

FRIDAY 4th SEPTEMBER 2009

Members \$375 + GST
Non-Members \$525 + GST

CCiNZ Contact Centre Conference

THE AFFORDABLE CONFERENCE FOR THE INDUSTRY, BY THE INDUSTRY



Who should attend?	7:30–8:30	Registration
Contact Centre professionals involved in:	8:30–8:45	Welcome
	8:45–9:15	Michael Meredith – ATA Overview on trends in Australian Contact Centres
<ul style="list-style-type: none">Management	9:15–9:20	Be Intent – enjoy a healthy productive exercise
<ul style="list-style-type: none">Customer Service	9:20–10:15	Dr. Catriona Wallace of callcentres.net Shares market and research insights relevant to NZ
<ul style="list-style-type: none">Help Desks	10:15–10:45	Morning Tea and Networking
<ul style="list-style-type: none">Workforce Management	10:45 – 11:40	Workshops: Stream One Choose one of three:
<ul style="list-style-type: none">People Management		1. WELL BEING <i>Affinity Services</i>
<ul style="list-style-type: none">Sales and Marketing		2. ROI FOR YOUR CENTRE <i>Derek Good – Rapid Results</i>
<ul style="list-style-type: none">Telemarketing & Telesales		3. TECHNOLOGY PANEL <i>CC & IVR Software, WFM & Call Quality</i>
<ul style="list-style-type: none">Field Support		There is an impressive array of available technology – perhaps you could even say overwhelming! This strand will help you understand how to better use the technology that is here –and coming– to deliver results.
<ul style="list-style-type: none">Channel Support		There is an impressive array of available technology – perhaps you could even say overwhelming! This strand will help you understand how to better use the technology that is here –and coming– to deliver results.
Why attend?		
<ul style="list-style-type: none">Take your professional development to the next level with leading ideas from industry experts.	11:40 – 12:30	Workshops: Stream Two Choose one of three;
<ul style="list-style-type: none">Use the break time to network with other contact centre professionals.		1. WELL BEING <i>Affinity Services</i>
<ul style="list-style-type: none">Take new ideas back into your centre to motivate your staff		2. ROI FOR YOUR CENTRE <i>Derek Good - Rapid Results</i>
		3. TECHNOLOGY PANEL <i>CC & IVR Software, WFM & Call Quality</i>
		There is an impressive array of available technology – perhaps you could even say overwhelming! This strand will help you understand how to better use the technology that is here –and coming– to deliver results.
CRM AWARDS		
The CRM Awards dinner is to be held after the conference at the same venue.	12:30–1:15	Lunch and Networking
Tickets are an optional extra.	1:15 – 2:15	Resilience Workshop – Tim Ellis An introduction to Practical Resilience for the modern professional. A resilient organisation or centre is one which achieves sustained high performance through effective integration of corporate wellbeing, stress mastery, emotional intelligence, cognitive discipline and leadership.
For more information go to www.crmconsulting.co.nz	2:15-2:30	Afternoon Tea and Networking
	2:30-3:30	Resilience Workshop continued – Tim Ellis
	3:30-4:00	Conference Close



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<http://ccinz.co.nz/register.htm>

REGISTER

VENUE

Sky City Conference Centre, Auckland
Parking available at \$20 per day
SKY CITY Hotel \$150 per night
SKY CITY GRAND \$185 per night