERVICE EXECUTION**

**Crowd Sourcing your Support - Introduce Customers to other Customers and Employ Machine Learning**

Hear about Rivers' four-part customer philosophy serving as the foundation for the company's new peer to peer communities focused on solving customers' issues.



**Sean Rivers**  
Head of Operations Technology  
**Republic Wireless, a division of Bandwidth**

**TRACK 3**  
**THE EFFICIENT & INTELLIGENT ORGANIZATION**

**Cut the Red Tape: Find out how a Change Agent Saved the FCC Millions on a Legacy IT Upgrade**

Award winning story of modernizing technology and customer support in the largest organization of them all: the federal government. Find out how to use innovation to change mindsets, transform your operation and conquer bureaucracy.



**Dustin Laun**  
Tech Entrepreneur and Sr. Advisor of Innovation/Technology  
**Federal Communication Commission (FCC)**

**TRACK 4**  
**EFFORTLESS CUSTOMER EXPERIENCE EXECUTION**

**Reduce Customer Frustration by Orchestrating your Multi-Channel Customer Experience Journey**

Discover strategies for reducing time consuming and disconnected channel shift experiences, which are a leading cause of missed sales, high operating costs - and most importantly, customer frustration!



**Misti Mostiller**  
Executive Vice President, Director, Consumer Strategy & Innovation  
**Extraco Banks**

4:35 PM -  
5:15 PM

**TRACK 5**  
**BIG IDEAS & BEST PRACTICES**



**Strategies for Behavioral Change and User Adoption**

Learn how Beachbody builds customer trust through self service with mobile friendly, robust knowledge delivery and the seamless blend of self-help with assisted-help when needed.



**Louis Ross**  
Vice President of Customer Service  
**Beachbody**

**TRACK 6**  
**CX TRANSFORMATION**



**Savvy Implementation of Superior Customer Experience**

An inside look at how A&T is providing best-in-class customer experience and the tools they're implementing to make it happen.



**Mike Wittrock**  
Senior Vice President, Customer Care - AT&T Entertainment Group  
**AT&T**

**TRACK 7**  
**SERVICE INNOVATION**



**So You Think You Are Doing Great...Until You Ask Others!**

Story behind why and how Aflac assessed their contact center like a 3rd party, scored themselves on key criteria and brought the trifecta of Service Performance, Employee Engagement and Customer Experience to 'best practice' levels.



**Jason A. Goodroe**  
Second Vice President, Customer Service Center  
**Aflac**

**TRACK 8**  
**EXECUTIVE LEADERSHIP LAB**  
Invitation Only & Limited to 100

**Stop Treating your Customers Homogenously**

Discover the best way to employ today's technology to personalize customer engagement for a win-win relationship.



**Eric Rasmussen**  
Vice President, Consumer Insights  
**Groupon**

Tracks 5-7  
are in the  
expo hall!

5:20 PM **5 minute transition**

5:25 PM **CLOSING KEYNOTE: 2016 CCW Game Changer  
Tony Hsieh on Zappos Culture, Delivering Happiness  
and Revitalizing Downtown Las Vegas**

Culture is to a company as community is to a city: it's about values, innovation, serendipity, participation, upward mobility, and attraction of smart startups and the creative class. Tony is applying his very successful Zappos corporate culture model (recognized multiple times by FORTUNE as one of the top 100 best places to work) to help build the most community-focused large city in the world in the place you would least expect it: Downtown Las Vegas. Research has shown that every time the size of a city doubles, productivity and innovation per resident increases by 15%, but when companies get bigger, productivity per employee generally goes down. With his new \$350 million Downtown Project, Tony is creating a unique hybrid of corporation, community, and city to drive productivity and innovation both for Zappos as well as the city itself.



**Tony Hsieh**  
CEO  
**Zappos**



6:25 PM **CCW GLOBAL SPIRIT TASTING**

After a long day of learning, benchmarking, and planning, take a tour of our expo hall which will be lined with wine, beer, and spirit stations representing marquis beverages from around the world.



7:30 PM **CCW Concierge Desk**

Are you traveling alone or looking for an activity? Visit the CCIQ info desk in the wi-fi lounge to choose your evening activity following the cocktail hour.



7:30 AM **Registration & Morning Coffee**

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8:00 AM **CCIQ Opening & Recap of Previous Day**

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8:05 AM **Opening Remarks from Chairperson**



Dan Rood  
Senior Director, Marketing  
**Interactive Intelligence**

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8:15AM **Team Member Engagement - Your Key Customer Centricity**

George Larribas leads 865+ team members who are based primarily in seven service centers nationwide. Under his leadership, Wells Fargo has received numerous recent awards including: our very own Call Center Excellence Award, Gold Stevie Award, PACE award and American Business Awards. George firmly believes when people are in the right jobs, spending time on the right things, and feeling good about their performance, they'll do what's right for the customer. This inspiring keynote will help you achieve learning consistency across all call contact centers and ensure you put the customer first and at the center of every action and decision



George Larribas  
Executive Vice President and Head of Treasury Management Client Delivery  
**Wells Fargo**

**FORTUNE 100** 2015 Call Center Excellence Awards Honoree & Best Contact Center Leader of the Year

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8:50 AM **KEYNOTE: Go Slow to Go Fast - How to Drive Sustainable Change in Large Organizations**

Speed can be a fickle thing when it comes to change management, particularly in large organizations. In one instance you must be agile and ready to move quickly, yet in parallel, you must be prepared to take your time to make considered decisions while being patient in order for change to imbed itself. In this keynote, find out how MetLife's Global Operations division harnesses the power of knowledge sharing, communications, and employee empowerment to build a culture of trust and drive sustainable change throughout the organization.



Christopher B. Smith  
Executive Vice President & Head of Global Operations  
**MetLife**



CONCURRENT SESSIONS

9:25 AM

## KEYNOTE: Effort Reduction Execution - Create Purposeful and Predictive Customer Experiences

Presenting the Author of the Book that Proves why the *"Razzle Dazzle Factor" is Widely Overrated*



**Matt Dixon**  
Best-Selling Author  
**The Effortless Experience: Conquering the New Battleground for Customer Loyalty**

Most customers don't want to be "wowed;" they want an effortless experience. In this inspiring keynote, discover how loyalty is actually driven by how well a company delivers on its basic promises and solves day-to-day problems, not on how spectacular its service experience might be.

9:15 AM

## Expo Hall Opens



### BIG IDEAS & BEST PRACTICES PAVILION

#### Reimagine the Future of Engagement

Best practices to accelerate business impact, deliver consistent outcomes and innovate the customer and agent experience.



**Wendy Mikkelsen**  
Senior Product Marketing Manager  
**Interactive Intelligence**



### CX TRANSFORMATION PAVILION: Using Design Thinking to Create Bespoke Call Center Apps - Without Code



**Ken McElrath**  
Founder & CEO  
**Skuid**



**Jerry Grassi**  
VP of Sales  
**Skuid**



### SERVICE INNOVATION PAVILION

#### Omnichannel Self-Service: This Time It's Personal

How to create a consistent and fluid self-service experience across channels while overcoming common customer frustrations.



**Scott Kolman**  
VP of Product & Solutions Marketing  
**Genesys**

10:00 AM

## MORNING NETWORKING AND REFRESHMENT BREAK IN THE EXPO HALL (see next page)





10:00 AM

## MORNING NETWORKING BREAK - BUILD YOUR AGENDA!

BACK BY  
POPULAR  
DEMAND

### BREAKFAST AT TIFFANY'S

Kick-start your morning networking with a chance to win a little blue box from Tiffany's in the CCW Expo Hall by visiting our sponsors!

Each box will have a number inside. Bring your box to Thursday's afternoon networking break in the Expo Hall to find out if you are a winner.



### PAVILION MEET-UPS AND LIVE Q&A

Take the opportunity to break away from the action to have some dedicated time with today's leading contact center practitioners. Located on our expo hall floor in the three newly introduced pavilions, CCW will be presenting you with the opportunity to participate in the "meet up" OR "Live Q&A" of your choice!



#### LIVE Q&A WITH CHRISTOPHER SMITH, EVP & HEAD OF GLOBAL OPERATIONS, METLIFE IN THE BIG IDEAS & BEST PRACTICES PAVILION

Take this interactive opportunity to ask Christopher how he to create a differentiated customer experience while simplifying how Metlife operated!

#### MEET & GREET WITH ADVISORY BOARD MEMBERS AND CCW AWARDS WINNERS

Meet-Up for Attendees from  
Latin America and Canada



### BOOK SIGNING

Join Best Selling Author, Matthew Dixon, as he signs a copy of the book considered the guiding force in customer experience today, *The Effortless Experience: Conquering the New Battleground for Customer Loyalty*. **Limited copies available!**



CONCURRENT SESSIONS

11:00 AM **KEYNOTE: Strategic Innovation – Spark Growth with Game Changing Creativity**

Innovation is often difficult for well-established companies. “By and large, they are better executors than innovators, and most succeed less through game-changing creativity than by optimizing their existing businesses.” (McKinsey & Company). Find out how our global leader, who has 20+ years in experience management and customer analytics, IS successfully leading innovation and driving competitive advantage. Bob will provide you with a roadmap for executing organizational change to enable growth, productivity and innovation.



**Robert Taylor**  
Senior Vice President and Chief Customer Officer  
**Samsung SDS America**



Winner of 100+ awards at 2016 Consumer Electronics Show  
#13 on Fortune's Global 500



“Call Center week shows the future of the call center.  
The event has great classes and is very comprehensive,”

- Lyndsay Powers, Customer Service Manager, American Greetings



11:45 AM **5 minute transition**

CONCURRENT SESSIONS

11:50 AM **Moderated Roundtable Discussions**

Based on popular demand, we are holding a second grouping of this ever popular interactive learning format.

- 1** Call Centers and CMOs - A Missed Opportunity  
Irv Shapiro, CEO, **DialogTech**
- 2** Optimize your Multilingual Support to Accelerate Consumer Acquisition and Growth  
Tom Tseki, VP, Global Customer Care Solutions, **Lionbridge**
- 3** Call Center Compliance: Don't Be Intimidated by Insurance Regulations  
Beverly Cobb, President, **Compliance Alliance**
- 4** Keeping Up with Your Customers - Engaging Customers on their Channel of Choice  
Pam Plyler, Executive Practice Lead, Customer Experience, **The Northridge Group**
- 5** Overcoming TCPA: The Impact of the 2015 Declaratory Ruling  
Becca J. Wahlquist, Partner, **Snell & Wilmer (client of Early Warning)**
- 6** Making Your Metrics: How do you deal with demands from the C-Suite?  
RJ Gazarek, Solutions Marketing Manager, **XO Communications**
- 7** Improving Agent Performance & Customer Experience - Engaging Visually over Mobile & Web Channels in Real-Time  
Bruce Marler, Vice President of Technical Sales, **CaféX Communications**
- 8** Empower Agents for Success with Adaptive Contact Center Processes  
Lauren Maschio, Product Marketing, WFO, **NICE**
- 9** Demystifying the Evolution of Contact Centers as CX Dynamics Change  
Ashish Koul, SVP and General Manager, **Servion Americas**
- 10** Going Beyond the Contact Center to Empower the Life of the Customer  
Jeff Thompson, CTO & SVP of Engineering, **LiveOps Cloud**

11:00 AM **Expo Hall**



**BIG IDEAS & BEST PRACTICES PAVILION**  
**Improving CSAT and Quality Scores with Cognitive Retention Training**

A new, agile approach to training that will reduce training time and increase CSAT and quality scores.

Brian Tobal, CEO, **Hickory Training**



**CX TRANSFORMATION PAVILION**  
**Fireside Chat with Gordon Littley**

Live Q&A with Gordon Littley - gain his deep insight on creating customer engagement throughout the customer journey!

Gordon Littley, Managing Director, **Verizon Enterprise**



**SERVICE INNOVATION PAVILION**  
**Leveraging Speech Enabled Self-Service Applications to Transform your Contact Center into a Profit Center**

Join the conversation on how leveraging a speech enabled self service application will improve efficiencies, reduce costs and increase revenues while delivering an exceptional customer service experience.

Barbara King, Senior Director, **Verascape**

11:50 AM **Expo Hall**



**BIG IDEAS & BEST PRACTICES PAVILION: A Climate of Change: Protecting the Future of Your Customers Through the Cloud**

What does it take to not just survive, but thrive in a whirlwind of changing technology? How do you plan for change that possibly hasn't even been imagined yet?

Eric Berg, Vice President, **All-Calls Call Center Outsourcing**



**CX TRANSFORMATION PAVILION**  
**Building your Organization's Strategic CX Roadmap**

Customer service needs to go beyond understanding a customer's problem - to understanding the customer, their personality and how they want-and-need to be helped.

Kimberly Warrick, Director of Customer Support, **NJ Shares**



**SERVICE INNOVATION PAVILION**  
**Live Q&A with Bob Taylor**

Ask Bob your burning questions about executing organizational change to enable growth, productivity and innovation!

Robert Taylor, Chief Customer Officer, **Samsung SDS America**



12:30 PM

## NETWORKING LUNCH AND LEARN - CONNECT WITH YOUR PEERS!

Don't miss the chance to meet with your peers during our lunch and learn sessions focused on key issues. Choose from Open Networking luncheon tables or those set aside for Industry-Specific Discussions listed below.

### HEALTHCARE

The Power of Empathy - Incorporate the Human Component into your Service Design



Jennifer "Jay" Palumbo  
Vice President, Patient Care  
**Progyny**

### GOVERNMENT

Conduct Performance Management in an Omni Channel Government Contact Center



Joann Butler  
Customer Relations Innovation Officer  
**Washington Suburban Sanitary Commission (WSSC)**

### CABLE AND UTILITIES

How Are You Finding And Retaining The Skilled Rep That Can Handle Strategic Calls?



Lisa Roth  
Executive Leader, Program Support  
**Elevate Energy**

### EDUCATION

Service Within the Public Sector - Not an Oxymoron!



Robert Lachance  
Manager of Client Services  
**Ontario College of Teachers**

### RETAIL/CONSUMER

How Can We Fuse the Digital Shopping Experience with the Retail Store Experience?



Jeff Miller  
Vice President, Sales & Support  
**Blinds.com**

### FINANCIAL SERVICES

How Are You Transforming Service in a Highly Regulated Industry?



David John  
Executive Vice President  
**LTD Financial Services**

### TRAVEL AND HOSPITALITY

How are you Personalizing your Customer Engagement?



Glynda Pace  
Engagement Center Director  
**Delta Airlines**

### SOFTWARE & TECH

What's the Best Way to Stay Ahead of the Innovation Curve?



Christopher Keenan  
Head, Worldwide Medical Contact & Insights  
**Bristol-Myers Squibb**

2:00 PM **5 minute transition**



## TRACK SESSIONS BEGIN

Customize your learning. You are welcome to move in and out of the tracks as you see fit! Tracks will be 40 minutes in length with transition time

2:05 PM -  
2:45 PM

### TRACK 1 HUMAN CAPITAL MANAGEMENT

#### **CASE STUDY: Xerox** Partnership in Jamaica

In this client case study, hear about a successful outsourced partnership outside of the United States



**Chuck Koskovich**  
Global Customer Care Lead  
**Xerox**

Introducing Chuck:



**Andrew Fazio**  
Director, BPO and Hospitality  
**C&W Business**

### TRACK 2 DIGITAL CUSTOMER SERVICE EXECUTION

#### Recipe for Satisfying Service - Chobani Earns Customer Loyalty with Innovative Strategies

Discover how Chobani empowers agents, services customers on their channel of choice, listens to VOC and responds on social media to create brand advocates.



**Mary Mercury**  
Strategic Solution Manager  
**Chobani**

Introducing Mary:



**David Huang**  
Principal Program Director  
**Microsoft**

### TRACK 3 THE EFFICIENT & INTELLIGENT ORGANIZATION

#### Imagine Freeing up 40% of Quality Agent Time & Improving the Customer Experience - Speech Analytics is a Game Changer!

Discover how to automate processes to improve efficiency, customer experience and agent effectiveness.



**Russell Rossi**  
Corporate Vice President AARP - Tampa Operations  
**New York Life Insurance Company**

### TRACK 4 EFFORTLESS CUSTOMER EXPERIENCE EXECUTION

#### Drive Value - Position Complaint Resolution as a Strategic Tool in your Customer Journey

Learn how TUI Group, a leading group of tour operators in Germany, established a 100 person contact center devoted to resolving complaints and transforming feedback into actionable priorities leading to enhanced customer loyalty, reduced cost and increased revenue.



**Marcus Minzlaff**  
Head of Customer Services  
**TUI GROUP**

### TRACK 5 EXECUTIVE LEADERSHIP LAB Invitation Only & Limited to 100 Sponsored by:

#### Develop your Talent to Deliver Low Effort Service - The Next Generation of Effortless Experience

Discover how to create the right environment to execute an effortless customer experience - from hiring to leading your teams.



**Matt Dixon**  
Best-Selling Author  
***The Effortless Experience:  
Conquering the New  
Battleground for  
Customer Loyalty***

“Good resource to stay current with trends and innovation,  
Great organization and speakers!”

- David Freedman, I.T. Director, GE Capital

2:45 PM **5 minute transition**



CONCURRENT TRACK SESSIONS

2:50 PM -  
3:35 PM

**TRACK 1**  
**HUMAN**  
**CAPITAL**  
**MANAGEMENT**

**Virtual Coaching - It's the Home Run in the Field of Knowledge Management**

Hear about a break through interactive learning module that enhances the consistency and timeliness of front line coaching and promotes employee engagement



**Kevin Blackburn**  
Innovation and  
Technology Guru  
**Express Scripts**

**TRACK 2**  
**DIGITAL**  
**CUSTOMER SERVICE**  
**EXECUTION**

**Digital Technology Tools - From Personalizing to Predicting On-Demand Support**

Find out how the Consumer Contact Center running UPMC's medical business (including over 20 hospitals and 3,600 physicians) employs advanced predictive analytics to predict future patient needs, call volume, and staffing models across 20+ diverse sub-specialties.



**Diane Zilko**  
Vice President of  
Revenue Cycle  
Operations  
**UPMC**

**TRACK 3**  
**THE EFFICIENT**  
**& INTELLIGENT**  
**ORGANIZATION**

**PANEL: Quality is the Comeback King**

Discover how our brand leader is actively engaged with Lean Six Sigma and visualizing what lean looks like for both the company and the customer.



**Lindsey Croy**  
HR Leader  
**Whirlpool**



**Randy Maples**  
B2C Quality & Training  
Manager  
**Whirlpool**



**Laurie Walter**  
Senior Leader of  
Organizational  
Development  
**Whirlpool**

**TRACK 4**  
**EFFORTLESS**  
**CUSTOMER EXPERIENCE**  
**EXECUTION**

**PANEL: Should We Stop Trying to Deliver an Over the Top Experience?**

This panel will comprise executives from very diverse industries sharing their strategies for providing a best in class, effortless experience.



**Lea Harpster**  
VP Customer Support  
**Thomson Reuters**



**Ed Ariel**  
Vice President of,  
Customer Service  
**ezCater**



**Alexander Wareham**  
Planning, Analytics &  
Quality Leader, Western  
& Central NY  
**AAA**



**Flavio Martins**  
Vice President,  
Operations  
**DigiCert**

**TRACK 5**  
**EXECUTIVE**  
**LEADERSHIP LAB**  
Invitation Only & Limited to 100

**The Tricky Balance - Bottom Line Impact And Customer Centricity**

Hear about strategies for driving value to the bottom line while focusing on customer needs.



