

14th Annual Flagship Event

CALL CENTER WEEKTM

June 10-14, 2013
Caesars Palace, Las Vegas, NV
www.callcenterweek.com

Driving Business Value: Transforming Culture & Excelling in the Multi-Channel, Socially Interwoven Customer Environment

Where the industry comes together year after year to benchmark, share best practices and uncover the latest technologies for driving customer service excellence. Customers and business expectations are changing, don't get left behind.

NEWLY ADDED KEYNOTE

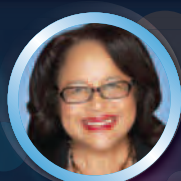


MAXINE CLARK
Chief Executive Bear
Build-a-Bear Workshop

WORLD-CLASS KEYNOTES



KEVIN D. WILDE
Chief Learning Officer
General Mills
Author of *Dancing with the Talent Stars*



PHYLLIS JAMES
Chief Diversity Officer
MGM Resorts International



MICHAEL D'ALESSANDRO
Chief of Staff & VP
Executive Operations
Consumer Reports



LISA CHURCH
Chief Experience Officer
1st Advantage Credit Union



MARY BETH JENKINS
Chief Operating Officer
UPMC Health Plan



STEVE RIDDELL
Chief Operating Officer
Blinds.com



TROY H. MILLS
Divisional VP
Customer Care Operations
Walgreens



JENNIFER BLACKMON
Corporate Director,
Culture Transformation
The Ritz-Carlton Leadership Center

YOUR INDUSTRY'S #1 EVENT

With unrivaled content, networking and onsite collaboration featuring over 70 speakers and close to 1200 participants, there's no other event that comes close.

NEW FOR 2013:

- Ritz Carlton Leadership Institute Master Class – Certificate included
- Caesars Entertainment Site Tour
- Global Leaders Focus Day
- Transformational Leadership Track
- Big Data & Customer Analytics Track
- Mobile Application so you can connect before, during and after the conference
- New member orientation
- Leadership training from HR professionals
- Content Quality Advisory Board

BACK FOR 2013:

- "Culture in Action" Zappos Family corporate headquarters tour – Sold out last year
- Blinds.com Master Class – Sold out last year
- Call Center Excellence Awards
- Interactive Roundtable Discussions
- Actionable, Practical Content – with 50+ case studies
- Diversified Perspectives from almost every vertical, type and size call center
- Year round knowledge sharing with free membership to CustomerManagement IQ

GET THE EXPERIENCE OF 5 CONFERENCES IN ONE TRIP!

Transformational Leadership • New Tools & Technologies • Customer Strategy Trends & What's Next • Analytics & Measurement • Big Data Customer Analytics • Performance & Productivity Call Center Metrics • Cross-Channel Customer Experience • Global Best Practices • Coaching, Hiring & Recruiting • Employee Engagement

PREMIER SPONSORS:



SPONSORS:

