



PRESS RELEASE

Unique Educational Event “Contact Center Evolution Forum” Traveling to Vancouver, Seattle, and Los Angeles Week of January 19, 2010

Phoenix, AZ – January 7, 2010—Altivon (www.altivon.com) and SpotOn Enterprises (www.spotonenterprises.com) are hosting “*Contact Center Evolution*”, an educational Forum held in several west coast cities in January 2010. This complimentary Forum features an in-depth interactive discussion of contact center issues presented by well-known industry expert Connie Smith, plus a case history presented by a contact center insider. The Forum was held in Baltimore last fall, was very well attended and received excellent reviews. Based on this success Altivon is bringing it west and it is now scheduled for [Vancouver](#) (Jan. 19), [Seattle](#) (Jan. 20), [Los Angeles](#) (Jan. 21) and [Denver](#) (Feb. 18).

During the “[Contact Center Evolution Forum](#)”, Connie Smith will facilitate an interactive discussion among participants and share contact center trends and best practices around:

- Social media – The next customer interaction channel
- At-home and distributed workforces – Why it matters to you
- How Gen ‘Xers’ and the ‘Millennials’ will change the way we operate
- Why contact center technology must be agile, simple and breed center collaboration
- Delivering the Customer Experience: 10 Things Customers Want

Contact center insiders at each event will tell their unique stories about how they used technology and best practices to support a significant change and improvement in their operations.

Space in the “*Contact Center Evolution Forum*” is limited. Register online at <http://www.altivon.com/regpages/ccseries/ccseries.asp> For more information, email nick.vanpeursesem@altivon.com or call 602-797-1210.

About SpotOn Enterprises

Connie Smith, president of SpotOn, has been involved with contact center operations for more than 20 years. As a consultant, she has helped world-class contact centers such as Southwest Airlines, Staples, Cabelas, Nordstrom, NIKE, Alaska Airlines and SAFECO with assessments, technology selection, design and implementation, metrics, performance management, culture, customer service and leadership skill development, training initiatives, workforce management and quality monitoring and coaching programs.

About Altivon

Altivon delivers high value, high impact unified communications solutions to Contact Centers and the Enterprise. Focused on elevating the experience of an organization’s employees, partners and customers, Altivon handles all aspects of solution design, deployment, support and on-going improvement. The solution set includes multi-media Customer Interaction Management (CIM), Interaction Process Automation (IPA), and [Enterprise IP Telephony](#). Founded in 1989, Altivon is headquartered in Phoenix, Arizona and has offices across the US and Canada.

Contact

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