**Docia Myer**  
Vice President, US Sales  
**CPI CARD GROUP**

3:35 PM **5 minute transition time**

3:35 PM

**FINAL NETWORKING BREAK IN THE EXPO HALL**

This final break will be a prize extravaganza! Don't miss your chance to make your final connections and find out if YOU are a prize winner.

4:15 PM

**CLOSING KEYNOTE: Control, Alt, Delete - How to Compete in a Digital World**

Today's consumers expect high-touch interactions and seamless experiences in exchange for their business and loyalty. Our concluding keynote believes that we are in an age when "tech is no longer part of the economy. It IS the economy." Don't miss this eye opening session by our C level IT Channel Guru, who will share secrets for success in our world of digital transformation.



**G. Gordon Little**  
Managing Director  
**Verizon Enterprise**



**DON'T MISS OUR CONCLUDING KEYNOTE.**

During the concluding keynote, we will be raffling off 2 free main conference tickets for CCW Winter taking place January 2017! You must be present to win!

5:00 PM **End of main conference**

We hope you enjoyed CCW and hope to see you at other events throughout the year. Before you leave the event, make sure you sign up for CCW 2017 and take advantage of special on-site discounts for our loyalists.

## SITE TOUR AT FORTUNE GLOBAL 500 LEADER

**NEW**

OR

## SITE TOUR AT GES

**NEW**

### BARCLAYCARD TOUR EXPERIENCE

From Start to 100 Miles per Hour - Journey of a Rapid Growth Contact Center  
In only two years, Barclaycard went from 0 headcount to 1000. Hear about the journey to create a brand new contact center in the Southern Nevada market - in the former Zappos location. This experience will include a walk around tour of the 110,000 square foot facility followed by a presentation and Q&A highlighting the challenges and successes of their journey including: creating your center's identity, overcoming growth challenges and rapidly recruiting the right people. The center is creating buzz and excitement in Nevada; join us to see Barclay's Award-Winning culture and technology in action!

#### Site tour leader:



John Martino  
Director / Head of U.S. WFM  
**Barclaycard**

**WINNER - VOC AWARD (FORRESTER RESEARCH)**



- 8:00 AM Registration
- 8:30 AM Board the Bus
- 9:15 AM Tour and presentation at Barclaycard
- 11:30 AM Arrive back at The Mirage

**LIMITED TO 35 PARTICIPANTS!**  
Register early.  
It will sell out quickly.

### GLOBAL EXPERIENCE SPECIALISTS

#### The Art and Science of Engagement

CCW's live event just concluded, and now we are off to visit the call center of a global live-event full service provider. GES has the largest global footprint in the industry and covers clients' most critical event needs including strategy, design, execution, logistics, AV, event accommodations and more. We will visit their contact center that employs 100+ located on Lindell Road and will see first hand how their passionate employees deliver unparalleled service and consistent executive of experiences that excite and engage.

#### Site tour leaders:



Cora Danielson  
Senior Director  
National Service  
Center  
**GES**



Shelia Glenn  
Manager of  
National Service  
Center  
**GES**



Carolynn Repie  
Sales Executive  
**GES**



- 8:00 AM Registration
- 8:30 AM Board the Bus
- 9:15 AM Tour and presentation at GES
- 11:30 AM Arrive back at The Mirage

**LIMITED TO 35 PARTICIPANTS!**  
Register early.  
It will sell out quickly.



CCW Attendees... The Learning Does Not End!

# YOU'RE INVITED TO CONTINUE YOUR JOURNEY TO CUSTOMER-CENTRICITY AT CALL CENTER IQ



**CALL CENTER IQ**

Call Center IQ is an online community designed for you – contact center, customer experience, and marketing innovators aiming to drive lasting (and significant) improvement in their businesses.

All content is personally curated and/or developed by our editorial team in conjunction with your peers: accomplished contact center professionals with similar goals and challenges as you.

Membership is free and comes with a myriad of benefits! Join a community of your CCW peers – and 90,000 other passionate executives.

## EXCLUSIVE BENEFITS



**COMPREHENSIVE EXECUTIVE REPORTS** – for free – featuring unbiased research, practitioner comments and case studies.



**FREE VIRTUAL EVENTS** – with interactive Q&A. Think Call Center Week – same elite speakers, same pressing topics – but free and on your computer screen!



**INTERVIEWS WITH PRACTITIONERS, NOT SALESMEN** – Exclusive text, podcast, and video interviews with accomplished customer experience and contact center leaders.



**AN ARCHIVE OF 1000+ WHITEPAPERS, WEBINARS, CASE STUDIES, ARTICLES** – The web's most comprehensive resource hub for call center and customer experience professionals.

## UPCOMING CALENDAR

### ALL COMPLIMENTARY OPPORTUNITIES



**CUSTOMER EXPERIENCE ONLINE SUMMIT**  
March 22-24  
[www.customerexperienceonlinesummit.com](http://www.customerexperienceonlinesummit.com)



**CALL CENTER WEEK ONLINE**  
June 14-16  
[www.callcenterweekonline.com](http://www.callcenterweekonline.com)



**OMNI-CHANNEL CUSTOMER EXPERIENCE ONLINE SUMMIT**  
October 3-5  
[www.omnichannelcxonline.com](http://www.omnichannelcxonline.com)



**FUTURE OF THE CONTACT CENTER ONLINE SUMMIT**  
December 6-8  
[www.futurecontactcenteronline.com](http://www.futurecontactcenteronline.com)

## EXECUTIVE REPORTS

**Executive Report on the Customer Experience**  
March 2016

**Executive Report on Cloud Contact Center Technology**  
April 2016

**Executive Report On Contact Center Performance, Operations**

**and Agent Engagement**  
May 2016

**Executive Report on Omni-Channel Customer Engagement**  
August 2016

**Executive Report on the Future of the Contact Center**  
November 2016

**JOIN  
FOR FREE  
TODAY**



**ONLINE  
EVENTS –  
REGISTRATION  
IS OPEN!**



# OUR SPONSORS & EXHIBITORS

CCW brings the customer care industry together under one roof for a week full of learning and networking. Over 80% of our attendees attend CCW to discover new solutions that will help their operation. Now, can you afford to be left behind?

## CONTACT US TODAY!



Simon Copcutt  
Sponsorship Director • Call Center Week  
1-212-885-2771 • [spex@iqpc.com](mailto:spex@iqpc.com)

## CCW PREMIUM SPONSORS



**Interactive Intelligence**  
[www.inin.com](http://www.inin.com)

Interactive Intelligence Group Inc. (Nasdaq: ININ) is a global leader of cloud services for customer engagement, communications and collaboration designed to help businesses worldwide improve service, increase productivity and reduce costs. Backed by a 21-year history of industry firsts, 100-plus patent applications, and more than 6,000 global customer deployments, Interactive offers customers fast return on investment, along with robust reliability, scalability and security. It's also the only company recognized by the top global industry analyst firm as a leader in both the cloud and on-premises customer engagement markets. The company is headquartered in Indianapolis, Indiana and has more than 2,000 employees worldwide.



**Salesforce**  
[www.salesforce.com](http://www.salesforce.com)

Salesforce.com is the global leader in customer relationship management applications, including the Service Cloud, the #1 app for customer service and support. Providing amazing customer service in today's era means engaging with your customers when and where they want to engage. The Service Cloud enables companies of all size to deliver amazing customer service across every channel and on any device.



**Microsoft**  
[www.microsoft.com](http://www.microsoft.com)

Microsoft Service is a cloud-based customer service solution that creates amazing customer experiences through a powerful combination of knowledge management, self-service and omni-channel interactions. We start with knowledge and empower employees with access to the right information at the right time. Microsoft empowers customers with the same knowledge delivered through intelligent, guided self-service. Finally, we provide consistent engagement across channels including email, chat, communities, social and field service for more productive, proactive and personalized customer support. Visit Microsoft Service for more information.

**OPENTEXT™** **OpenText**  
[www.opentext.com](http://www.opentext.com)

OpenText Qfiniti (formerly etalk) provides enterprise contact centers with call recording, integrated workforce optimization, and advanced Voice of Customer analytics—all backed by our superior customer service. With a 32-year history of innovation in the contact center industry and more than 20 technology patents, the OpenText WFO portfolio includes OpenText Qfiniti, a modular suite of workforce optimization solutions; advanced Voice of Customer discovery, provided by OpenText Explore with industry-leading speech and multichannel analytics and reporting; and OpenText Qfiniti Managed Services, for breakthrough WFO that provides a complete solution on a managed appliance. In addition, the OpenText Qfiniti team works in close partnership with business customers around the world to deliver true competitive advantage, by helping contact centers lower their total cost of ownership and significantly improve customer service.

**Five9**  
[www.five9.com](http://www.five9.com)

Five9 is a leading provider of cloud software for the enterprise contact center market, bringing the power of the cloud to thousands of customers and facilitating approximately three billion customer interactions annually. Since 2001, Five9 has led the cloud revolution in contact centers, helping organizations transition from legacy premise-based solutions to the cloud. Five9 provides businesses reliable, secure, compliant and scalable cloud contact center software designed to create exceptional customer experiences, increase agent productivity and deliver tangible business results. For more information visit [www.five9.com](http://www.five9.com).

**twilio** **Twilio**  
[www.twilio.com](http://www.twilio.com)

Twilio provides a cloud communications platform that enables developers and businesses to build the communication solution that meets their specific needs. Whether integrating voice, video or messaging into a web or mobile app or building a complete call center solution, Twilio removes

traditional obstacles to creating effective communications experiences. By virtualizing the entire infrastructure needed for communications in an on demand global environment, cloud communications solutions are simple to build, scalable and easily adapted to changing business needs. By leveraging Twilio, businesses are better able to connect with their customers in the way their customers want to communicate.

**Genesys** **Genesys**  
[www.genesys.com](http://www.genesys.com)

Genesys is the market leader in multi-channel customer experience (CX) and contact center solutions in the cloud and on-premises. We help brands of all sizes make great CX great business. The Genesys Customer Experience Platform powers optimal customer journeys consistently across all touch points, channels and interactions to turn customers into brand advocates. Genesys is trusted by over 4,500 customers in 80 countries to orchestrate more than 100 million digital and voice interactions each day. Visit us at [www.genesys.com](http://www.genesys.com) or call us at +1.888.436.3797





**3CLogic**  
www.3clogic.com

3CLogic offers a complete suite of inbound, outbound, and blended cloud-based contact center solutions, based on an innovative distributed approach (Virtual Telephony Application Grid or V-TAG) that eliminates the need for legacy server-centric architecture. As a true next generation cloud based software solution, hosted on Amazon Web Services, it offers seamless integration with CRM solutions. Finally, in addition to traditional contact center features (e.g., IVR, ACD, and predictive dialer), 3CLogic provides a powerful market-leading reporting framework with business analytics and a real-time scripting engine.



**8x8, Inc.**  
www.8x8.com

8x8, Inc. is the trusted provider of secure and reliable cloud-based unified communications and virtual contact center solutions to more than 40,000 businesses operating in over 40 countries across six continents. 8x8's out-of-the-box cloud solutions replace traditional on-premises PBX hardware and software-based systems with a flexible and scalable Software as a Service (SaaS) alternative, encompassing cloud business phone service, contact center solutions, and web conferencing. 8x8 software integrates with leading ERP, CRM, HCM and other third-party application suites, such as Salesforce, NetSuite and Zendesk, to provide organizations with a completely integrated business communications and collaboration experience. Visit www.8x8.com.



**ac2 Solutions**  
www.ac2solutions.com

Honored by Frost & Sullivan with the WFM Product Differentiation Excellence Award in 2012, ac2 Solutions is the leader in delivering Next-Gen WFM technologies. Our Next-Gen solutions eliminate the inefficiencies of other WFM tools by incorporating advanced time series forecasting, concurrent optimal scheduling, multi-skill/multimedia/multisite, integrated strategic planning, advanced performance optimization, skills & routing planning, RTA/Dashboards/Scorecards, and agent workstation.

ac2 AWO Portal is a 100% web-based, Mobile WFM system accessible by Wi-Fi devices such as smart phones, tablets and laptops, and available hosted, on-premises or BPO. The AWO Portal offers modules as Add-Ons to supercharge your existing WFM software or a complete WFM package.



**Acquire BPO**  
www.acquirebpo.com

Acquire BPO is an award-winning, global business outsourcer that offers contact center, BPO, marketing, animation, IT and professional services. Acquire was founded in 2005 by two entrepreneurs responding to the lack of offshoring providers that could provide solutions that met their rigorous standards. As such, the

entire organization's infrastructure and processes have been purpose-built to deliver superior results for the unique demands and complexities of our clients.

Acquire prides itself in managing client needs through our unique approach of People, Process and Performance. We offer a diverse range of services including back office support, customer acquisition, customer service, technical support, lead generation and software development. Our global leadership team, local client services teams, strict compliance to regulatory processes & standards, best-in-class IT practices and advanced network infrastructure enable us to provide organizations across the globe with solutions that give them a competitive advantage. With a workforce of 7,000, Acquire services private and publicly listed clients in Australia, the UK, the US and Asia Pacific from 12 locations across the globe. We have facilities in Manila, Philippines; Melbourne, Australia; Dallas, Texas and the Dominican Republic, with bilingual capabilities to cater to the English- and Spanish-speaking markets. We service a wide range of industries including telecommunications, banking and financial services, insurance, media, education and retail. Visit www.acquirebpo.com for more information.



**ADDASOUND**  
Website: www.addasound.com

Originated from Denmark, a country that leads the world's sound technology, ADDASOUND is a top global manufacturer and provider of intelligent voice and unified communication devices. The founders are a reputable team with strong expertise in electro-acoustics, whose members built an international reputation through developing and designing many award winning products. Our high quality noise cancellation headsets are designed for three major markets: Call Centers, Office Workers and Mobile Workers. In Denmark, ADDASOUND is equipped with the world's most advanced electro-acoustic devices, providing powerful support for products' design, development and testing.



**AireContact**  
www.airecontact.com

Headquartered in Los Angeles, award-winning AireContact is a cloud based software solution that delivers call center interaction and management tools for small and midsize businesses and distributed enterprises. With AireContact, businesses enjoy an end-to-end platform that manages all of their channels of communication with their customers, including inbound and outbound voice calls, customer emails and faxes, online web interactions such as chats and web callbacks, and the ability to handle inbound social media feeds as they are posted. These multimedia interactions are handled using unified flows to create the same customer experience across all communication channels.



**Allied Global**  
www.accbpo.com

Founded in 2005, Allied Global is a contact center and BPO company that serves the Americas. Allied Global has grown from 50 agent stations to over 4,500 stations and over 8,000 agents in Guatemala, Honduras, Belize, US and Canada. We offer customer care, sales, technical support and BPO services in English and Spanish. Operating on a single platform, Allied Global can use its diverse geographical locations to provide the most cost efficient intelligent solutions to meet your needs. Visit us at Booth 319 in Las Vegas.



**Alorica**  
www.alorica.com

Alorica is a leading Business Process Outsourcing Provider of customer management solutions spanning the entire customer lifecycle. From customer acquisition and sales, customer care and support, supply chain and fulfillment, to social CRM and mobile, Alorica offers a seamless customer experience across all service channels. Alorica's award-winning Business Process Outsourcing services span both the Business-to-Consumer (B2C) and Business-to-Business (B2B) sectors across all industries for Fortune 1000 companies. Headquartered in Irvine, California with over 20,000 employees in over 40 domestic, near-shore, and offshore customer management centers, Alorica believes in creating opportunities for its clients, people, and in its communities. For more information, please visit www.alorica.com.



**Alta Resources**  
www.altaresources.com

Alta Resources provides customer management business process outsourcing for leading brands in many industries, including CPG, health insurance and entertainment. With its service lines - care, sales, e-commerce, back office and fulfillment - working in tandem, clients can seamlessly integrate their core business processes through a single partner. In turn, Alta Resources helps clients improve and better manage their customer experiences across every touch point, ultimately delivering results that provide sales growth and/or cost savings. To learn more about us and what we do, stop by our booth, #623, during the expo, or visit AltaResources.com.



**American Customer Care**  
www.americancustomercare.com

American Customer Care specializes in providing individualized contact with your customers. As the customer-facing voice of your brand, we see ourselves as an extension of your company, and we take that responsibility seriously. We offer a comprehensive suite of customer contact center solutions designed to help solidify and enhance your relationship with existing customers, as well as acquire new ones.

Our agents are experts on your products, customers, policies, and procedures. In addition, our clients also utilize our back office support, CRM consulting, executive level project oversight, and sophisticated reporting capabilities. Whatever service we're providing for your company, our commitment to your brand comes through every interaction we have with your customers, whether it be on the phone, over email, or even via social media.



**Alliance Compliance, Inc.**  
[www.alliance-compliance.com](http://www.alliance-compliance.com)

Alliance-Compliance, Inc. streamlines insurance licensing compliance, allowing you to do what you do best -- sell insurance! Our experienced professional team efficiently maneuvers through the compliance requirements for your insurance company, agency or call center. Whether you are a start up or established growing business, we have your compliance needs covered both within the US and its territories as well as the Canadian markets if desired. Alliance-Compliance attends to every detail from initial licensing compliance to on-going maintenance, license renewals and even appointments, while keeping you apprised of changing license regulations. Success starts with compliance and its proven team at Alliance-Compliance, Inc.



**Ansafone Contact Center**  
[www.ansafone.com](http://www.ansafone.com)

Ansafone Contact Centers is an award winning, US based outsourced contact center agency celebrating 45 years of contact center excellence. We work with clients in many different industries including ecommerce/retail, healthcare and insurance, education, consumer products, and financial services. Ansafone offers you a nationwide presence with fully redundant contact centers on both coasts open 24x7x365, access to a large labor pool of highly trained English and Spanish speaking agents, and a better customer experience through our people, culture, and innovative technology. Ansafone specializes in customer care, sales, and technical support interactions. We are an omni-channel agency providing inbound and outbound contact management, IVR solutions, e-mail and web chat servicing, and social media monitoring. We utilize the latest Interactive Intelligence ACD, predictive dialing and multimedia contact technology, enabling your customers to reach you through their preferred contact method.



**Aspect**  
[www.aspect.com](http://www.aspect.com)

Aspect's unified contact center platform is the only fully-integrated interaction management, workforce optimization and back-office solution that can seamlessly orchestrate people, processes and touchpoints. As the global leader, we power 65% of global Fortune 100 brands

in aviation, financial services, healthcare, manufacturing, telecommunications and retail and service over 1.4 million agents worldwide and 100 million transactions daily. For more information, please visit [www.aspect.com](http://www.aspect.com)



**ATL Communications**  
[www.atlc.com](http://www.atlc.com)

ATL Communications is an independent RespOrg founded in 1993 by Aelea Christofferson, and the first independent, carrier neutral RespOrg in the United States. Ms. Christofferson served on the national committee that defined & developed Toll Free Number Portability, and she continues to be an integral part of the committees that decide the future of Toll Free services and Number Administration.



**Avatar Outsourcing**  
[www.avatartechnologies.com.ph](http://www.avatartechnologies.com.ph)

Our patented Avatar software erases foreign accents, allowing us to hire inexpensive offshore employees, while completely mitigating the problems caused by Mother Tongue Influence on the sales and qualification process. This enables our 3,000+ agents to deliver your pitch like a Wall Street pro, for a fraction of the price.



