

Stay Tuned as we
reveal the Complete
Agenda in September!

9th Annual



THE *FUTURE* CALL CENTER SUMMIT

January 21-24, 2014

Disney Contemporary Convention Center
www.callcenterevent.com

Integrating People, Process & Technology to
Transform and Meet Changing Customer Needs

JOIN THE CUSTOMER REVOLUTION.

Finally, an event that challenges the status quo and explores remarkable service every time, every where.

We are celebrating Call Center Summit's 9th year and with a world changing at lightening speed, it's not only our job but duty to ensure the conference meets market needs.

Introducing the new and improved Summit – The *Future Call Center Summit* where customer care professionals, experience visionaries and technology experts convene under one roof to discuss how to leverage service as a pinnacle business driver.

NEW FOR 2014:

- **Three Action-Oriented Track Themes:**
 - The People Revolution
 - Technology to Drive Business Goals
 - Uncovering New Business Value & Measuring ROI
- **Future Trends Think Tank:** An intimate setting where you can lead an innovative discussion as a future thought leader
- **One-on-One Meetings:** 30 minute meetings with high level executives who are actively seeking your solution to help their call center operations
- **Mobile App:** Maximize your networking before, during and after the event!
- Co-Located with **Call Center Executive Exchange**
- **Individual Profiling At Registration:** So you can connect with people that matter most to you
- **Exclusive Networking Events:** Cocktail reception with fireworks viewing

*Promotion is only for end users and IQPC reserves the right to determine who qualifies as an end user.

EARLY CONFIRMED SPEAKERS:



Bob Simmonds
VP Domestic Travel Operations
Disney



Chuck Sliker
VP Operations Integration
& Measurement
Arby's Restaurant Group Inc.



Jim Cavale
Chief Operating Officer
Iron Tribe Fitness



Janita M. Clausell
VP, Retail Delivery
ORNL Federal Credit Union



Colleen Abdoulah
CEO/Chairwoman of the Board
WOW! Internet Cable Phone



Angela Reed
Six Sigma Blackbelt, Charter Business
Sales Centers
Charter Communications



Ashutosh Anil
Business Strategy Specialist - Customer
Experience
Best Buy Canada Inc.



Nur Rosa
VP Marketing & Call Center
Operations
Marriott Vacation Club

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