

MONDAY, OCTOBER 21

7:00AM – 6:30PM	Registration Open				
7:00AM – 8:30AM	Continental Breakfast				
MORNING WORKSHOPS & SITE TOURS 8:30AM – 12:00PM	Site-AM1: Convergent	Site-AM2: AutoTrader.com	Pre-1: Making Your Call Center the Heartbeat of Voice of the Customer (VOC)	Pre-2: The Principles of Effective Contact Center Management	Pre-3: Contact Center Technology 101
12:00PM – 1:30PM	Lunch				
AFTERNOON WORKSHOPS & SITE TOURS 1:30PM – 5:00PM	Site-PM1: Delta Air lines	Site-PM2: The Home Depot	Pre-4: Psychology of Coaching	Pre-5: Decisions, Decisions! Using Quality Tools to Make Great Decisions and Gain Support	Pre-6: Shaping Your Contact Center's Role in a Multi-Channel Strategy
5:00PM – 6:30PM	Welcome Reception				

TUESDAY, OCTOBER 22

7:30AM – 6:30PM	Registration Open			
7:30AM – 8:30AM	Industry Roundtables Breakfast			
7:45AM – 8:30AM	Bonus Education Session: "CIAC Certification Information Session" – Sponsored by ICMI			
8:30AM – 10:00AM	Welcome and Keynote Presentation: Achieving Everyday Excellence in a Complex Environment			
10:00AM – 2:30PM	Demo Hall Open			
10:00AM – 11:00AM	Visit Demo Hall			
10:15AM – 11:00AM	Bonus Educational Session: "Creating Consistent Customer Experiences By Putting Your Technology to Work" – Sponsored by USAN			
SESSION BLOCK 1 11:00AM – 12:15PM	Session 101: Dialing into Cultural Change: The Correlation between Company Culture and Profit	Session 102: Data Overload? Using Metrics to Improve Customer Experience	Session 103: How Bright House Networks Provides Standard-Setting Social Customer Care – and You Can, Too!	Session 104: Innovation from Award-Winning Contact Centers
12:15PM – 2:15PM	Lunch & Visit Demo Hall			
1:15PM – 2:00PM	Bonus Education Session: "ABC's of WFM and WFO in a Multichannel Plus Social World" – Sponsored by LiveOps			
SESSION BLOCK 2 2:15PM – 3:30PM	Session 201: Staff Up! 10 Ways to Hire and Train Faster	Session 202: Moving from Firefighting to Control at Alfa Insurance	Session 203: Rules of Engagement for the 21st Century Leader	Session 204: Putting Insights into Action – Realizing the ROI from Speech and Text Analytics
SESSION BLOCK 3 3:45PM – 5:00PM	Session 301: Moving from Employee Frustration to Engagement	Session 302: Successfully Integrating the Chat Channel into Your Organization	Session 303: From the "WOW" Revolution to Big Data – The Top Five Customer Experience Trends of 2013	Session 304: Beyond the Hype: A Real World Look at Cloud vs. Premise Based Services
4:30PM – 6:30PM	Demo Hall Open			
5:00PM – 6:30PM	Networking Reception on the Demo Hall Floor			

WEDNESDAY, OCTOBER 23

7:30AM – 5:00PM	Registration Open			
7:30AM – 8:30AM	Best Practices Networking Breakfast			
8:30AM – 10:00AM	Keynote Presentation: Wired and Dangerous: How Your Customers Have Changed and What to Do About It			
10:00AM – 2:00PM	Demo Hall Open			
10:00AM – 11:00AM	Visit Demo Hall			
10:15AM – 11:00AM	Bonus Educational Session: "Using Predictive Analytics to Measure Right, Manage Forward, and Make a Difference" – Sponsored by Foresee			
SESSION BLOCK 4 11:00AM – 12:15PM	Session 401: A Whole New Set of Writing Skills: How to Train Phone/E-Mail Agents to Chat with Customers	Session 402: Rethinking QA: Transforming Your Organization through Customer Experience Quality Monitoring	Session 403: Creating A Powerful Customer Culture – Best Practices from America's Top Brands	Session 404: Multi-Channel Technology Options for Servicing Emerging Channels
12:15PM – 2:00PM	Lunch and Visit the Demo Hall			
12:30PM – 1:15PM	Bonus Educational Session: "Achieving Customer Bliss Across Channels", Sponsored by inContact			
2:00PM	Demo Hall Closes			
SESSION BLOCK 5 2:15PM – 3:30PM	Session 501: Overcoming the Challenges of an At-Home Workforce	Session 502: Maximizing Efficiency through Extreme Workforce Optimization	Session 503: Cross-Talk: The Impact of Emerging Channels on Customer Engagement	Session 504: IVR Improvements: From Low-Hanging Fruit to Big Time ROI!
SESSION BLOCK 6 3:45PM – 5:00PM	Session 601: An Insider's View: What Award-Winning Agents and Supervisors REALLY Think	Session 602: Starting from Scratch: Forecasting and Scheduling without Historical Information	Session 603: What Happened with Mobile Customer Service in 2013?	Session 604: Tech Options for Creating an Effective Knowledge Base