**Avtex**  
[www.avtex.com](http://www.avtex.com)

Avtex provides professional services and customer experience consulting encompassing a full 360° suite of solutions including user experience design, application development, unified communications, contact centers, portals, business intelligence, and customer relationship management. Driven by technology know-how and passionate about customer experience, Avtex is uniquely qualified to help clients deliver exceptional experiences to their customers using technology. Backed by strategic partnerships with Microsoft, Sitecore and Interactive Intelligence, Avtex is truly a breadth and depth provider of customer experience technology solutions. Find out more about Avtex online at <http://www.avtex.com/> or follow Avtex on Twitter at @avtex.



**Axonify**  
[www.axonify.com](http://www.axonify.com)

Axonify is the world's first Employee Knowledge Platform. It combines an award-winning approach to microlearning, with innovative knowledge-on-demand capabilities and the entire experience is gamified, driving high levels of participation. Combined with individual and team reporting and behaviour tracking and measurement, Axonify is designed to meet the modern learning needs of employees and businesses alike - and has been used by top customer experience organizations like Sitel to fuel their agents with the knowledge they need to be successful on the job.



**Benchmark Portal**  
[www.benchmarkportal.com](http://www.benchmarkportal.com)

BenchmarkPortal is a leader in Call Center Benchmarking, Call Center Certification, Call Center Training (through the College of Call Center Excellence), Call Center Consulting and Research and Call Center Industry Reports. Since its beginnings in 1995 under Dr. Jon Anton of Purdue University, BenchmarkPortal has grown with the contact center industry and hosts the world's largest call center metrics database. Now led by Bruce Belfiore, the BenchmarkPortal team has gained international recognition for its call center expertise. Our mission is to help customer contact managers in all sectors to optimize their centers in terms of efficiency and effectiveness. Visit our website at [www.benchmarkportal.com](http://www.benchmarkportal.com).



**Bluefin Payment Systems**  
[www.bluefin.com](http://www.bluefin.com)

Bluefin Payment Systems is the leading provider of secure payment technology for retailers, enterprises and small to medium-sized businesses worldwide. Bluefin specializes in PCI-validated Point-to-Point Encryption (P2PE) integrated and stand-alone solutions for retail, mobile, call center and kiosk/unattended environments, and secure Ecommerce technologies including transparent redirect and tokenization. Bluefin is a Participating Organization (PO) of the PCI Security Standards Council (SSC) and is headquartered in Atlanta, with offices in New York, Chicago, Tulsa and Waterford, Ireland. For more information, please visit



**Blueline Services**  
[www.blueline-services.com/call-center](http://www.blueline-services.com/call-center)

Background screening and drug testing new employees can slow the hiring process down to a crawl. Blueline Services specializes in helping call centers on-board the right employees, faster. Our ATS and HRIS integrations result in decreased turnaround times for background and drug screening results. Check us out at Call Center Week to see how we can optimize your employment screening program!



**Bright Pattern**  
[www.brightpattern.com](http://www.brightpattern.com)

Say goodbye to overly complex and costly contact center infrastructure. Bright Pattern offers the next generation of cloud-based contact center and customer experience management solutions. With flip-the-switch activation, you can deploy in days and make changes in minutes. As a multichannel, unified, fully featured solution, our ServicePattern™ platform helps you manage the complete life cycle of customer experience. Architected from the ground up as a cloud-based service, Bright Pattern offers the right blend of enterprise-grade functionality, reliability, and scalability not otherwise available in the industry.





**Broadband Dynamics**  
[www.broadbanddynamics.com](http://www.broadbanddynamics.com)  
 Founded in 1996, Broadband

Dynamics has a 20 year track record of proven success, and has posted 18 consecutive years of profitability! Broadband Dynamics provides traditional (TDM) and SIP long distance, data/IP networks, and Hosted Dialing software to high volume long distance users worldwide. Broadband Dynamics counts some of the largest call centers, collection agencies, market research firms, telemarketing companies, political polling firms, and BPO providers in North America as Clients. By using only national carriers, Broadband Dynamics ensures its clients have the highest levels of network quality and reliability available in the industry today!



**CaféX**  
[www.cafex.com](http://www.cafex.com)

CaféX makes it easier for companies to enhance live engagement within web and mobile applications. CaféX's award-winning software embeds real-time collaboration within the context of business workflows to increase customer satisfaction and employee productivity. Trusted by many Global 2000 companies, CaféX software brings together WebRTC and enterprise communications technologies to create omnichannel experiences that unify the customer journey and protect existing IT investments. For more information about CaféX, please visit [www.cafex.com](http://www.cafex.com) or follow @CaféXComms.

**CALABRIO**

**Calabrio**  
[www.calabrio.com](http://www.calabrio.com)

Calabrio develops Calabrio ONE®, a comprehensive and powerful suite of contact center workforce optimization and analytics software including call recording, quality management, workforce management, and analytics. Calabrio ONE is intuitive and flexible - providing innovative products with an easily personalized architecture that allows contact centers the freedom to tightly integrate applications and scale these solutions to fit their needs. Calabrio strives to put the power of harnessed data to work, kicking complexity to the curb while bringing the most important data quickly to the helm where it becomes simply actionable.



**CallMiner, Inc.**  
[www.callminer.com](http://www.callminer.com)

CallMiner helps businesses and organizations improve contact center performance and gather key business intelligence by automating their ability to listen to every customer interaction. CallMiner's market leading cloud-based voice of the customer analytics solution automatically analyzes contacts across all communication channels: audio, chat, email, and social. CallMiner offers both real-time monitoring and post-call analytics, delivering actionable insights to contact center staff, business analysts, and executives. The results include improved agent performance, sales, operational efficiency, customer experience, and regulatory compliance. With

over 10 years of industry leadership and over 2 billion hours of conversations analyzed, CallMiner serves some of the world's largest call centers, delivering highly effective, usable, and scalable speech analytics solutions.



**Caras Training**  
[www.carastraining.com](http://www.carastraining.com)

Caras Training provides highly customized learning and implementation programs that go far beyond what pre-packaged or canned training content can achieve. They specialize in customer service, sales, retail and coach programs that create observable, measurable improvement. Clients include some of the most well-respected brands in the world and many start-ups.

Consider collaboration with Caras Training when your firm is aiming higher to make the most of every interaction with customers and prospects. If you need to ensure your procedures, policies, and products are understood masterfully by new hires using less time, consider Caras as a partner. If your quality and coaching program can benefit from fresh approaches, take a look at Caras methodologies.



**CarrierSales**  
[www.carriersales.com](http://www.carriersales.com)

CarrierSales is the leading broker for helping customer's source contact center solutions for their business. We have partnered with inContact, Five 9's, Liveops, Corvisa, SmartAction, EPIC Connections and many more to become a customer's one stop shop for all of their contact center needs. For our efforts in 2014 and 2015, we were recognized as inContact's top broker across the nation. Our team of contact center experts have years of experience in consulting and implementing contact center solutions at no additional cost to our partners and customers. Please visit [www.carriersales.com](http://www.carriersales.com) to learn more about our award-winning contact center consulting services.



**CapGemini**  
[www.capgemini.com](http://www.capgemini.com)

With 180,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2014 global revenues of EUR 10.573 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.



**Castel Communications, LLC**  
[www.castel.com](http://www.castel.com)

Castel Communications, LLC is a market leader, delivering cutting-edge call center solutions for leading call center organizations across the globe. Castel Detect Voice and Speech Analysis solution provides

LIVE and post-call emotion, word and phrase monitoring and detection for call centers of all sizes. Stop by Castel's booth for a brief overview of the solution and learn how Castel helps companies increase customer service levels and generate revenue! For more information about Castel's predictive dialer, digital voice recording, and voice and speech analysis solutions, call 800-657-8215 or visit [www.castel.com](http://www.castel.com).



**CDW**  
[www.cdw.com](http://www.cdw.com)

CDW is a leading provider of technology solutions to business, government, education and healthcare. A Fortune 500 company, CDW features dedicated account managers who help customers choose the right technology products and services to meet their needs. The company's solution architects offer expertise in designing customized solutions, while its advanced technology engineers assist customers with the implementation and long-term management of those solutions. Areas of focus include software, network communications, notebooks/mobile devices, data storage, video monitors, desktops, printers and solutions such as virtualization, collaboration, security, mobility, data center optimization and cloud computing.



**Centra CX**  
[www.centracx.com](http://www.centracx.com)

Customer feedback as you've known it is dead. Expensive consultants, long surveys, limited customer scope, delayed insights and ineffective implementation are the ways of the past. CentraCX's enterprise feedback management program is both robust and proactive, disrupting the current models of customer feedback tools, which are reactive and slow. Whether you have a company of 10 or 10,000 employees, our cloud-based system and simple cost-effective pricing model make CentraCX scalable and accessible. Keep your competitive edge by leveraging CentraCX's system across feedback channels to get frontline information across departments, fast. Real-time innovation is here because CentraCX knows every customer experience counts.



**Mediu**  
[www.mediu.com](http://www.mediu.com)

Mediu is a consulting services firm headquartered in Columbus, Ohio. We are a leading customer experience thought leader that delivers strategic vision to our clients. We have provided immeasurable value to businesses since 2003. Our consultants have logged over 500,000 consulting hours in over 150 call centers in North America. As a result, we have designed and improved our client's customer experiences and have delivered direct bottom line impact that equates to millions of dollars.



**Certified Languages International**  
[www.certifiedlanguages.com](http://www.certifiedlanguages.com)

Certified Languages International (CLI) is a full-service language company specializing in over-the-phone interpreter and document translation services.

With a growing list of over 200 languages, CLI is among the largest providers of its kind in the world, servicing North America and abroad. Our professional, U.S.-based interpreters are skilled in industry-specific terminology and available 24/7/365. CLI is committed to helping businesses increase revenues and maximize the value of their non-English speaking customer relationships, which we achieve by investing in innovative technology to deliver language services with unmatched efficiency and accuracy.



**CFI**  
[www.investhaiti.ht](http://www.investhaiti.ht)  
The Center for Facilitation of Investments (CFI) is the Government of Haiti's Investment Promotion Agency. Tasked with promoting key sectors of the Haitian Economy, CFI works with investors in BPO, Textiles, and Agribusiness to increase foreign direct investment (FDI) in Haiti. The BPO sector in particular has been a key focus of the Agency, for the future socio-economic transformation of Haiti. A unique combination of abundant educated Talent Pool, Multi-lingual Skills, Geographical Proximity and Cost Effectiveness makes Haiti the next generation nearshore destination for global BPO firms. Furthermore, CFI serves as the port of call for all those interested in entering the Haitian market, providing promotion, facilitation, and aftercare services to businesses throughout the investment process. Find out more about CFI at [www.investhaiti.ht](http://www.investhaiti.ht).



**CLARABRIDGE**  
[www.clarabridge.com](http://www.clarabridge.com)  
Clarabridge helps hundreds of the world's leading brands understand and improve their customer experience. Using advanced text analytics, Clarabridge transforms survey, social, voice and all other forms of customer feedback into intelligence used to empower confident, decisive action across the business. The result: happier customers. For more information, visit [www.clarabridge.com](http://www.clarabridge.com).



**Clear Harbor, LLC**  
[www.clearharbor.biz](http://www.clearharbor.biz)  
Clear Harbor is a strategic near-shoring firm based in Atlanta, GA ([www.clearharbor.biz](http://www.clearharbor.biz)) with operations in the Caribbean. Founded by call center industry veterans who had, "Seen it done wrong more than done right," they dreamed of creating a strategic "co-sourcing" company that focused on distinct core competencies and delivered world-class customer experiences as a result. With this collaborative approach, clients achieve remarkable improvements in customer satisfaction and revenue enhancement, while at the same time reducing their operational costs. Contact: Errol Greene, Solutions Development Manager for Clear Harbor, LLC at 678-566-3212, ext. 70304 or email [egreene@clearharbor.biz](mailto:egreene@clearharbor.biz)



**Conduit Global**  
[www.conduitglobal.com](http://www.conduitglobal.com)  
Headquartered in the United States, Conduit Global is a leading multilingual contact center outsourcing provider with services that include front-line customer care, technical support, revenue generation and virtual solutions, as well as cloud services and consulting capabilities that range from technology management to customer experience strategy formulation. Conduit Global operates in North America, EMEA and Asia-Pacific with a team that has experience servicing Fortune 100 companies in verticals that include telecommunications, media, financial services, emergency services, health care, utilities and government. With a strong legacy in both voice and non-voice care, Conduit Global provides its clients with the team, the technology and expertise needed to generate end-user loyalty and operational efficiencies.



**Concentrix**  
[www.concentrix.com](http://www.concentrix.com)  
Concentrix is a global provider of high value business process services. The business challenges of today require a different kind of partner and Concentrix is different by design. With a focus on client business imperatives and improving business outcomes, clients of Concentrix can expect collaboration, innovation and immediate impact. Bringing both strategy and execution, Concentrix takes a holistic approach to customer engagement and deploys capabilities and assets to enable improved revenue generation, customer experience and service optimization. Concentrix provides services from 25 countries in more than 40 languages and with a staff of over 70,000. Simply stated Concentrix drives business outcomes for the world's best brands.



**Connect First**  
[www.connectfirst.com](http://www.connectfirst.com)  
Connect First is an award-winning SaaS telecommunications and cloud contact center software provider that focuses on customer satisfaction and elegant hosted solutions. Connect First offers a robust platform, designed and supported by a team of... Read More highly experienced engineers, designers and business analysts, and backed with personalized in-house customer care. Solutions include Cloud Routing, Inbound ACD, Outbound Dialing, Call Tracking, Interactive Voice Response (IVR), Voice Broadcast, Disaster Recovery, Predictive Dialer, Real-Time Telemetry, CDR Reporting, Live Agent Chat and more. Through a consultative approach with each customer interaction, Connect First builds customized solutions to meet the needs of a discerning customer base. Visit [www.connectfirst.com](http://www.connectfirst.com) for more information.



**Contact Center 411**  
[www.contactcenter411.com](http://www.contactcenter411.com)  
Contact Center 411 is a full service professional services organization focusing exclusively on Contact Centers and the Customer Experience. We provide expertise in all key areas that drive the success of a customer contact

operation including performance and productivity improvement, technology innovation and platform integration., outsourcing strategies, and business continuity planning. Furthermore, we can support your contact center operations teams in the full design, development, deployment and measurement of success associated with any strategic initiative.



**Contact Center Compliance**  
[www.dnc.com](http://www.dnc.com)  
Contact Center Compliance is an experienced cloud based compliance provider that reduces the complexity of TCPA Wireless and Federal and State Do Not Call (DNC) regulations. DNC.com provides several unique compliance solutions including: DNC and TCPA Wireless scrubbing, known Litigator database and VoIP Scrubbing, Compliance Guidance, Compliance Training, as well as data appending. Learn why leading companies trust DNC.com to manage their liability.



**Social Media Customer Service Sponsor- Conversocial**  
[www.conversocial.com](http://www.conversocial.com)  
Conversocial is a cloud solution that enables businesses to manage social media as a large-scale customer service channel. Conversocial's software and expertise has helped more than 150 of the biggest global companies implement their social customer service operations, including American Greetings, Barclaycard, Coach, GoDaddy, Hertz, JackThreads, Publisher's Clearing House, Tesco and Winn-Dixie.



**COPC Inc.**  
[www.copc.com](http://www.copc.com)  
Since 1996, COPC Inc. has provided consulting services and training to help companies improve revenue, reduce costs, and increase customer satisfaction in operations that support the customer experience. COPC Inc.'s main offering is performance improvement services for customer contact centers, including in-house and outsourced, as well as vendor management organizations. The foundation of all COPC Inc. work is the COPC® Family of Standards, a collection of the most prestigious and rigorous performance management systems for the customer contact industry. COPC Inc. is privately held with headquarters in Winter Park, Florida, U.S., and with operations in Europe, Middle East, Africa, Asia Pacific, Latin America, India and Japan. For more information, please visit [www.copc.com](http://www.copc.com)



**CoWorx Human Capital Management**  
[www.coworxstaffing.com](http://www.coworxstaffing.com)  
As an industry leader in human capital management, CoWorx Human Capital Management offers a full suite of solutions to help our partners lower staff costs, improve retention, mitigate legal risks, and improve hiring metrics. Focus your efforts on what you do best and let CoWorx take on the burden of talent management. From Program Management to Onboarding talent, we provide onsite services and consulting solutions that can improve your efficiencies & ROI.





## C&W Business

[www.cwc.com](http://www.cwc.com)

We are history makers, changing the Telecommunications landscape across Latin America and the Caribbean and we are building a high performance team to lead the creation of the next generation of communications and IT services and solutions for our customers. Our Company is the result of the merger between Columbus and Cable & Wireless (CWC), a hybrid of strengths that combines the incredible experience of CWC and the bold innovation of Columbus, to offer our region, uncompromising service and products to the wholesale, business and retail customer. Anchored on Columbus' modern sub-sea fiber optic infrastructure and CWC's 140 years of industry experience and mobile leadership in the market, this is your opportunity to be a part of our transformational Company. Our submarine fiber, data, broadband, mobile and voice networks, combined with our strategically positioned data centers, will help our business customers break communication and collaboration barriers, protect their networks, secure their valuable data and better serve their customers, positioning them to provide great focus on growing their business. As a new hybrid company, we will offer our business and government customers a high-performance network, traditional connectivity solutions, and cloud applications, including "Everything as a Service" and "Next Generation mobile business solutions". We will support these products using the strong foundation of our modern, redundant fiber network, our unparalleled customer service, and the region's best customer-centered talent



## DATAMARK

[www.datamark.net](http://www.datamark.net)

DATAMARK is U.S.-based and has over 25 years of experience providing outsourced business services to Fortune 500 clients and other large organizations. DATAMARK's outsourced contact center services are an extension of your company. We deliver lasting customer relationships and brand loyalty through world-class multichannel customer service and support. We serve clients across all industries and government agencies with a complete array of contact center services. Our services include, but are not limited to, 24-hour customer care, inbound and outbound sales, collections, and technical support. Using our cloud-based multichannel contact center platform, our agents engage with your customers and promote your brand through multiple channels, including voice, email, Web chat and social media. We offer a choice of domestic, nearshore and farshore locations to reduce your operating costs while delivering unsurpassed customer care.



## DialConnection

[www.dialconnection.com](http://www.dialconnection.com)

DialConnection has been providing the award winning All-Inclusive DialIntelligence Contact Center Solution for collections, financial services, government, healthcare, investments, telemarketing and utilities since 1987. DialIntelligence our All-Inclusive Contact Center Solution includes an integrated IVR/ACD with text to speech, Inbound/Outbound Predictive, Power or Broadcast dialing, Call Blending, and many more included features. [www.dialconnection.com](http://www.dialconnection.com)



## Dialing Innovation

[www.dialinginnovation.com](http://www.dialinginnovation.com)

Dialing Innovations is a global software as a service company that provides complete turnkey call center solutions and phone systems, telecommunications software, and web development integration designed to automate a customer's business processes. Since 2011, the company has serviced industry leaders in call center, resort management, lead generation, finance, automotive, education, restaurant, and fundraising. Dialing Innovations is a U.S. based company headquartered in Greenwood, Indiana. It can be reached toll free at 1-877-523-5384 or by emailing [info@dialinginnovations.com](mailto:info@dialinginnovations.com). For more information please visit [www.dialinginnovations.com](http://www.dialinginnovations.com).



