



contact center expo & conference

Solutions Spotlight:

Unlocking the Door to Contact Center Excellence

Justin Robbins, Training & Development Manager, ICMI

REVOLUTIONIZE THE
CUSTOMER EXPERIENCE





ICMI empowers organizations worldwide to optimize the efficiency, effectiveness and strategic value of their call centers.

Resources

Best Practices & Forums



Events

Conferences & Expos



Training

Professional Education



Certification

Professional Certification
& Site Certification



Consulting

Results-Driven Solutions



Network with Call Center Professionals at icmi.com

About Me

I've worked in contact centers since 1997

**Serving in & outbound centers ranging in
size from 5 to 2500+**

**Spanning a variety of industries including
technology, hospitality, manufacturing,
education & more**

**At ICMI, I design & develop our training &
professional certification content**

**My friends know me as a coffee-drinker
with a travel problem**

jrobbins@icmi.com // [@justinmrobbins](https://www.instagram.com/justinmrobbins)

Looking Back, What Have I Learned?

Our challenges are mostly the same!

It's our strategy for addressing them...

that sets the best from the rest!

So How Can You Become “The Best”?

**Verse yourself in contact center
fundamentals & best practices**

**Invest in the contact center industry’s
ONLY
advanced professional certification**

**Complete the program when
you want and where you want
through self-paced e-Learning**

ICMI Professional Certification

Training that specifically addresses the core competencies and fundamentals of contact center management

Designed for those who wear “many hats” within their center

Ultimate goal: An expert level understanding of contact centers

That Sounds Like A Great Idea, But...

HOW
DOES IT
REALLY
WORK?



**Let's
Hop In
The
Driver's
Seat**

**Forecasting
Principles**

**Staffing for Web
Chat**

Social Interactions

**Calculating
Turnover**

**The Immutable
Laws of Contact
Centers**



ICMI's Certification Central



Get hands-on with 'Certification Central



Stop by the ICMI booth (#101) during exhibit hall hours for your chance to test drive this online e-learning solution

thank you.

|| questions? ||





Contact Information

Justin Robbins

Training and Development
Manager, ICMI

jrobbins@icmi.com

516.562.7566

@justinmrobbins

ICMI

121 South Tejon Street, Suite 1100
Colorado Springs, CO ♦ 80903 ♦ US

US and Canada: (800) 672-6177

icmi.com

Copyright © 2014 International Customer Management Institute (ICMI).
All rights reserved.

ICMI assumes no liability for error or omission.

No part of this publication may be reproduced without the consent of the International Customer Management Institute (ICMI), with the exception of trade publications reporting on the data. In such cases, credit must be given to ICMI.

The International Customer Management Institute (ICMI) is a registered trademark of United Business Media Limited in the United States and other countries. ICMI is a part of UBM.