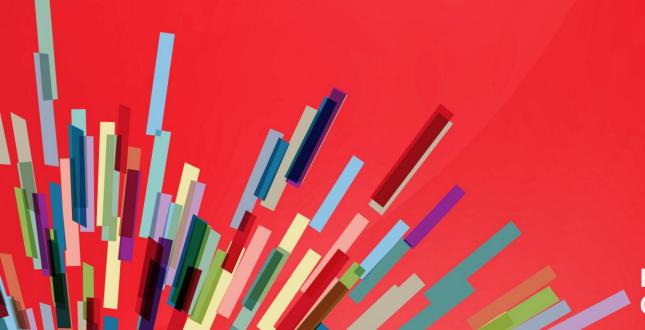
# contact center expo & conference

Solutions Spotlight:
Unlocking the Door to Contact Center Excellence
Justin Robbins, Training & Development Manager, ICMI





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



**Best Practices & Forums** 



#### **Events**

Conferences & Expos



#### **Training**

**Professional Education** 



#### Certification

Professional Certification & Site Certification



#### Consulting

Results-Driven Solutions





#### **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

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#### 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 DOESTI REALLY 140 P 140 P 140 P 160 P



Forecasting Principles

Staffing for Web Chat

**Social Interactions** 

**Calculating Turnover** 

The Immutable Laws of Contact Centers





#### 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? ||





#### **ICMI**

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