## Dialog Direct

[www.Dialog-Direct.com](http://www.Dialog-Direct.com)

Dialog Direct is a marketing and customer engagement provider focused on helping brands connect and engage with their customers through personalized, multi-channel communications to generate leads, increase sales and create remarkable customer experiences. Through the use of consumer insights, lead scoring, predictive modeling, and segmentation, Dialog Direct has been able to lift sales and improve customer satisfaction for clients over and above that which they have typically been experiencing for more than 37 years. The company's customer experience solutions include customer service and sales, digital and direct marketing, campaign management, data analytics, eCommerce, and fulfillment solutions. To learn more about how Dialog Direct can help increase sales and improve customer satisfaction, please visit [www.Dialog-Direct.com](http://www.Dialog-Direct.com)



## Dialog Tech

[www.dialogtech.com](http://www.dialogtech.com)

DialogTech provides the only platform for end-to-end call attribution and conversion essential for today's data-driven marketers. It is the only solution that integrates seamlessly with existing call center solutions to give businesses complete, real-time control over the entire customer journey. From the first marketing touchpoint all the way through to the sale, DialogTech empowers marketers with the data needed to confidently invest in campaigns that drive calls, as well as the conversion technology necessary to control and personalize each caller's experience.



## Digital DataVoice

[www.ddvc.com](http://www.ddvc.com)

Digital DataVoice is a full service contact center solutions provider. With over 30 years of design, development and implementation experience, the DDV team of seasoned professionals understands the challenges faced in today's highly complex contact centers. Leaders in our firm come directly from successful backgrounds in contact center strategic planning, design, engineering, analytics and quality assurance. We also offer a national sales team dedicated to helping our clients identify the next level of contact center effectiveness.



## Directly

[www.directly.com](http://www.directly.com)

Fast-growing companies like Airbnb, Pinterest & Republic Wireless use Directly's on-demand customer service apps to scale support and improve experience. Expert users get a smart way to help others, share in the rewards and work on their own terms. Customers get expert help in minutes.



## Early Warning

[www.earlywarning.com](http://www.earlywarning.com)

Early Warning, a leader in innovative risk management solutions, has direct connectivity to Mobile Network Operators. This connectivity enables organizations to verify, in real-time, if the mobile number on file has changed ownership. Organizations gain the insight to know if the mobile number on file is a match/no-match based on if there have been changes to the account since the last contact with that consumer as well as the network status of the number (suspended or deactivated). The ability to verify the accuracy of consumer mobile phone numbers and monitor mobile changes as they occur has become essential in order to mitigate the risks of violating TCPA rules and regulations.



## EducationFolder

[www.educationfolder.com](http://www.educationfolder.com)

EducationFolder is an innovative suite of Contact Center performance management tools which is revolutionizing the way coaching and training effectiveness is measured. High performance is achieved by combining tools and processes with willing people who are held accountable to the defined processes. Our tool ensures this accountability in a simple to use and engaging environment. Our ambition is to simplify the support processes and provide real actionable information to help improve performance. Our product suite contains modules for Training, Knowledge Management, Quality Assurance, Agent Communication, Coaching and Performance Management all using gamification techniques to engage the agents.



## Enghouse Interactive

## Enghouse Interactive

[www.enghouseinteractive.com](http://www.enghouseinteractive.com)

For today's customers, communication across multiple channels is no longer a preference - it's an expectation. Over 60% of call centers will offer SMS as part of their communication mix in 2016, are you one of them?

With the explosive reliance on mobile technology, customers want real problems solved in real time, real fast. Together with the Enghouse Contact Centre Solution, MessageMedia delivers on this customer demand by providing a fast, simple, and convenient user experience through SMS.



**Epic Connections**  
[www.epicconnections.com](http://www.epicconnections.com)

EPIC Connections is a leading provider of contact center consulting and outsourcing services. Our highly qualified Consulting Services, Outsourcing Services and Managed Services teams deliver operational and technical strategies for cost savings and revenue growth. The most recognized brands in the world use EPIC to improve the customer experience and deliver a positive return on investment.



**ERC**  
[www.ercbp.com](http://www.ercbp.com)

ERC is an international BPO and a full service, end-to-end provider for every aspect of the customer lifecycle. Across six locations, we are one powerful team, dedicated to deliver the best customer experience and results possible on behalf of our clients. It's not a mission statement. It's an unwavering commitment from each one of us.

So whether we're providing recovery, outsourcing, market research or any other service, we'll continue to invest in technology, tools and talent, while leveraging best-in-class analytics and business intelligence. We won't just check the boxes. We'll keep pushing, keep innovating, and enhancing our services, so we can enhance the lives of those we serve. Please visit our website [www.ercbp.com](http://www.ercbp.com) or give us a call to schedule a visit



**Etech Global Services**  
[www.etechgsg.com](http://www.etechgsg.com)

Etech Global Services is a leading provider of customer engagement solutions for many of the world's most trusted brands. They trust us with their most precious assets - their customers. Why? Because Etech's commitment to continuous improvement, next generation technology, and growing and empowering our people results in a solution that works. Voice, chat, email, social media, Etech is here to communicate with your customers when and how they choose. Etech believes in making a remarkable difference for you and your customers. The proven methodologies, systems and processes, and diversified experience allows us to provide you with innovative technology solutions, industry-leading service, stellar CSAT scores, and high performing sales solutions enabling you to build stronger brands, strengthen customer relationships, and gain market share.



**Evolve IP**  
[www.evolveip.net](http://www.evolveip.net)

Evolve IP's cloud based Call Center provides incredible control and benefits to your business that can't be achieved with cumbersome on-site equipment and systems. With our solution, agents and front-line supervisors have all

the features that make their jobs easier and make them more efficient including lower TCO, predictable monthly costs, no upgrades or maintenance fees, immediate access to new features, scalability and more. Managers also experience unparalleled control and visibility into their virtual call center eco system through Evolve IP's reporting, call recording and exclusive Dashboard and OSSmosis administrator portal tools. To learn more about Evolve IP please visit [www.evolveip.net](http://www.evolveip.net).



**First Source**  
[www.firstsource.com](http://www.firstsource.com)

Firstsource is a trusted partner in Business Process Management. Supported by a 25,000+ global workforce, we have been providing innovative, customer-centric solutions to the world's leading organizations. From multiple delivery centers and in various languages, we serve more than 100 clients in the Healthcare, Telecommunications & Media, Banking & Financial services, Insurance, and Publishing industries. We've been doing this for over a decade; along the way, we've developed in-depth business domain knowledge and insight. We leverage this insight to make complex business processes easy, efficient, and effective. And that's our brand promise - Business Process. Simplified.



**Flatworld Solutions**  
[www.flatworldsolutions.com](http://www.flatworldsolutions.com)

Flatworld Solutions Global best in class outsourcing! We are a cutting edge call center service provider with onshore and offshore centers providing Cutting Edge Solutions such as Avatar/Soundboard solutions as well as critical to businesses call center services such as Inbound and Outbound services such as , Lead Generation, Technical Support, Telemarketing, CATI, CCTV Monitoring, Email Support, and Online Chat. No Job is too big or too Small, We speak over 18 languages, have over 9,000 clients and are on all 5 continents.



**Fonolo**  
[www.fonolo.com](http://www.fonolo.com)

Fonolo provides call-back software for the call center. Your customers will never wait on hold again, regardless of where the conversation begins - web, mobile or inbound call. Our cloud-based technology allows for easy integration with minimal impact to your call center and existing processes. An optional on-premise appliance can also be added to comply with strict security requirements. Fonolo's In-Call Rescue solution gives customers the option to "press 1 to get a call-back from the next agent", while our web and mobile solutions allow them to request a call-back without having to call you first.



**FurstPerson**  
[www.furstperson.com](http://www.furstperson.com)

Since 1997, FurstPerson has helped global companies with the challenge of identifying reliable, high performing candidates for their customer-facing contact center jobs. FurstPerson focuses on the design and

development of web-based assessment tools for frontline service, support, and sales roles. FurstPerson has developed a solution for replacing traditional applicant screening practices with continuous data-fed processes built around sophisticated assessments, like interactive simulations, that accurately predict a candidate's likelihood of success in terms of producing better customer satisfaction, increased sales, and higher customer retention.



**Gatestone & Inc.**

Since Gatestone & Co. International Inc.'s inception in 1978, we have been successfully providing Business Process Outsourcing (BPO) and Contact Center solutions to a variety of markets. We offer four fully-integrated facilities located the United States, Mexico and Canada and employ 1,000 customer facing agents. Our operational excellence comes from our experience of partnering with multiple global clients, and our industry experience is based on our focus in select vertical industries. We have made tremendous investment in our technologies and process innovations to ensure all the right business outcomes.



**Genband**  
[www.genband.com](http://www.genband.com)

GENBAND is a global leader in real-time communications software solutions for service providers, enterprises, independent software vendors, systems integrators and developers in over 80 countries. Kandy, its award-winning, disruptive real-time communications software development platform, is built from the company's global telecommunications network and security technologies. The platform enables these companies to easily embed a full suite of voice, video, chat, screen-sharing and collaboration capabilities into their existing business, web and mobile applications. The company's Network Modernization, Unified Communications, Mobility and Embedded Communications solutions enable its customers to quickly capitalize on growing market segments and introduce differentiating products, applications and services. The KandyMobile, a state-of-the-art tour bus that comes fully equipped with Kandy demonstrations and technology, will be in attendance at Call Center Week to give attendees an opportunity to experience the platform firsthand. To learn more visit [genband.com](http://genband.com) or [kandy.io](http://kandy.io).



**Globo**  
[www.helloglobo.com](http://www.helloglobo.com)

GLOBO combines cutting-edge technology with best-in-class linguists to deliver a comprehensive suite of on-demand, human translation services in over 250 languages including: on-demand telephone interpreting, video remote interpreting and email & chat translation, as well as on-site interpreting, document translation, transcreation and localization. GLOBO's simple, yet robust, language management platform, GLOBO HQTM, makes it easy to manage, order and track multichannel language



support all in one place:

- On-demand voice & text translation: Break down language barriers and make your customer service reps multilingual instantly with scalable, multichannel language support.
- Language insights: Our advanced API delivers up to the minute business intelligence and analytics so you can operate at your best with data that helps you cut waste and tap growth.
- Real-Time Dashboards: Gain full visibility into the utilization and performance of language services with real-time call data and service level dashboards, creating more accountability than ever before.



**GM Voices**  
[www.gmvoices.com](http://www.gmvoices.com)

GM Voices is the global leader in professionally-recorded voice prompts, language localization, persona development and Voice Branding solutions for automated contact center technologies. Recording professional voice actors from a state-of-the-art production facility, GM Voices helps care-focused organizations establish a natural-sounding Voice Brand that improves the customer experience, accelerates the ROI of your speech technology investment, and increases caller containment. GM Voices records over 100 languages and dialects with in-country translators and region-specific voice talent to ensure an authentic sound for any market. A business model built on weekly recording sessions ensures the best value; clients email a script the day before their voice talent records, receiving ready-to-load audio the day after the session. Voice actors are also available on demand for your convenience. GM Voices comprehensive translation services are also offered for any print, Web or audio-visual media at economical prices.



**Great Virtual Works**  
[www.greatvirtualworks.com](http://www.greatvirtualworks.com)

Great VirtualWorks is a virtual contact center company who has a full-scale virtual platform and created the presence in marketplace for the call center workforce, with a network of agents all over the nation to support our clients. Our network of agents can work out of their homes or business offices and provide call center services via calls, chats and e-mail channels. At Great VirtualWorks we expand the level of opportunity to work without constraints

Our Nationwide Workforce

- Our agents invest in their own business and choose the programs they want to work on - leading to better retention, engagement, proficiency, and morale
- Our agents are looking to work 24/7 and they are educated, entrepreneurial, experienced, and goal-oriented
- We have access to talent nationwide without geographic constraints from all 50 states
- We have a exclusive nimble scheduling system, which allocate resources in 30-minute intervals - preventing

service level erosion or brick-and-mortar challenges where they have under/overstaffed time slots

- Our world class virtual certification approach delivers better performance with a cost reduction and increased ramp to proficiency



**HappyFox**  
[www.happyfox.com](http://www.happyfox.com)

HappyFox is a multi-channel customer service platform offering email, live chat, phone, social media and self-service portal. With configurable workflows, customizable automation, and deep reporting, HappyFox can help your team raise customer loyalty and engagement more effectively than ever. Come and learn more about building Facebook messenger bots and the latest integrations to expand your ability to engage customers and increase happiness all around.



**Hickory**  
[www.hickorytraining.com](http://www.hickorytraining.com)



**HigherGround Inc.**  
[www.higherground.com](http://www.higherground.com)

HigherGround Inc. is a premier software developer of call recording, data integration and reporting tools. These solutions are designed to deliver timely, accurate information for analytics and decision support to improve operations, performance and ultimately increase profitability. HigherGround applications are used by call centers as well as by organizations in public safety, financial services, healthcare, government and many other industries. HigherGround's Calibre for contact centers is a complete family of proven, innovative solutions that can be combined to meet the specific needs and requirements of any business. This solution provides the intelligence necessary for sound decision making and bottom-line control for compliance monitoring, risk management, and performance improvement.



**InContact**  
[www.incontact.com](http://www.incontact.com)

InContact's cloud solutions enable call centers to operate more efficiently, create differentiated and profitable customer interactions and build a technology infrastructure that supports future growth. Our hosted call center software solutions are built on a flexible platform—opening the door to endless call center improvement opportunities. From hosted automatic call distributors (ACD), computer telephony integration (CTI) and interactive voice response (IVR), to cutting-edge workforce management resources, our call center software platform can not only improve your customer satisfaction response but significantly reduce your call center's operational costs.



**Inference Solutions**  
[www.inferencesolutions.com](http://www.inferencesolutions.com)

Inference is a global leader in cloud-based voice automation and IVR technology. Our products empower service providers and their clients to improve customer engagement, reduce costs and maximize productivity. Our flagship platform, Inference Studio, allows service providers to

take advantage of the huge demand for rapid deployment IVR and speech recognition solutions, without investment in expensive infrastructure or software development capability.

Inference Studio is an easy to use, browser-driven interface, used to deploy solutions from simple inbound IVR to complex pre-routing and outbound services using speech recognition and text-to-speech.

Traditional IVR systems are expensive and complex to implement. Inference delivers a range of simple voice automation products that can be used standalone or in combination to provide an end to end solution.

Inference is the global IVR partner for BroadSoft, the number one carrier soft-switch platform used by over 600 carriers worldwide. Inference has offices in Melbourne, Australia and New Jersey, USA.



**InfiniteKM**  
[www.infinitekm.com](http://www.infinitekm.com)

InfiniteKM is a cloud-based sales and service enablement platform supporting channel sales and contact centers. Our platform helps clients sell more and service better by increasing colleague and customer engagement while significantly improving operational efficiencies. InfiniteKM transforms the way your brand interacts with your customers. Our integrated desktop knowledge base provides multi-channel consistency of messaging and brand. Policies, procedures, training content, communications, and critical business information can all be stored, distributed, and accessed by the contact center through a single, customizable and collaborative tool set. CSAT and FCRR go up, AHT and the volume of escalations go down. Organizations gain insight into their operations, enabling teams to adapt and succeed in today's fast-paced markets. Our mission is to help organizations deliver critical information to their employees and clients to improve their customers' experience, increase sales, and provide leadership with valuable insights for continuous improvement.



**Injixo**  
[www.injixo.com](http://www.injixo.com)

injixo is a comprehensive WFM solution available in the cloud for an unbeatable \$9 per user per month. The injixo solution provides Forecasting, Scheduling, Adherence Monitoring & Reporting, WFM Education Programs, a vital WFM User Community, and an Employee Portal that is accessible through any browser on any device. Since 2001 and with over 18,000 graduates, The Call Center School offers the worlds most comprehensive e-Learning Curriculum for Call Centers. We believe in keeping our educational programs affordable, accessible, engaging and in line with current call center topics. Our annual plans include unlimited access to more than 170 training modules.



Instaply reimagines the way consumers and businesses connect; transforming the way they interact and communicate. Paramount to your businesses success in today's highly competitive environment is the ability to be efficient and to provide the superior experiences that your consumers desire. Instaply's easy to implement, white label, TaaS (text-as-a-service) solution allows for total, direct and convenient consumer and business communication anywhere, anytime and on any device.



IntelePeer is a leading provider of on-demand, cloud-based business communication solutions. Delivering high-quality HD voice, messaging and contact center solutions for enterprises and contact centers, IntelePeer's CoreCloud™ SIP services and Atmosphere® platform delivers an unprecedented level of simplicity, analytics, savings and control. Designed to keep pace with rapidly evolving business needs, CoreCloud™ SIP combines the highest quality, reliability and security in easily deployed solutions. The Atmosphere® platform delivers cost effective, competitive-edge services including IVR, Virtual Automated Call Distribution (VACD), Virtual Predictive Dialer (VPD), Cloud Routing, and SMS/Email applications. For more information visit: [www.intelepeer.com](http://www.intelepeer.com) and follow on Twitter.



Interactions Corporation develops and markets award-winning natural language understanding technology used by Fortune 500 companies worldwide. Built on its patented Adaptive-Understanding™ technology that seamlessly integrates both human and machine intelligence, Interactions provides highly conversation virtual assistant solutions. Companies such as Hyatt, Best Western, Humana, TXU Energy, Asurion and AllConnect deploy Interactions' solutions.



Interior Concepts is an industry leader in designing, manufacturing, and installing furniture for call center and office environments. Drawing from decades of experience in designing and manufacturing high quality, made in the USA commercial business furniture, Interior Concepts is your #1 choice for call center and office furniture. Contact us to start a free, no obligation quote at 800-678-5550 or visit our website [www.interiorconcepts.com](http://www.interiorconcepts.com).

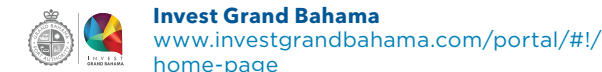


InTheChat is the Digital Customer Service platform of choice for enterprises that lead on customer experience and innovation. Serving customers via messaging apps, text, social media, email and chat is made easy and efficient by InTheChat's single agent interface. Leveraging all

the familiar features and processes of traditional channels, including skills-based routing, authentication, integrated CRM and performance reporting, InTheChat reduces contact handling costs and eliminates desktop overload, enabling your contact center to focus on what really matters - taking care of customers whenever, wherever and however they choose to contact you. Stop by our booth this Call Center Week and let us show you how messaging apps, text and an omni-channel digital desktop will benefit your customers and your contact center team!



At Intradiem, we envision a world where customers get real-time service from real-time frontlines. Our patented, SaaS-based Intraday Automation technology automates intraday management processes and triggers real-time workforce adjustments in response to changing business conditions. By transforming frontline workforce operations from manual and reactive to automated and responsive, Intradiem creates agile, real-time frontline workforces that are always prepared, always productive and never caught off-guard. Over 250,000 frontline workers use Intradiem's solution every day.



