



CONTACT CENTER NATION

We are a Community dedicated to
Contact Center, Workforce Management and
Back Office Operations Professionals.

We host a wide variety of industries including:

- Banking
- Financial Services
- Insurance
- Healthcare
- Utilities
- Retail
- Telecommunications
- Government

Who Should Attend:

Managers, Supervisors, Directors, Vice Presidents, Team Leaders, Coaches,
Consultants and Analysts from the following:

Back Office Process
Business Execution
Business Transformation
Call Center
Capacity Planning
Claims
Customer Care
Customer Experience
Customer Satisfaction
Customer Service
Customer Success
Customer Support
Development
eCommerce

Forecasting
Inbound/Outbound
Member Support
Operations
Performance Coaching
Process Analyst
Project Implementation
Quality & Operations
Quality Assurance
Quality Standards
Reporting & Analytics
Service Delivery
Staffing & Training
Workforce Management