

Top Reasons to Attend

1. See what's going on within the industry without spending a lot of money.
2. Catch up on contact center industry trends.
3. Learn practical applications of Unified Communications and All-in-one Solutions.
4. Get tips on managing your contact center in the down economy.
5. Gain insight on Microsoft OCS and the contact center.
6. Learn how to implement post call surveys.
7. Check out effective scheduling concepts.
8. Leverage contact center systems for other business process automation.