The Grand Bahama Port Authority, Limited manages the city of Freeport, the Free Trade Zone of the Bahamas. Freeport offers first world technological infrastructure coupled with major tax benefits in a 230-square mile special economic zone just 68 miles from the U.S. East Coast. Long-term tax concessions, an unmatched geographical location, and connectivity to virtually any market in the world makes Freeport the ideal location for near-shore operations. The local population has a cultural affinity to North America and the literacy rate is almost 100%. With the island's pristine natural beauty, luxury living in modern well-planned and serviced communities, international accessibility by sea and air, excellent telecommunications and a vibrant business and commercial sector, it is easy to see why Freeport, Grand Bahama is the strategic choice for discerning investors and international companies wishing to locate in the region



Invest Northern Ireland is Northern Ireland's regional economic development agency. Our role is to partner with North American firms to help grow and support their global footprint. Northern Ireland has a well established Business Services and Software Development sector. These sectors continue to grow in Northern Ireland with investments by companies such as Concentrix, Teleperformance, Citi Group, Firstsource, Stream, Allstate, Caterpillar, Baker & McKenzie, Allen & Overy, Axiom, Herbert Smith Freehills and Alexander Mann Solutions and One Source Virtual.

Activities carried out in the region include human resource outsourcing, technical support, software development, sales and marketing, finance and accounting, market research and analytics, legal and compliance and customer services. This is testament to Northern Ireland's compelling nearshore proposition for international firms seeking an optimum mix of high quality labor in a low risk, cost effective location. The positive experience of companies investing in Northern Ireland is evidenced by the fact that over 75 % of inward investors have reinvested.



IO Solutions, founded in 2007, is a privately held family company, headquartered in PEI. We specialize in dedicated contact center solutions to offer our partners a fully compliant turnkey solution. We have acquired a diversified portfolio of clients in the banking, telecom, media, energy, software, retail, e-commerce, food and beverage and financial services fields. We have a bilingual, multitask delivery capability, a strong know-how in back office tasks. Our infrastructure is robust, reliable and highly scalable. Our goal is to optimize the customer experience and help our clients become more competitive, by providing customized contact solutions tailored to our client's philosophy, needs and business processes.

Our vision is to BUILD on long-term partnership and create value in our client's business through innovative solutions.

- We are committed to increasing ROI
- We are committed to organizational changes
- We are multi-task oriented



iQventures innovates, creates, and operates intelligent communications solutions. The company offers five primary products: ContactiQ - an easy-to-use, web-based contact center that reliably powers millions of calls each month; SpeechiQ - a revolutionary, cost-effective speech analytics platform; SalesleaderiQ - a click-to-call CRM extension; OfficephoneiQ - an intelligent business phone Solution; and PresenteriQ - an advanced, browser-based presentation and screen sharing tool. Our ultimate goal is to create a seamless, intuitive ecosystem for business communications that helps you better communicate, and better operate.



iTyX specializes in providing industry leading customer service solutions. We utilize the latest artificial intelligence and machine learning methods to classify, understand, enrich and process all customer service interactions such as voice, email, faxes, social media and web interactions. The iTyX solution portfolio provides a seamless Omnichannel experience with 360 degree customer management. Our solutions have helped more than 200 organizations in 22 countries



improve customer service and save money while enhancing the experience for their customers. We will be showcasing our view on Customer Service of the Future on the ITyX C2B platform.



### Jabra

[www.jabra.com](http://www.jabra.com)

Recent research from Jabra has identified that 73% of decision makers in call-centric environments state that customer interactions are becoming more and more complex. Providing agents and representatives with supportive voice communication technology is critical to maximizing productivity, enabling better conversations and supporting customer service and loyalty. The success of a contact center relies on agents being heard. You need headsets that can survive thousands of phone calls and countless hours of use. Quite simply: Jabra delivers the best headsets for people who talk for a living. Our corded and wireless headsets are specially designed for contact and service center use and work flawlessly with all major contact center platforms, and we partner closely with the biggest players in the market like Avaya, Cisco and Mitel.



### Jacada

[www.jacada.com](http://www.jacada.com)

Jacada provides solutions that simplify and improve the effectiveness of customer interactions. Jacada's mobile, customer, agent desktop and process optimization solutions help companies reduce the cost of their operations, drive customer satisfaction, and provide a complete return on investment within the first year after deployment. Founded in 1990, Jacada operates globally with offices in Atlanta, USA; London, England; Munich, Germany; and Herzliya, Israel. More information is available at [www.jacada.com](http://www.jacada.com).



### Kelly Services Inc.

[www.kellyconnect.com](http://www.kellyconnect.com)

KellyConnect(r), is a comprehensive contact center staffing and complete "Business Processing Outsourcing" service offering of Kelly Services, Inc. They provide unique solutions that are tailored to meet the specific needs of their clients which include traditional staffing as well as complete turn-key fully-managed outsourced contact center programs. They specialize in service delivery and execution through a variety of models including onsite at the client's facility, within KellyConnect's Brick & Motor facilities, or using Home Based Agents through either a traditional hub-and-spoke design, or as a 100% virtual solution. As an outsourcing provider, KellyConnect benefits from the extensive recruiting strength of Kelly Services, bringing credibility, unparalleled employee engagement, and industry leading effectiveness and efficiency to the Home Based Agent model. Since 1946, Kelly Services has been providing Total Supply Chain Management solutions to businesses around the world in a broad range of industries. As a provider to 97 of the Fortune 100(r) companies, Kelly Services offers a variety of flexible employment opportunities to drive value for our clients.



### Khomp

[www.khomp.com](http://www.khomp.com)

Khomp is a company focused on development of hardware and software for computer and telephony integration, call center applications, voip gateways and SBCs, recognized by quality and technology of its products.

Beyond gateways, SBCs and appliances for Asterisk and FreeSWITCH, Khomp has launched new features like call progress analysis based on a powerful signal processing algorithms, call routing for inbound and outbound calls and state-of-the-art software for call center telephony traffic Analysis that helps the IT call center manager to save money and improve the performance.



### ScreenPlay

[www.screenplaycloud.com](http://www.screenplaycloud.com)

ScreenPlay is Kipany's cloud based dynamic customer engagement solution. ScreenPlay measurably increases sales and conversion regardless of a sales agent's performance history. ScreenPlay delivers an equally powerful impact with customer satisfaction in inbound and outbound settings. ScreenPlay captures nearly every aspect of the customer interaction allowing both marketing teams and agents to effectively utilize it for sales conversion and customer satisfaction - in real time.

ScreenPlay is 100% cloud based, highly flexible, and can be deployed within select teams or across the entire contact center and multiple geographies. We integrate fully with virtually all premise and cloud-based dialers and CRM solutions including Salesforce.



### Knoah Solutions

[www.knoah.com](http://www.knoah.com)

Knoah Solutions is an award-winning, global outsourcing services company with onshore and offshore delivery centers in the United States and India. Since 2001, Knoah Solutions has helped large enterprises and small companies address the challenges of contact center outsourcing by providing a unique blend of management experience, operational processes and best practices, state of the art technology and a core philosophy of flexibility and openness. For more information, visit [www.knoah.com](http://www.knoah.com).



### KnoahSoft

[www.knoahsoft.com](http://www.knoahsoft.com)

KnoahSoft offers workforce optimization solutions that give contact centers enterprise-level interaction recording; quality, performance and workforce management; and analytics functionality at an affordable price. The Harmony suite is a secure web-based platform that is seamlessly integrated from end to end to give users the ultimate in flexibility, scalability, and ease of use. With the invaluable insight into multi-channel interactions gleaned from Harmony, users can increase productivity, enhance customer satisfaction, improve workflow, and ensure compliance. Learn more at [www.knoahsoft.com](http://www.knoahsoft.com).



### Kronos

[www.kronos.com](http://www.kronos.com)

Kronos is the global leader in delivering workforce management solutions in the cloud. Tens of thousands of organizations in more than 100 countries - including more than half of the Fortune 1000® - use Kronos to control labor costs, minimize compliance risk, and improve workforce productivity. Learn more about Kronos industry-specific time and attendance, scheduling, absence management, HR and payroll, hiring, and labor analytics applications at [www.kronos.com](http://www.kronos.com). Kronos: Workforce Innovation That Works™.



### Language Services Associates

[www.lsaweb.com](http://www.lsaweb.com)

Established in 1991, Language Services Associates (LSA) helps people and companies survive and thrive in a global environment. Companies across the globe serving a diverse population depend on LSA's full suite of language solutions to foster communication, build trust and meet goals, while receiving the best customer service experience possible. LSA offers the following language services to more than 2,000 clients worldwide, in over 200 languages, across virtually every industry segment: Interpreting by Telephone, Translation and Localization, Video Remote Interpreting, Face-to-Face Interpreting, American Sign Language, Language Assessments and Intercultural Consulting. For more information on LSA, please call 800.305.9673 or visit [www.lsaweb.com](http://www.lsaweb.com).



### Language Line Solutions

[www.languageonline.com](http://www.languageonline.com)

LanguageLine Solutions, the global leader in innovative language access offers the highest quality phone, video and onsite interpreting, bilingual agent language proficiency testing and training and translation/localization services. Our diverse client base of over 25,000 organizations ranges from 81% of Fortune 100 companies to government agencies. No company offers the breadth, depth, length of experience and technical innovation that we have acquired over 30 years, demonstrated in our ability to deliver 32 million interpretations annually in over 240 languages. Our new cloud-based platform provides secure, instant access to the industry's top linguists, with flexible call flows to meet your needs.



### Lionbridge

[www.lionbridge.com/solutions/geofluent/](http://www.lionbridge.com/solutions/geofluent/)

One of the biggest differentiators for contact centers, BPOs and their brands is language: Engaging with customers in their preferred language and channels directly impacts CX. Until now, language solutions for customer care have failed to meet company and consumer expectations. Over-the-phone interpretation (OPI) only addresses voice, ignoring increasingly important self-service channels, and machine translation-based products don't deliver quality high-enough for digital channels.

In 2016, Lionbridge is delivering real-time translation that works for contact centers. At Call Center Week, see how you can now provide multi-lingual capabilities across the entire omni-channel. Deliver outstanding omni-lingual customer service using your existing communications platforms to increase your revenue and decrease your cost/risk.



**LiveOps**  
[www.liveops.com](http://www.liveops.com)

LiveOps Cloud is building a happier world, one customer experience at a time. The world's most passionate, customer-focused brands empower their workforces, delight customers and improve the bottom line – all with LiveOps Cloud's always-on, highly secure, true multi-tenant and instantly scalable Contact Center as a Service (CCaaS) platform. Headquartered in Austin, Texas, LiveOps Cloud has operations in Sunnyvale, California, Canada, the United Kingdom and New Zealand. Learn more at [www.liveopscloud.com](http://www.liveopscloud.com)



**LivePerson**  
[www.liveperson.com](http://www.liveperson.com)

LivePerson's leading platform, LiveEngage, enables thousands of brands around the world to connect with consumers through online and mobile messaging. LiveEngage offers unparalleled security and scalability, enabling brands to proactively connect and stay connected with the customers, driving greater sales and loyalty.



**Loxysoft**  
[www.loxysoft.com](http://www.loxysoft.com)

Loxysoft is the provider of the workforce management system ProScheduler. ProScheduler is used by hundreds of call centers in North America to improve customer experience, by optimizing schedules based on incoming traffic, and for project planning of outbound activities. ProScheduler is affordable and has a truly intuitive and graphic user interface, which makes it quick to implement and learn. ROI is generally made already within 6-8 months. The powerful optimizing engine creates optimized schedules within a few minutes, which makes it easy to try different settings to analyze effects and measure costs before publishing the schedules to your workforce.



**Mass Markets**  
[www.massmarkets.com](http://www.massmarkets.com)

Mass Markets is an Anything-as-a-Service (XAAS) pioneer providing traditional Business Process Outsourcing (BPO) call center teleservices, customer service, inside sales, telemarketing, and Omnichannel support services. Mass Markets also provides Managed Services Platform Products (MSPP) specializing in cloud contact center Communications-as-a-Service (CAAS) software, on-demand integration, enhanced reporting and analysis, via multiple Platform-as-a-Service (PaaS) options. 100% of Mass Markets' operations including our Headquarters is in the U.S.A.



**Mattersight**  
[www.mattersight.com](http://www.mattersight.com)

Mattersight is a leader in enterprise analytics focused on customer and employee interactions and behaviors. Mattersight® Behavioral Analytics captures and analyzes customer and employee interactions, employee desktop data and other contextual information to optimally route customers to the best available employee, improve operational performance, and predict future customer and employee outcomes. Mattersight's analytics are based on millions of proprietary algorithms and the application of unique behavioral models. The company's SaaS+ delivery model combines analytics in the cloud with deep customer partnerships to drive significant business value. Mattersight's solutions are used by leading companies in Healthcare, Insurance, Financial Services, Telecommunications, Cable, Utilities, Education, Hospitality and Government. See What Matters™ by visiting [www.Mattersight.com](http://www.Mattersight.com).



**Midco Connections**  
[www.midcoconnections.com](http://www.midcoconnections.com)

Midco Connections has been in the call center business for over 32 years. During that time we've built an unsurpassed team of high-quality customer service associates, all rigorously trained to bring you results 24/7/365. We're PCI-DSS Level 1 certified, which means we offer the highest level of data protection in our two Midwestern facilities. Good customer service is about creating better relationships, and with a slate of services that include inbound, outbound, chat and email support, we have the people and technology to support your business. – Call us at 800.843.8800 or learn more at [midcoconnections.com](http://midcoconnections.com)



**Mitel**  
[www.mitel.com](http://www.mitel.com)

Powering more than 2 billion connections every day, Mitel(Nasdaq:MITL) (TSX:MNW) helps businesses connect, collaborate and take care of their customers. That includes more than 33 million cloud connections daily, making Mitel the world's fastest growing provider of cloud communications. Our business communications experts serve more than 60 million users with over 2500 channel partners in more than 100 countries. We have #1 market share in EMEA and have been identified by top industry analyst firms as a business communications leader. For more information, go to [www.mitel.com](http://www.mitel.com) and follow us on Twitter @Mitel



**Momentum Telecom**  
[www.momentumtelecom](http://www.momentumtelecom)

Momentum Telecom is a premier provider of Business Voice, BBX Broadband Management and Unified Communications solutions. Momentum's solutions offer smart, customizable cloud-based applications including voice, video and collaboration tools that enhance business productivity and efficiency for direct

customers and more than 500 nationwide white label and channel partners. Momentum Telecom is committed to delivering best-in-class products backed by a geo-redundant network paired with industry-leading uptime and customer service. At Momentum Telecom, our mission is to enable others to thrive by combining smarter technology with seasoned experts while delivering unmatched customer experience.



**Monet Software**  
[www.monetsoftware.com](http://www.monetsoftware.com)

Monet Software is a global provider of cloud-based workforce optimization for contact centers. Monet's unified solution suite, Monet WFO Live, is an affordable and easy to use call center optimization software which includes workforce management, quality monitoring, analytics and performance management. Call centers will start improving service levels and reducing center costs without the upfront expenses and IT requirements of traditional workforce software. For more information about Monet Software, please call 310-207-6800 or go to [www.monetsoftware.com](http://www.monetsoftware.com)



**NICE**  
[www.nice.com](http://www.nice.com)

NICE Systems is the worldwide leader of intent-based solutions that capture and analyze interactions and transactions, realize intent, and extract and leverage insights to deliver impact in real time. Driven by cross-channel and multi-sensor analytics, NICE solutions enable organizations to improve business performance, increase operational efficiency, prevent financial crime, ensure compliance, and enhance safety and security.



**NobelBiz**  
[www.nobelbiz.com](http://www.nobelbiz.com)

NobelBiz is a seasoned team of experienced professionals who are focused on developing and implementing technology solutions that facilitate the compliant engagement of customers. Our flagship product, LocalTouch®, is a patented, award-winning caller ID management solution that is tested and proven to increase performance and enhance productivity for any contact center campaign. It is a part of our NobelBiz Shield of Products that delivers trusted compliance and trusted customer engagement in a variety of contact center applications. NobelBiz product lines include performance routing tools, hosted cloud based solutions and state of the art reporting tools that are revolutionizing contact center business reporting. Together with our extraordinary attention to service, NobelBiz has earned a solid reputation with hundreds of clients based in the US and internationally.



**Noble Systems**  
[www.noblesystems.com](http://www.noblesystems.com)

Noble Systems Corporation is a global leader in customer communications technologies, providing innovative solutions for Unified Communications, Workforce Management and Analytics. Tens of thousands of agents at 4,000+ client installations worldwide use Noble's



premise, cloud, and hybrid platforms to manage millions of customer contacts each day. Noble offers a unified suite of multichannel inbound, outbound and blended contact processing, strategy planning, resource management, and regulatory compliance tools for companies of all sizes.



**Northridge Group**  
[www.northridgegroup.com](http://www.northridgegroup.com)

The Northridge Group is a leading management consulting firm, specializing in customer experience solutions, quality monitoring services and business transformation initiatives with an emphasis on data analytics and business process redesign. Founded in 1999, the 100% woman-owned firm provides services for the Fortune 200 in the healthcare, telecom, financial services, travel and transportation industries, as well as key government agencies at the federal, state and local level. Founded on the core values of service, integrity and collaboration, Northridge's team of professionals has the hands-on industry experience to deliver practical solutions and clear, actionable plans that improve productivity and profitability.



**Nuxiba Technologies**  
[www.nuxiba.com](http://www.nuxiba.com)

Nuxiba Technologies was created over 10 years ago with the clear mission to provide solutions, tools and services to facilitate customer interaction between your company and your customers; whether this interaction takes place over the telephone, or otherwise helping them to improve their service levels and operating efficiency. Nuxiba excels in the development, implementation and sales of open or nonproprietary contact centers. We are highly experienced in integrating diverse communication channels for your customers using your company's current infrastructure.



**OnBrand24**  
[www.onbrand24.com](http://www.onbrand24.com)

A premier outsourced domestic call center services provider for 30 years, OnBrand24 offers comprehensive inbound and outbound expertise across B2B and B2C markets. Awarded the Gold Medal by TopTenREVIEWS in 2014 (Silver Medal in 2013) and named to the Inc. 5000 list of the fastest growing private companies in the U.S., we specialize in customer service, order processing, tier 1 help desk; lead generation, appointment setting, customer win-back and customer research / list scrubbing. OnBrand24 has 3 locations: Beverly, MA, Portsmouth, NH and Savannah, GA. All representatives work on-site (no virtual staff working from home), for better quality assurance, knowledge sharing, work performance monitoring and productivity. We are multi-media: phone, email response, live chat. Our mission: become an extension of your sales and marketing team. Our highly capable staff of customer service "brand ambassadors" provide skills, professionalism and sales experience that far exceed industry norms.



**Oracle**  
[www.oracle.com](http://www.oracle.com)

Only Oracle offers a complete and integrated CRM solution that breaks down silos to deliver a seamless customer experience across marketing, sales, commerce, service, and social. Whether deployed modularly to tackle specific business challenges or deployed as a comprehensive solution, Oracle's integrated solutions take CRM to a whole new level. Oracle Communications helps Network Operators, Enterprises and Digital Lifestyle Providers accelerate their journey to the NOW Economy - a virtualized, orchestrated, software-led and cloud-enabled future where business, industry and the customer experience are infused with connectivity, analytic insight and increased agility and competitive advantage. Visit [www.oracle.com/communications](http://www.oracle.com/communications) to learn more.



**Orecx**  
[www.orecx.com](http://www.orecx.com)

OrecX offers the most affordable and easy to install, maintain and use call recording software for contact centers, and it incurs no installation costs, provides same-day ROI and is offered in both open-source and open-architecture formats. OrecX is also the highest ranked call recording company on the Inc. 5000 list of Fastest Growing Companies. OrecX provides free open-source recording software and the industry's most affordable, full-featured call recording and quality monitoring solution, available at about 1/2 the price of competitive offerings.



**Performance Technology Partners**  
[www.performtechnology.com](http://www.performtechnology.com)

PTP collaborates with leading businesses to develop and implement customer experience solutions that transform how they engage their customers. By pairing decades of industry experience with a technology agnostic approach, PTP stays connected to an organization's business drivers while enabling a 360° view of the customer to increase loyalty and satisfaction across marketing, sales and service. Our rich ecosystem of innovative clients, Gartner Magic Quadrant leading technology providers and strategic thinkers allow us to consider all factors of a solution. Because we are technology agnostic, we have a breadth and depth of experience implementing personalized premise and hosted solutions to bring efficiencies in contact center infrastructure and operations and marketing, sales and customer service CRM. PTP understands how to optimize technology and business processes to be a competitive advantage and breakdown silos to build customer connections through seamless, end-to-end, omni-channel communication. To learn more, please visit us at [www.performtechnology.com](http://www.performtechnology.com)



**PTP**  
[www.ptpinc.com](http://www.ptpinc.com)

PTP's customer experience solutions and services transform how global organizations engage their customers. With the digital shift forcing organizations to unify their channels and offer transparency into

customer intelligence across departments, PTP's strategic, implementation and support services sit where the contact center meets customer relationship management. With top-tier partners and a vendor neutral approach, we provide strategy to increase customer loyalty enterprise wide. To learn more about PTP, visit <https://www.ptpinc.com/>. Follow PTP on Twitter at @PTPCX or subscribe to our blog at <https://www.ptpinc.com/ptp-blog/>.



**Personiv**  
[www.personiv.com](http://www.personiv.com)

Imagine what your business could accomplish with more people power. Gain competitive advantage by cutting costs and increasing capacity while maintaining a high standard of customer care. Complete back-office and manual tasks faster and systematically with our readily available workforce, allowing your team to focus on the value-added, revenue-generating projects that move your business forward. Boost your efficiency with people-powered business solutions from Personiv.



**Pipkins**  
[www.Pipkins.com](http://www.Pipkins.com)

Pipkins Inc., founded in 1983, is a leading supplier of workforce management software and services to the call center industry, providing sophisticated forecasting and scheduling technology. For the past twenty-eight years, Pipkins has consistently created and delivered superior workforce management products for call centers of all sizes. Pipkins maintains its reputation as an industry leader with thirteen industry-first applications. Vantage Point, Pipkins' premier product, is the most accurate forecasting and scheduling tool on the market. Pipkins' systems forecast and schedule more than 300,000 agents in over 500 locations across all industries worldwide. For more information, visit [www.Pipkins.com](http://www.Pipkins.com)



**Plasticity Labs**  
[www.plasticitylabs.com](http://www.plasticitylabs.com)

Plasticity Labs is a technology startup that combines neuroplasticity and psychological sciences to increase individual emotional intelligence and happiness. Plasticity is the first and only platform to then take the aggregate employee data and map it to key performance indicators, proving out the benefits of increased happiness for higher-performing organizations. Plasticity Labs works with a team of highly respected scientist advisors at Harvard, Stanford and Laurier University who analyze the data and deliver reports to senior executives at global, enterprise companies. Plasticity offers better data for more targeted strategic investments in culture and engagement. The Plasticity offering doesn't end just there. The platform also scales and deploys happiness training to individuals across the organization through the app. This added feature creates a top down and bottom up approach to building happier people and cultures.

## PLATFORM 28

**Platform28**  
[www.platform28.com](http://www.platform28.com)

Platform28 offers an easily customizable Communications-as-a-Service (CaaS) solution to contact centers that need a comprehensive, highly scalable communications platform. Platform28 delivers a carrier-grade solution that includes multichannel Contact Center, PBX, IVR, Unified Messaging and network call routing. Our customers include mid-to-large enterprises, Tier1 carriers and government agencies, with 150,000 active users and 600,000,000 interactions monthly. The platform is completely customizable using open standards and web services, enabling tight integration with virtually any application. Platform28's flexible delivery enables customers to meet the strictest security standards using distributed database and extraction layers. The interface has been re-engineered to deliver an intuitive user experience and complete business intelligence throughout the platform.



**Plivo**  
[www.plivo.com](http://www.plivo.com)

Plivo is a leading cloud API platform and global carrier services provider for voice calls and SMS. Plivo's mission is to simplify global telecom and enable access to high quality cloud communications at a low price. Currently, Plivo has one of the largest Tier-1 coverage areas in the industry. Plivo customers have the ability to make calls and send SMS text messages to any country in the world, as well as buy voice DID's in 55 countries and SMS phone numbers in 19 countries. Plivo's enterprise-grade communication APIs are already used by 1000's of customers and trusted by large corporations including Mozilla, Netflix, Pagerduty, and MedAssets.



**Power 2 Motivate**  
[www.power2motivate.com](http://www.power2motivate.com)

Power2Motivate (P2M®) is the world's leading solution for global employee engagement, recognition, incentives, and rewards. P2M's cloud-based platform makes it easy for companies to quickly launch cost-effective programs that achieve meaningful results. We develop and manage some of the world's biggest and best customer loyalty and employee recognition programs. We have offices covering all four corners of the globe! Our programs are available across 150 countries and in 17 languages, with over 750 clients, in excess of 2.5 million users and we're still growing.



**PRIMAS**  
[www.primas.net](http://www.primas.net)

Primas is a leading contact center solutions and professional services company designing CTI and IVR self-service solutions and implementing multi-platform data integrations. Delivering contact center solutions for over 18 years, Primas offers custom solutions and out-of-the-box first call resolution reporting, analytics, intelligent queue management, screen pop and customer satisfaction solutions that improve and maximize contact center operational efficiencies.



**Quality Contact Solutions**  
[www.qualitycontactsolutions.com](http://www.qualitycontactsolutions.com)

Quality Contact Solutions (QCS) is your business-to-business (B2B) outsourced telemarketing sales partner. QCS has been the premier telemarketing resource for businesses of all sizes in a variety of industries nationwide for nearly 10 years. We drive growth by acting as an extension of your sales and marketing team. QCS is an industry leader in B2B inbound and outbound call center solutions and results-driven telesales strategies. We offer a comprehensive, robust suite of services that are proven to achieve sales results, including:

- Telesales
- Inside sales
- Lead generation
- Sales lead qualification
- Appointment setting

The expert team of experienced B2B sales professionals at QCS makes your business our business. We are dedicated to achieving your success through a telesales strategy customized to hit your outbound telemarketing sales goals. Let our reputation and experience go to work for you. For a no-obligation price quote, give us a call today, 866.963.2889.



**Quality Voice Data**  
[www.qualityvoicedata.com](http://www.qualityvoicedata.com)

As the largest provider of local caller ID, Quality Voice & Data (QVD) can help you increase your answer and conversion rates up to 30%. QVD can also help your campaign gain trust by presenting your brand in caller ID displays. Deepen list penetration, increase the number of contacts made per hour, and boost your sales with our nationally recognized technical solutions experts. All of our products comply with FTC & FCC and Truth in Caller ID Act to ensure quality customer engagement. Learn more at [www.localcallerid.com](http://www.localcallerid.com), or contact us at 888.656.5111 to find out how we can help you make the most of your telemarketing campaigns.



**Randstad**  
[www.randstadusa.com](http://www.randstadusa.com)

As a global provider of businesses' greatest asset—its people—Randstad is setting a new standard in HR services. Our comprehensive range of staffing solutions includes temporary, permanent and outsourced placement services for local, regional and global customers. We fulfill all aspects of professional and commercial staffing within the call center industry, as well as within these key areas: administrative, engineering, executive solutions, finance & accounting, healthcare, human resources, information technology, life sciences/pharma, manufacturing & logistics and sales & marketing. Other offerings include payroll, managed services, recruitment process outsourcing and HR consulting solutions. As one of the largest and most prominent staffing organizations in the United States, Randstad provides

temporary, temporary-to-hire and permanent placement services each week to over 100,000 people through its network of more than 900 branches and client-dedicated locations.

We are a performance-based company that strives to lead through intelligence, passion and intuition. We are Randstad. We are shaping the world of work.



**RingCentral, Inc.**  
[www.ringcentral.com](http://www.ringcentral.com)

RingCentral, Inc. (NYSE: RNG) is a leading provider of cloud-based business communications solutions. Easier to manage and more flexible than on-premise communications systems, RingCentral's cloud solution meets the needs of modern distributed and mobile workforces, while eliminating the expense and complications of legacy hardware-based PBX systems. RingCentral is headquartered in Belmont, California.



**Starkey Headset Group**  
[www.rcmheadsets.com](http://www.rcmheadsets.com)

For the last 27 years, The Starkey Headset Group has been manufacturing the industry's most reliable telephone headsets. With a reliability rate of over 96.67%, these headsets will save your call center money, period. We have accomplished this with expert engineering and by using only the finest quality components in the manufacturing process. Starkey Headsets provide proven cost savings, are comfortable, reliable and provide outstanding performance. Combine that with the full support and service of an industry leader, makes Starkey Headsets your choice for all of your call center and commercial headset needs.



**SAP Hybris**  
[www.hybris.com/en/](http://www.hybris.com/en/)

SAP Hybris enables businesses to transform how they engage with customers, innovate how they do business, and simplify their technology landscape. With a comprehensive approach to customer engagement and commerce, SAP Hybris solutions unlock opportunities to transform businesses by driving relevant, contextual experiences across all customer touch-points in real-time, creating strong differentiation and building a competitive advantage in the Digital Economy. SAP Hybris has helped some of the world's leading organizations transform themselves in response to changing market conditions and customer expectations - delivering exceptional experiences, adding new channels, evolving their business models, and entering new markets.



**SafeSoft Solutions**  
[www.safesoftsolutions.com](http://www.safesoftsolutions.com)

SafeSoft Solutions is dedicated to making sales and service interactions more productive and enjoyable for clients and employees. We do this by enhancing the best efforts of people with the best work of complete and easy-to-use communication software. Omni Contact Center, a cloud-based communication



system provides the unification for more business contact functions than ever before. All you need is a browser to set your entire company up and start communicating. Simply put, we connect you to your goals. Find out more at [www.safesoftsolutions.com](http://www.safesoftsolutions.com)

 **Sennheiser**  
[www.sennheiser.com](http://www.sennheiser.com)

Sennheiser develops cutting-edge headsets that feature incredible sound quality and unparalleled ergonomic designs. Its complete product portfolio which includes headsets for mobile phones, contact centers, offices, unified communications, gaming, and VoIP preserve users' hearing, maximize comfort and are adaptable to environments and ever-changing technology.

 **Servion Global Solutions**  
[www.servion.com](http://www.servion.com)

Servion Global Solutions helps businesses provide superior customer experience with every interaction. Servion will demo in Booth 122 three new solutions drawn from its contact optimization experience, business acumen and broad technology knowledge. ServCloud, ServIntuit and ServInsights enable agents and call center managers to perform their jobs better and delight customers. Servion services, products and solutions support over 600 customers in over 60 countries and handle more than 7 billion interactions annually.

 **Sestek**  
[www.sestek.com](http://www.sestek.com)

SESTEK is a speech and communication technology company operating since 2000 as the market leader in Turkey with its unique patented technologies, pioneer role in university-industry collaboration and strong references from the leading companies of Turkey. SESTEK produces high-tech speech technology solutions which increase the productivity of organizations while reducing their operational costs. By transforming basic speech technologies to effective solutions which address the needs of customer-centric businesses SESTEK helps to improve business performance, enhance customer experience and optimize contact center operation. SESTEK's state-of-the-art product range includes Voice Biometrics Solutions, Voice of the Customer Solutions, Customer Services Automation Solutions and Productivity & Edutainment Solutions.

 **ShoreTel**  
[www.shoretel.com](http://www.shoretel.com)

ShoreTel, Inc. is a leading provider of brilliantly simple IP phone systems and unified communications solutions powering today's always-on workforce. Its flexible communications solutions for on-premises, cloud and hybrid environments eliminate complexity, reduce costs and improve productivity. Recognized for its industry-leading customer experience and support, ShoreTel's innovative business phones, application integration, collaboration tools, mobility,

and contact center applications enable users to communicate and collaborate no matter the time, place or device, with minimal demand on IT resources. ShoreTel is headquartered in Sunnyvale, Calif., and has regional offices and partners worldwide. [www.shoretel.com](http://www.shoretel.com)

 **Silver Lining Solutions**  
[www.silverliningusa.com](http://www.silverliningusa.com)

The Silver Lining Performance DNA solution consists of two modules - Planner and Optimizer. Planner works with your WFM system and automates planning and scheduling of training, e-Learning, coaching, one-to-ones and meetings to skill your employees. Target service levels and employee, trainer and training room availability are blended to deliver optimal schedules. Planner allows you to understand what impact - if any - planned training will have on service levels and to refine until you're happy. Optimizer correlates business performance with employee skills, knowledge and other factors to identify which drive the best business outcomes. Armed with this invaluable intelligence, you can generate blueprints, by role, of what 'great' looks like. Skill and knowledge gaps can be pinpointed, eliminating the unnecessary training and coaching costs associated with the common 'one size fits all' approach.

 **Skuid**  
[skuid.com](http://skuid.com)

The user interface of most cloud enterprise software leaves much to be desired. Until now, very few code-free customization options have existed to make apps that truly match your brand and processes. You've been left with two choices: either accept the limitations of basic code-free customizations or leap into the code chasm - a bottomless time and money pit of custom code. Until Skuid. With Skuid, you can quickly assemble a made-to-order app or fully branded portal with clicks instead of code. With drag-and-drop ease, you can assemble user interface components and create just about any user experience you can imagine. Plus, Skuid works with data from leading platforms like Salesforce®, Oracle®, SAP® and Microsoft®. No matter where your data rests, with Skuid, you can make it work for your customers, partners, and employees, delivering the right data in the right format to the right device at the right time.

 **SmartAction**  
[www.smartaction.com](http://www.smartaction.com)

SmartAction is a leader in artificial intelligence for call automation, providing cloud-hosted speech IVR services for medium to Fortune 500-sized companies. Our state-of-the-art solution is grounded in purpose-driven artificial intelligence that utilizes natural language speech capabilities to create conversational interactions as a means to accomplishing self-service activity. Commonly used for providing customer service, our Intelligent Voice Automation technology allows companies to handle complex customer interaction with an intuitive, resourceful, and cognizant AI agent.

 **Snowfly**  
[www.snowfly.com](http://www.snowfly.com)

An innovative approach to employee motivation and recognition in today's workplace Snowfly is based out of Laramie, Wyoming and specializes in staff motivation and company incentives for employees. Snowfly offers and supports a complete workforce incentive system consisting of online programs, engaging incentive rewards and consultative services provided by our team of experts. Our Incentive System will enable your organization to create, implement, and manage effective incentive, recognition and reward programs that will engage and drive your workers to substantial and sustainable improvements for performance, morale and retention.

 **Solix**  
[www.solix.com](http://www.solix.com)

Solix provides its customers with an array of specialized business process offerings utilizing our robust contact center capabilities to create superior operational efficiencies. Based on a consultative approach focused on eligibility determination, claims processing, benefits administration and payment reimbursement, Solix's experts deliver smart, cost-effective, fully compliant program outcomes. Our customers benefit from a highly efficient and accurate applicant qualification process, increased program performance and improved customer communications that effectively connect people with programs.

 **SpeechStorm**  
[www.speechstorm.com](http://www.speechstorm.com)

SpeechStorm's Personalization Platform provides voice & visual IVR, self-service, secure payments and survey solutions that use information about the customer, call context and contact centre capacity to deliver a tailored experience on every call. Presenting relevant options not only improves customer experience, it also increases self-service rates, improves accuracy or routing leading to dramatic savings for your contact centre. With cloud and on-premise options, SpeechStorm lets the business take control of call handling, making instant changes to messages, menus and prompts and reducing both cost and time delivering the best possible service for both you and your customers.

 **Spearline Labs**  
[www.spearline.com](http://www.spearline.com)

Spearline Labs is the world's leading tester of toll and toll-free numbers as well as IVR pathways, carrier routes, mobile roaming and false answer supervision. Our test calls are made in country using our online platform and can be scheduled automatically simulating actual customer experience. With a global presence in more than 50 countries worldwide and millions of tests carried out each year, we help our customers improve the quality of their services, take corrective action and improve ROI.



**SPI Global**  
[www.spi-global.com](http://www.spi-global.com)  
 SPI Global is a leading technology-enabled Business Process Outsourcing solutions provider for the design, enrichment and management of customer relationship and digital content. Named the 2015 Best Company to Work for in Asia, SPI Global has 22,000+ dedicated professionals across the United States, Philippines, Nicaragua, Netherlands, India, Vietnam, China, and Australia. Our emphasis on customer care, partnership, and performance optimization of the total customer experience has earned us 90 accolades in the last five years alone, including a spot among the Global Outsourcing 100 every year since inception of the rankings.

Our customer experience solutions encompass Customer Care and Retention, Customer Acquisition, Issues Resolution, Sales, Social Media Management, Technical Support, and Inbound Collections. Whether their channel of choice is voice, email, chat, or social, SPI Global provides the best experience for your customers in more than a dozen languages. For more information visit [www.spi-global.com](http://www.spi-global.com).



**Spok**  
[www.spok.com](http://www.spok.com)  
 Spok, Inc. is a leader in critical communications for healthcare, government, public safety and other industries. We deliver smart, reliable solutions to help protect the health, well-being, and safety of people around the globe. Our integrated contact center solutions enable operators to connect staff and external callers in a fast, reliable and professional manner. We help to increase operator efficiency by providing a console with easy-to-use screens. The web-based directory allows qualified users to make important updates to contact information, manage on-call schedules, send messages, and find others quickly. Our speech recognition technology enables organizations to process routine phone requests including directory assistance, transfers, and paging without live operators and with more ease-of-use than touchtone menus. Finally, our call recording solution supports quality management initiatives through focused training and improvements in customer service. As the choice provider of contact center solutions, we offer Fortune 1,000 companies with a wide range of voice and non-voice solutions, and the broadest global delivery network covering 15 languages. Our emphasis on customer care, partnership, and performance optimization of the total customer experience has earned us the "2011 Best BPO Company of the Year" and the "2014 Best Employer of the Year" citations from the International ICT Awards, as well as a spot among the Global Outsourcing 100 List for nine consecutive years. For more information, visit [www.spi-global.com](http://www.spi-global.com).



**TalentKeepers**  
[www.talentkeepers.com](http://www.talentkeepers.com)  
 Energize your employee engagement and agent retention efforts with TalentKeepers, the contact center industry leader in talent management strategies and

solutions. Our proven, award-winning products span that the employee life cycle, igniting commitment, fueling engagement and enabling employees at all levels to excel in their role. We can help you with innovative on-boarding processes, comprehensive employee surveys that drive accountability, development programs that can transform leaders, and more, all with a single focus on improving key performance and customer metrics. Demand more from you're your investment in talent management. Learn more from TalentKeepers.



**Teledevelopment**  
[www.teledevelopment.com](http://www.teledevelopment.com)  
 TeleDevelopment Services, Inc. (TDS) is a Global Call Center and BPO Support Services provider offering end-to-end HR solutions to both captive and 3rd party service providers. Service offerings include call center consulting, start-ups, audits and enhancement of current call center operations, agent and front line leadership training, executive recruiting, staffing, language assessment tests, HR outsourcing, Payroll Processing, and global Vendor selection and Management. TDS supports domestic, near-shore and offshore markets. To learn more visit [www.teledevelopment.com](http://www.teledevelopment.com)



**Teleopti**  
[www.teleopti.com](http://www.teleopti.com)  
 Teleopti, a top, global provider of workforce management software, offers a world-class WFM solution that is sophisticated, localized and easy to use. As the largest "best-of-breed" vendor, Teleopti focuses on helping contact centers, back offices and retail stores improve customer service, employee satisfaction and profitability - through optimized, automated forecasting and scheduling. Founded in 1992, Swedish-established Teleopti has customers in over 75 countries, numerous offices around the world - from Beijing to São Paulo - and a comprehensive global network of partners. With a record of continuous net profitability for over 20 years and with high customer satisfaction ratings, Teleopti serves as a reliable partner. Find out more: [www.teleopti.com](http://www.teleopti.com)



**TelcoAlert**  
[www.telcoalert.com](http://www.telcoalert.com)  
 TelcoAlert is a leading provider of hosted solutions to monitor, interact, and load test your telecom infrastructure. Monitoring options include automated, 24/7 enterprise-grade services for FAX, IVR, customer queues, or other connected telecom devices, featuring the ability to navigate menu trees and provide customized alert options for each number. Go beyond automated system monitoring with TelcoAlert's AgentQ service, a one-of-a-kind interactive call center agent monitoring service that can validate call flow, customer hold times, and that customers are reaching a live agent when you expect them to. TelcoAlert also provides a wide range of load/stress test services that can generate up to 10,000 simultaneous calls to your infrastructure, letting you know where your system bottlenecks are before they impact production.



**Telintel**  
[www.telintel.com/en/](http://www.telintel.com/en/)  
 Telintel's Go4Clients platform provides added value services for voice and messaging. We offer the entire solution for the enterprise market including the termination, the origination (Short codes, Long codes or local numbers), the platform, custom development and multiple services like SMS A2P, SMS 2 way, landing pages, RoboCall, text2speech, IVR, Sms2Call and Click2call and can deliver those services worldwide. Our business model allows our customers to start offering services immediately without using their infrastructure, without expensive licensing or long term commitments. If you are a contact center, collection agency, marketing agency, OTT or just need to reach your customers using voice or messaging you need to talk to us. We can personalize your calls using Text2Speech with very high calls per second. Please visit us at [www.go4clients.com](http://www.go4clients.com). It's in real time.



**Telus International**  
[www.telusinternational.com](http://www.telusinternational.com)  
 With locations throughout North America, Central America, Europe and Asia, TELUS International delivers integrated Contact Center Outsourcing, BPO and ITO solutions to some of the world's top brands. Backed by TELUS, our \$12.5 billion Canadian telecom parent, our team members are passionate about sustaining our thriving culture founded upon our value proposition to enable customer experience innovation through spirited teamwork, agile thinking, and a caring culture that puts customers first. [telusinternational.com](http://telusinternational.com)



**Tethr**  
[www.tethr.co](http://www.tethr.co)  
 Tethr is an incredibly smart speech analytics & voice recording platform that gives businesses searchable insights from every phone conversation with customers. Tethr transcribes-to-text 100% of your voice conversations in real time using voice-to-text technology within a contextual machine learning platform. Designed to integrate seamlessly into any voice network or collaboration tool (Skype for Business) and works with previously recorded calls. Tethr identifies customer effort and will analyze it for sales & marketing effectiveness, multi-channel insights and agent performance all of which is automatically shared into Salesforce or your favorite CRM.



**thinQ**  
[www.thinq.com](http://www.thinq.com)  
 thinQ is a cloud-based software company serving the telecommunications industry, we design and develop cloud-based tools with our clients' perspective in mind. And it's why thinQ has the most powerful, yet simple, solutions on the market. thinQ's innovative, first-to-market technologies include:

- Least Cost Routing as a Service (LCaaS) for toll and toll-free which offers complete and total control over every aspect of our clients' voice traffic.
- Our LRN and CNAM APIs allow clients to integrate Location Routing Number and Caller ID Name into any application.



- A newly launched cloud-based Origination solution to meet the requirements of independent carriers as well as VoIP providers.
- The first Toll-Free LCR dynamic routing engine for call centers.
- Plugin's for Twilio users to integrate LCR into voice applications.

### **T-Metrics** [www.tmetrics.com](http://www.tmetrics.com)

Whether deploying Premise or Cloud applications, T-Metrics delivers advanced multimedia contact center capabilities that meet today's technical and budgetary requirements. By combining presence, voice, video, chat, SMS, and social media into a universal queue, T-Metrics delivers a truly unified contact center complete with call and screen recording. Because T-Metrics also supports agent consolidation across multiple switching platforms, contact center migration occurs according to each organization's roadmap. Strategic migration from legacy platforms to SIP platforms, like Microsoft Lync, has never been easier. Our worldwide customer base includes public and private sector organizations that range from Fortune 500 companies to small establishments.

### **Touchpoint One** [www.touchpoint.com](http://www.touchpoint.com)

TouchPoint One is the leading provider of employee engagement and performance management solutions for contact centers. The Company's Acuity product is a full-featured contact center performance management solution that enables improved decision making, talent development, and process execution at every operational level. TouchPoint One employee engagement solutions, including A-GAME and Treasure Hunt deliver the rich benefits of workforce gamification through innovative design and complete, functional alignment with business processes and strategies.

### **TranscribeMe!** [www.transcribeme.com](http://www.transcribeme.com)

TranscribeMe is the industry leader in Automated Speech Recognition (ASR) speech to text transcription and voice data mining solutions. Founded in 2010, TranscribeMe has become a trusted service and technology provider to a broad range of enterprise and contact center clients. Services consist of high accuracy speech to text, voice biometrics for authentication and fraud detection, and advanced VoC data mining which includes: topic and sentiment detection, age estimation, gender identification, and more. TranscribeMe specializes in customizing these services to each client's specific use case, resulting in the highest accuracy data achievable in the industry which is easily applied to any WFM, analytics, or business intelligence platform. By leveraging the highest accuracy speech recognition output along with customer demographics and other voice metadata, our clients gain powerful insights into their customer's experience in real time while better understanding critical business trend

### **Transperfect** [www.transperfectremoteinterpreting.com](http://www.transperfectremoteinterpreting.com)

TransPerfect Remote Interpreting (TRI) is the world's leading provider of remote interpreting solutions, including over-the-phone interpretation (OPI), video interpretation, chat, and e-mail translation. TRI gives you the ability to serve customers in more than 170 languages, and our qualified interpreters are rigorously tested to ensure the highest level of client satisfaction. TRI is a division of TransPerfect, the world's

largest privately held provider of language services and technology-enabled translation solutions to support global business. Founded in 1992, TransPerfect has over 2000 employees and maintains offices in over 85 cities worldwide.

### **Transera** [www.transera.com](http://www.transera.com)

Transera, a BroadSoft Company, improves the performance of contact centers, turning them into strategic corporate assets. With its suite of cloud-based software applications, Transera helps contact centers improve agent productivity, sales, and customer retention, as well as optimize business outcomes. Transera is part of BroadSoft, the leading provider of cloud software and services that enable communications service providers to offer communications over their Internet Protocol networks. BroadSoft's core communications platform enables the delivery of a range of Unified Communications and Customer Engagement capabilities, including private branch exchanges, video calling, personal and group collaboration and contact centers. Visit <http://www.transerainc.com> and <http://www.BroadSoft.com> for more information.

### **Ubiquity Global Services** [www.ubiquitygs.com](http://www.ubiquitygs.com)

Ubiquity Global Services is a multinational services organization offering innovative customer experience management solutions, risk management services and interactive voice response (IVR) solutions. Ubiquity has developed a next-generation technology platform engineered for operational excellence while delivering our clients meaningful and actionable business intelligence. Headquartered in New York City, the company's expanding network includes service delivery locations in the United States, Portugal, El Salvador and the Philippines. Together with its clients, Ubiquity is pioneering a new approach for maximizing the potential of every customer contact.

### **UNICOR** [www.unicor.gov](http://www.unicor.gov)

UNICOR, also known as Federal Prison Industries, was established by executive order in 1934 with the goal of employing federal inmates in productive work, and training them in valuable job skills. As a self-sustaining, self-funded government corporation, UNICOR has supplied a wide range of quality goods and services to federal agencies for over 70 years. More recently, UNICOR has been authorized to partner with private sector firms currently sending work offshore or in lieu of sending work offshore.

### **USA 800 Inc** [www.usa-800.com](http://www.usa-800.com)

Connect with USA800, the nation's largest 100% employee-owned call center service provider. Our mission is to make every contact count - recognizing that every customer interaction is an opportunity to impact the brand experience and grow our partners' business. Our customer advocates create more loyal, lasting relationships between our partners and their customers. Call us at 800-504-9000

### **USA Digital** [www.usad.com](http://www.usad.com)

USA Digital is a leading provider of high volume voice and data telecom products, including Long Distance, Toll Free, DIA, Private Line and T.38/FoIP. USAD also has a strong portfolio of ancillary services and features to complement these core products,

such as SMS, MMS, off-site transfers, time of day/overflow routing and customer peering. USA Digital provides the scalability and responsiveness expected by contact centers, without expensive multi-vendor integration. And, we SAVE you MONEY! Learn more at [www.usad.com](http://www.usad.com), or give us a call at 888-872-3787.

### **VanillaSoft** [www.vanillasoft.com](http://www.vanillasoft.com)

VanillaSoft is an industry-leading option for sales-focused call center software. With thousands of satisfied users in over 23 countries, VanillaSoft has served more than one billion leads to its users.

VanillaSoft's intuitive and easy-to-use inside sales software takes the best of CRM, Lead Management and Telemarketing applications to create the most productive phone sales environment available today. Whether you're a small business or a large enterprise, the hosted VanillaSoft solution offers all of the features your inside sales force needs to be productive and successful.

Inside sales teams and outbound call centers across a variety of industries use VanillaSoft to improve outbound call quantity and overall call quality. Whether you are a sales representative, appointment setter, or professional fundraiser, VanillaSoft has a robust set of features to help you increase your speed to lead, reduce list decay rate, improve management control, and increase productivity.

### **Vcare** [www.vcaretec.com](http://www.vcaretec.com)

Vcare is a full service contact center that provides outsourced phone, email and chat services to its clients. We serve clients in the retail, wireless, healthcare and travel industry. We provide exceptional experiences to customers of brands such as Hugo Boss, Ugg Australia, FILA, Teva etc. Did you know 85% of our clients customers return to purchase again after interacting with a Vcare specialist. To learn how we do it, visit us at [www.vcaretec.com](http://www.vcaretec.com)

### **Velocity Payment Systems** [www.govolution.com](http://www.govolution.com)

The Velocity Payment System, a service of Govolution

Velocity's call center payments solutions help companies lower costs, eliminate PCI scope, reduce the risk of fraud and theft, and improve the overall customer experience. Velocity enables call centers to securely process credit, debit or ACH payments through self-service IVR, web, and mobile channels, as well as agent-assisted payments with integration to cloud or premise-based call center or CRM solutions. CRM Payments 360, Velocity's agent-assisted payment application, provides call center agents secure and easy access to pending bills and payment history and features CRM functionality to optimize payment workflow and eliminate the need for agents to hear or see credit card data. This results in faster handle times and better customer service.

The Velocity Payment System is certified with all major payment processors in the U.S., re-offered by many of the largest banks in the country and provides secure payment acceptance across all customer engagement channels. Velocity's APIs support easy integration to ACD, CTI, CRM, accounts receivable, banking and other systems.

Come visit us at Booth 619 to discuss PCI compliance and best practices in call center payments.



As a global leader in Actionable Intelligence® solutions and services, Verint® offers a portfolio of customer engagement optimization solutions designed for today's omnichannel service environment. Our customer analytics, engagement management, and workforce optimization solutions help organizations know, empower, and connect with customers and employees, so they can deliver better outcomes with less effort. With our solutions, organizations can make interactions more engaging, contextual, personalized, and secure while providing employees with information for delivering service more effectively. From interactions in contact centers, branch offices, and marketing and customer care to the underlying back-office processes for service delivery, Verint solutions provide visibility into performance, operations, and customer intelligence across the enterprise. Organizations rely on Verint to help them enhance customer loyalty, increase revenue, improve efficiency, and reduce risk. Learn more at [www.verint.com](http://www.verint.com).



Applications  
Verascope provides companies of all sizes in many different industries with a cloud-based, voice and text enabled suite of inbound and outbound self-service customer service applications that reduce costs and improve your customers' contact center experience. Our hosted platform seamlessly integrates with the same database(s) typically utilized by your website. Our solutions are implemented quickly with little impact on internal resources and no required capital expenditure. Some of the many benefits of working with Verascope include: on-demand 24x7x365, 100% reliability, pay-for-performance pricing, real-time reporting and cloud-based redundancy. We are also PCI and HIPPA compliant.



**VHT**  
[www.virtualhold.com](http://www.virtualhold.com)

At VHT, we believe that delivering an exceptional customer experience doesn't have to be difficult. Every customer interaction, regardless of channel, should enrich the brand and deepen the customer relationship. For a long time, the customer journey has been broken. Twenty years ago, VHT pioneered a new approach to customer service that helps organizations eliminate customer wait times - creating a positive first impression of the brand and improving customer interactions, operational efficiencies and revenue opportunities.



Today's consumer is increasingly connected and mobile. Vidyo enables rich, personal video enabled customer engagement interactions through your website or mobile app. Online presence and services provide the convenience and immediacy that your multi-device, always-connected customers demand. With the VidyoWorks™ platform, you can deliver face-to-face engagement on virtually every consumer device to make online customer experiences more personal.



VoiceNation is the award-winning authority in live answering, virtual receptionist services, and call center solutions trusted by more than 50,000 businesses worldwide. With an innovative approach to the telephony industry, VoiceNation's research and development with Open Source software has opened up new doors for growth and success for contact centers and businesses of any size. OpenAnswer, recently awarded Top Customer Service Solution by ITXPO, is our free, community-driven call center solution that frees businesses up from lengthy, expensive proprietary software contracts and seat licenses, to enable them to scale their call centers at a fraction of the cost.



VoiceBase in the news! VoiceBase provides advanced audio search for any call center application. The service is provided through a cloud based, on demand platform that allows simple API access at a price that is orders of magnitude more affordable compared to traditional solutions. Whether it is keyword spotting, script compliance, call tagging, PCI compliance, labeling, exporting the notes into a CRM application and more - VoiceBase can instantly add intelligence and automation to your business with no up front costs. VoiceBase already powers the automated search and discovery of millions of calls per month.



VSR2, established in 2007, specializes in wallboard and call recording software for the Cisco marketplace. Delivering and supporting throughout the world their products have proven to be simple to use, attractive in their presentation and effective in their execution with small, medium and large organisations, including governments, coming to rely on their capabilities to ensure they deliver the best quality of service to their end users. Cisco integrators see VSR2 and their products as integral in their service delivery and value highly their ongoing support and product development which maintains their software at the forefront of both technology and customer satisfaction.



VXi Corporation provides the best-performing headsets, telecommunications and speech recognition solutions for the benefit of contact centers around the world. Not only is our superior performance proven (by independent, third-party testing), the benefits of that performance—in customer satisfaction, agent engagement and increased revenue—are also well documented. You can see VXi's commitment to customer value in every product we sell. From the one-of-a-kind UC ProSet LUX™, the only headset with a built-in LED Visual Presence™ indicator, to the value-packed CC Pro™, the high-performance headset without the high price. VXi is The Sound Choice™. Learn more at <http://blog.vxicorp.com/blog/bid/343039/The-Many-Benefits-of-Better-Sound>.



WEBTEXT connects contact centers and business systems to customers' cell phones via SMS text and MMS picture messaging, transforming the customer experience. By using messaging in support of voice, more customers can be handled in their preferred channel with their preferred device. Messages can be automated (Smart Notifications) or agent / customer initiated (Contact Center Messaging). WEBTEXT messaging is easy to deploy and allows customers to keep their existing voice provider. WEBTEXT customers include government agencies, Fortune 500, Ivy League, as well as large and small enterprise.



Windstream, a Fortune 500 company is one of the nation's most trusted business communications providers. From advanced data and voice to reliable network services and expert cloud solutions we work relentlessly to provide the smart solutions and personalized service our customers need to compete and win. We offer both Windstream Contact Center as a Service (CCaaS), a hosted solution, as well as premise based solutions built upon our expertise incorporating Avaya, Mitel, and ShoreTel solutions. CCaaS offers you a cost effective alternative to the large capital expense of a switch upgrade or replacement. CCaaS can also be expanded and contracted to accommodate seasonality and can be deployed quite effectively. And there's no finger pointing involved with our CCaaS solution because we provide all three elements of the solution, the dedicated MPLS connections, a hardened and protected switch environment and ongoing, on-premises day two support. Join the Winning Team!



World Connection is a state of the art call center located in Guatemala City, Guatemala. Our location Guatemala City, Guatemala has a significant advantage over other countries due to its privileged geographic location as a natural bridge between the Americas. We provide Bilingual English / Spanish customer care solutions to various industries and verticals. World Connection focuses on making sure that our agent's utilization is used correctly to be profitable for our clients. Quality assurance, enthusiasm, customer service and numbers makes us different over other call centers. We create opportunities from our client's need, focusing on our personalization culture to satisfy our clients based on their requirements. Visit [www.wconnection.net](http://www.wconnection.net) for more information.



XO Communications provides the technology that helps business and wholesale customers compete in a hyper-connected economy. In the U.S., XO owns and operates one of the largest IP and Ethernet networks that customers rely on for private data networking, cloud connectivity, unified communications and voice, Internet access, and managed services





XYN Communications is a Native American Diversity certified facilities based telecom service provider and CLEC offering Superior Quality and Service to all government agencies and businesses. XYN offers a complete portfolio of products including Hosted PBX, Origination, Termination, and Toll Free. XYN has a fully geo redundant Super POPs across the USA including a complete lineup of bi-coastal data centers, cloud services, and a complete back office support center.



Yonyx provides a cloud based platform for your subject matter experts to build decision tree driven interactive guides for customer service. A Yonyx guide is a way of organizing information for interactive delivery to users (Agents or end-customers) along their lines of interest. Each guide is created for a given topic (call driver) & looks like a multimedia flowchart. At each step in the guide, you give incremental information to the user, ask a follow on question & branch off in a given direction based on the user's response. Built on a proprietary graph data base & delivered as a cloud service that integrates with your CRM platform, Yonyx platform also captures powerful analytics that help you derive invaluable insights into your customer interactions. Call center agents benefit from Yonyx OneClick Transcript (a timestamped documentation of the path traversed through the guide) that substitutes for subjective call summary notes they painstakingly write today.



We're a software company providing powerful communications solutions for businesses of all sizes. All of our solutions are cloud-based, which means you will never have any hardware costs when doing business with us. Our core offerings are Cloud Contact Center, a multi-channel platform and message360°, which powers communication through phone, email, text message and direct mail. Ytel supports over 30 million outbound and inbound interactions daily, on a company owned network, increasing revenue and maximizing efficiency. Our primary focus is developing cost effective solutions that allow businesses to run more efficiently and save money.



Zendesk is a cloud-based customer service platform. It is designed to be easy to use, easy to customize, and easy to scale. Our goal is to help bring companies and their customers closer together. We know that communication is the key to happy relationships, so we build software that makes customer conversations easy, personal and productive. Today more than 40,000 companies use Zendesk to provide service to more than 300 million people worldwide.



Zoho is a business operating system—a single cloud software platform with all the applications to run an entire business. We have over 15 million users. Zoho's productivity and collaboration suite includes Email Hosting, Document Management, Office Suite and Project Management, while the business applications range from CRM and Campaign Management to Customer Support, Accounting and more.



From interaction recording to business intelligence, ZOOMInternational helps contact centers and back offices address compliance, service challenges, and create excellent customer experiences. Over 1,400 organizations around the world from multiple verticals like finance, healthcare, and telco trust ZOOM products for such daily tasks as voice, screen and video recording, quality management, e-learning, customer surveys, speech analytics, workforce management, and performance analytics. ZOOM is a privately owned company in operation since 1999 with eleven offices worldwide. ZOOM supports a diverse customer base in two centers of operations: Prague, Czech Republic and Franklin, Tennessee, USA. Learn more at <http://www.zoomint.com>





# OUR MEDIA PARTNERS

We are constantly looking for industry influencers who would like to join CCW as an event partner. As a media partner you receive a free press pass to attend the event! If you're interested, please get in touch today.

## CONTACT US TODAY!



**Marly Derisma**  
Marketing Assistant & Awards Coordinator  
[Marly.Derisma@iqpc.com](mailto:Marly.Derisma@iqpc.com) • 212-885-2681



**CEB**  
[www.cebglobal.com](http://www.cebglobal.com)

CEB is a best practice insight and technology company. In partnership with leading organizations around the globe, we develop innovative solutions to drive corporate performance. CEB equips leaders at more than 10,000 companies with the intelligence to effectively manage talent, customers, and operations. CEB is a trusted partner to 90% of the Fortune 500, nearly 75% of the Dow Jones Asian Titans, and more than 85% of the FTSE 100. More at [cebglobal.com](http://cebglobal.com)



**The Customer Care Network**  
[www.linkedin.com/grp/home?gid=69045&trk=my\\_groups-tile-flipgrp](http://www.linkedin.com/grp/home?gid=69045&trk=my_groups-tile-flipgrp)

The Customer Care Network brings together over a group of over 10,000 social-savvy customer care experts worldwide and several leading brands.

The discussions are moderated by Dutch customer experience leader and customer care blogger, Marco Houthuijzen.

It also included a group of authors/consultants who are influential in this space and widely followed as bloggers on the topic of customer service.



**Nearshore Americas**  
[www.nearshoreamericas.com](http://www.nearshoreamericas.com)

Nearshore Americas (NSAM) produces authoritative and independent news, analysis, and research on the fast-emerging Latin American and Caribbean business process, IT, software, and call center industries. Our team, which includes staffers and contributors from countries throughout the region, is dedicated to expanding knowledge around Americas-centric investment and innovation. Our mission is to illuminate, inspire, and motivate business decision makers to more closely examine services investment and partnerships opportunities in the Americas. NSAM is owned by Next Coast Media, a digital media and integrated marketing services firm based outside of New York City.



**CRM Xchange**  
[www.crmxchange.com](http://www.crmxchange.com)

CRM Xchange is the premiere destination for information on relationship management including: best practices, CRM applications, products, training, and other valuable industry resources.



**CallCenterJobs.com**  
[www.callcenterjobs.com](http://www.callcenterjobs.com)

Founded in 1998, CallCenterJobs.com is a leading "niche" employment resource for experienced Call Center and Customer Service professionals. More than a typical job board, CallCenterJobs.com is

guided by a management team that possesses 20+ years of industry experience and has deep roots within the call center community. Our site boasts the largest collection of QUALITY job openings in the business and has built a solid reputation for attracting higher caliber candidates who are focused on achieving their long-term career goals.



**Engin Utkan**  
[utkan.com](http://utkan.com)

utkan.com is a popular Customer Experience and Call Center blog in Turkey broadcasting since 2009. utkan.com is published by Engin Utkan, a Sector Executive with 19 years of experience. Engin Utkan is a jury member on the evaluation committee of Turkey Call Center Awards. Customer Experience Management, Call Center, CRM, Social Media and Technology Trends are some of the topics utkan.com covers.



**TelePlaza**  
[www.teleplaza.com](http://www.teleplaza.com)

TelePlaza - TelePlaza is a comprehensive online directory providing valuable and relevant call center content and is the ultimate resource for locating quality contact center information. TelePlaza offers "the MOST tele-relevant information in the LEAST amount of time."



# OUR MEDIA PARTNERS *continued*



## Call Center Managers Guru

[www.linkedin.com/grp/home?gid=3725388&trk=my\\_groups-tile-flipgrp](http://www.linkedin.com/grp/home?gid=3725388&trk=my_groups-tile-flipgrp)

Call Center Manager Guru's LinkedIn Group is for Managers who have "out of the box" to be called - the BEST of the BEST. This group is for ideas, suggestions, theories etc..



## Contact Center Pipeline

[www.contactcenterpipeline.com](http://www.contactcenterpipeline.com)

About Contact Center Pipeline: Contact Center Pipeline is a monthly instructional journal focused on driving success through effective contact center management. Each issue contains informative articles, case studies, best practices, research and coverage of trends that impact the customer experience. [www.contactcenterpipeline.com](http://www.contactcenterpipeline.com)



## Colin Taylor

Colin Taylor  
CEO & Chief Chaos Officer  
The Taylor Reach Group, Inc.

Colin is the publisher of Customer Reach® a contact center e-newsletter published ten times a year and delivered to more than 10,000 senior contact center executives around the globe. He is the author of Compendium of Contact Center Knowledge Volume 1, 2, 3, and 4) a regular columnist for publications such as Contact Management Magazine, Contact Center Pipeline, Call Center Times and Direct Marketing News and has had more than 200 articles published. Colin is currently working on a new book focusing on the Customer Experience and contact centers. Colin is a frequent speaker on customer service, customer experience, call/contact centers, Operational Innovation, CRM, sales, and team building.



## Customer Service Handling

[www.linkedin.com/groups/Customer-Service-Handling-2760240](http://www.linkedin.com/groups/Customer-Service-Handling-2760240)

This group is for people in customer service profession facing the customer either in person or over phone.

Here is a platform that facilitates sharing of tools and techniques for better skills in customer service. It is our sincere hope that professionals in the area of customer service would contribute to make this area a true knowledge base.

Customer service professionals of all levels are requested to participate actively and share their thoughts, views, ideas and questions, regardless small or big.

Active interaction is what is going to prove beneficial to all.



## ICSA

[www.icsatoday.org](http://www.icsatoday.org)

The ICSA Group on LinkedIn is a connection of global Customer Service Professionals across all industries. Members freely share strategies and tactics to help their organizations improve the experiences and service they provide to their customers.

The International Customer Service Association is the only non-profit professional association dedicated to the education, professional development, promotion, and recognition of Customer Service Professionals. Each year the ICSA sponsors its signature event, National Customer Service Week.



## Customer Care Management

[www.linkedin.com/grp/home?gid=1079387](http://www.linkedin.com/grp/home?gid=1079387)

The Customer Care Management group focuses on bringing your peers from the larger community together to discuss ongoing issues and trends in the Customer Care industry. There are a wide variety of statistics available which show that

ways in which customers expect pre and after sales service have long term impacts on sustainability and revenue of a business. Join in to contribute or benefit from the discussions...



## Connections Magazine

[www.connectionsmagazine.com](http://www.connectionsmagazine.com)

Connections Magazine is the premier print magazine for the teleservices contact center industry and is the prime source for call center news, information, and articles. Their Website, [www.connectionsmagazine.com](http://www.connectionsmagazine.com), is a 1,500-page resource, full of useful industry articles, papers, literature, and resources. Connections Magazine is distributed to qualified readers, decision makers, and influencers worldwide in the teleservices call center industry.

Connections Magazine provides extensive coverage on relevant call center and contact center topics. Connections Magazine is published by Peter DeHaan Publishing Inc. President, publisher, and editor-in-chief Peter DeHaan has 30 years of call center experience.



## SWPP

[www.swpp.org](http://www.swpp.org)

The Society of Workforce Planning Professionals (SWPP) is a global organization devoted to facilitating education and networking opportunities among workforce planners.

For more information, please visit our website at [www.swpp.org](http://www.swpp.org).

# VENUE & ACCOMMODATION

## THE MIRAGE

3400 Las Vegas Blvd South  
Las Vegas, NV, 89109

**Group Rate:** \$159 per night + 12% tax + \$20 resort fee (discounted from \$25)

### How to Book:

Please identify that you are part of the IQPC, 17th Annual Call Center Week or use code IQPC16M to ensure the special rate. The group rate is available three days pre and post event based on group rate availability.

- Reservation Phone: 1-800-627-6667
- Reservations Link:  
<https://resweb.passkey.com/go/IQPC16>  
(Code: IQPC16M)

**Group Rate Deadline:** Monday, May 30, 2016

**Only book your hotel directly through The Mirage.  
Do not book through third party hotel bookers.**

We highly recommend that you book your accommodation as soon as possible to ensure the group rate and stay at the host hotel. IQPC will never recommend, approve or appoint any third party rooming service to act on our behalf. Please be extremely wary if you are approached by any such companies.

### Discounted Resort Fee includes:

- In-room wired and wireless high-speed internet access
- Property-wide wireless internet access
- Access to fitness center at the Mirage Spa
- Daily newspaper (available at Impulse Store and the Bell Desk)
- Notary services at the Business Services Center
- Printing of boarding passes at the Business Service Center, lobby internet kiosks and concierge
- Copies and faxes at the Business Service Center
- Unlimited local and toll-free calls



# CUSTOMIZE YOUR CCW EXPERIENCE

Choose the package that fits your needs

|                                |                                                                                                                                                                            | BEST VALUE                       |                          |                         |                         |                         |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|--------------------------|-------------------------|-------------------------|-------------------------|
| WHAT'S INCLUDED                | Want a pass that includes it all?<br><br>Ask us about the <b>EFFORTLESS PASS</b><br><br> | 5 DAY PREMIUM PASS<br>6/27 - 7/1 | 5 DAY PASS<br>6/27 - 7/1 | 4 DAY PASS<br>6/27-6/30 | 3 DAY PASS<br>6/28-6/30 | 2 DAY PASS<br>6/29-6/30 |
| Post Show Report               |                                                                                                                                                                            | ✓                                | ✓                        | ✓                       | ✓                       | ✓                       |
| Event Mobile App               |                                                                                                                                                                            | ✓                                | ✓                        | ✓                       | ✓                       | ✓                       |
| Breakfast, Lunch, Refreshments |                                                                                                                                                                            | ✓                                | ✓                        | ✓                       | ✓                       | ✓                       |
| Cocktail Reception             |                                                                                                                                                                            | ✓                                | ✓                        | ✓                       | ✓                       | ✓                       |
| Entry to Expo Hall             |                                                                                                                                                                            | ✓                                | ✓                        | ✓                       | ✓                       | ✓                       |
| Networking Activities          |                                                                                                                                                                            | ✓                                | ✓                        | ✓                       | ✓                       | ✓                       |
| Book Signings                  |                                                                                                                                                                            | ✓                                | ✓                        | ✓                       | ✓                       | ✓                       |
| Main Conference                |                                                                                                                                                                            | ✓                                | ✓                        | ✓                       | ✓                       | ✓                       |
| Workshops                      |                                                                                                                                                                            | ✓                                | ✓                        | ✓                       | ✓                       |                         |
| Master Classes                 |                                                                                                                                                                            | ✓                                | ✓                        | ✓                       |                         |                         |
| Contact Center Site Tours      |                                                                                                                                                                            | 2 SITE TOURS!                    | 1 Site tour              |                         |                         |                         |
| Awards Gala                    |                                                                                                                                                                            |                                  |                          |                         |                         |                         |
| Presentation Audio Recordings  |                                                                                                                                                                            |                                  |                          |                         |                         |                         |
| Accommodation at The Mirage    |                                                                                                                                                                            |                                  |                          |                         |                         |                         |

# PRICING & DISCOUNTS

**3** Easy Ways  
to Register



Call  
1-800-882-8684



Email  
enquiry@iqpc.com



Register online  
www.callcenterweek.com

| END-USER PRICING                                | Register by 2/19/2016                    | Register by 3/18/2016                    | Register by 4/15/2016                    | Register by 5/13/2016                    | Register by 6/10/2016                    | Standard & Onsite Pricing |
|-------------------------------------------------|------------------------------------------|------------------------------------------|------------------------------------------|------------------------------------------|------------------------------------------|---------------------------|
| 2 DAY PASS (6/29-6/30)                          | <del>EXPIRED</del><br><del>\$2,199</del> | <del>EXPIRED</del><br><del>\$2,199</del> | <del>EXPIRED</del><br><del>\$2,199</del> | <del>EXPIRED</del><br><del>\$2,199</del> | <del>EXPIRED</del><br><del>\$2,199</del> | \$2,599                   |
| 3 DAY PASS (6/28-6/30)                          | <del>EXPIRED</del><br><del>\$2,499</del> | <del>EXPIRED</del><br><del>\$2,499</del> | <del>EXPIRED</del><br><del>\$2,499</del> | <del>EXPIRED</del><br><del>\$2,499</del> | <del>EXPIRED</del><br><del>\$2,499</del> | \$3,299                   |
| 4 DAY PASS (6/27-6/30)                          | <del>EXPIRED</del><br><del>\$2,999</del> | <del>EXPIRED</del><br><del>\$2,999</del> | <del>EXPIRED</del><br><del>\$3,199</del> | <del>EXPIRED</del><br><del>\$3,399</del> | <del>EXPIRED</del><br><del>\$3,499</del> | \$3,699                   |
| 5 DAY PASS (6/27-7/1)                           | <del>EXPIRED</del><br><del>\$3,199</del> | <del>EXPIRED</del><br><del>\$3,299</del> | <del>EXPIRED</del><br><del>\$3,499</del> | <del>EXPIRED</del><br><del>\$3,699</del> | <del>EXPIRED</del><br><del>\$3,799</del> | \$3,999                   |
| 5 DAY PREMIUM PASS (6/27-7/1) <b>BEST VALUE</b> | <del>EXPIRED</del><br><del>\$3,499</del> | <del>EXPIRED</del><br><del>\$3,599</del> | <del>EXPIRED</del><br><del>\$3,799</del> | <del>EXPIRED</del><br><del>\$3,999</del> | <del>EXPIRED</del><br><del>\$4,099</del> | \$4,299                   |

| VENDOR PRICING                                  | Register by 2/19/2016                    | Register by 3/18/2016                    | Register by 4/15/2016                    | Register by 5/13/2016                    | Register by 6/10/2016                    | Standard & Onsite Pricing |
|-------------------------------------------------|------------------------------------------|------------------------------------------|------------------------------------------|------------------------------------------|------------------------------------------|---------------------------|
| 2 DAY PASS (6/29-6/30)                          | <del>EXPIRED</del><br><del>\$2,599</del> | <del>EXPIRED</del><br><del>\$2,599</del> | <del>EXPIRED</del><br><del>\$2,599</del> | <del>EXPIRED</del><br><del>\$3,199</del> | <del>EXPIRED</del><br><del>\$3,299</del> | \$3,499                   |
| 3 DAY PASS (6/28-6/30)                          | <del>EXPIRED</del><br><del>\$3,199</del> | <del>EXPIRED</del><br><del>\$3,299</del> | <del>EXPIRED</del><br><del>\$3,499</del> | <del>EXPIRED</del><br><del>\$4,199</del> | <del>EXPIRED</del><br><del>\$4,299</del> | \$4,099                   |
| 4 DAY PASS (6/27-6/30)                          | <del>EXPIRED</del><br><del>\$3,599</del> | <del>EXPIRED</del><br><del>\$3,499</del> | <del>EXPIRED</del><br><del>\$3,799</del> | <del>EXPIRED</del><br><del>\$3,999</del> | <del>EXPIRED</del><br><del>\$4,099</del> | \$4,299                   |
| 5 DAY PASS (6/27-7/1)                           | <del>EXPIRED</del><br><del>\$3,699</del> | <del>EXPIRED</del><br><del>\$3,799</del> | <del>EXPIRED</del><br><del>\$4,099</del> | <del>EXPIRED</del><br><del>\$4,199</del> | <del>EXPIRED</del><br><del>\$4,399</del> | \$4,599                   |
| 5 DAY PREMIUM PASS (6/27-7/1) <b>BEST VALUE</b> | <del>EXPIRED</del><br><del>\$3,999</del> | <del>EXPIRED</del><br><del>\$4,199</del> | <del>EXPIRED</del><br><del>\$4,399</del> | <del>EXPIRED</del><br><del>\$4,499</del> | <del>EXPIRED</del><br><del>\$4,699</del> | \$4,899                   |

| A LA CARTE PRICING                             |                                             |
|------------------------------------------------|---------------------------------------------|
| MASTER CLASS                                   | \$699                                       |
| WORKSHOP                                       | \$549 each                                  |
| SITE TOUR                                      | \$599 each                                  |
| CALL CENTER WEEK EXCELLENCE AWARDS GALA TICKET | \$299 per person or \$2,500 per table of 10 |

| ADDITIONAL DISCOUNTS     |                       |
|--------------------------|-----------------------|
| SEND:                    | DISCOUNTS:            |
| PUBLIC SECTOR/GOVERNMENT | 20% off current rate  |
| GROUP OF 3-4             | 30% off standard rate |
| GROUP OF 5-6             | 40% off standard rate |

Group discounts are only available to end users

## CCW EFFORTLESS PASS

Want a pass that  
includes it all?  
Email us today to find  
out more

**EMAIL US  
TODAY**



\*IQPC reserves the right to determine who is considered an End-User or a Vendor upon registration for an event. Those who are determined a vendor will be denied access to End-User pricing. These prices are featured as a limited time only promotion. IQPC reserves the right to increase these prices at its discretion.

Please note multiple discounts cannot be combined.  
A \$99 processing charge will be assessed to all registrations not accompanied by credit card payment at the time of registration.

### MAKE CHECKS PAYABLE IN U.S. DOLLARS TO: IQPC

\*CT residents or people employed in the state of CT must add 6.35% sales tax.

**Team Discounts:** For information on team discounts, please contact IQPC Customer Service at 1-800-882-8684. Only one discount may be applied per registrant.

### Special Discounts Available:

A limited number of discounts are available for the non-profit sector, government organizations and academia. For more information, please contact customer service at 1-800-882-8684.

### Details for making payment via EFT or wire transfer:

Bank Name: JP Morgan Chase & Co.  
Name on Account: Penton Learning Systems LLC dba IQPC  
Account #: 937-332641  
ABA/Routing #: 021000021  
Reference: 10711.010

**Payment Policy:** Payment is due in full at the time of registration and includes lunches and refreshment. Your registration will not be confirmed until payment is received and may be subject to cancellation.

For IQPC's Cancellation, Postponement and Substitution Policy, please visit [www.iqpc.com/cancellation](http://www.iqpc.com/cancellation)

**Special Dietary Needs:** If you have a dietary restriction, please contact Customer Service at 1-800-882-8684 to discuss your specific needs.

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