

Group Registration Form

Complete this form if you would like to register **three or more individuals** from your company to attend ICMI's Contact Center Expo & Conference 2014. Group registration discounts apply to any combination of 3+ All-Access, Premium, or Main Packages.

Not combinable with promotions or special offers. Discount is not applicable to registration for the Awards Dinner. All discounts are subject to review before processing.

Group Discount Rates:

3-5 attendees: 20% discount

6-10 attendees: 30% discount

11+ attendees: 40% discount

Not combinable with promotions or special offers. Discount is not applicable to registration for the Awards Dinner.

Contact Center Expo & Conference is a trade-only event. You must be 18 years of age and a qualified buyer of call center technology, applications, or products to visit the exhibit hall.

How to Register

All group discount forms must be submitted from the same company, within 24 hours of one another

STEP 1: Review Conference and Awards Dinner Packages (Workshop & Training, if applicable) – page 1 & 2

STEP 2: Complete Coordinator Contact Information & Method of Payment – page 3

STEP 3: Fill out individual information for each registrant in group & select package options – starts on page 4

STEP 4: Print out and Fax or Mail form; or Save it and Email It.

Email: ICMIExpoReg@ubm.com

Fax: 415.947.6011

Mail: UBM Events Registration Department
ICMI Contact Center Expo and Conf.
303 Second St., Ste 900 South Tower
San Francisco, CA 94107

Conference Packages:

The Awards Dinner is NOT included in your conference registration, but is open to all (details on page 3).

Dates:	Tues-Fri 5/6 – 5/9	Tues-Thurs 5/6 – 5/8	Wed & Thurs 5/7 – 5/8
Pricing: Early Bird/Regular*	2395/\$2595	\$2095/\$2295	\$1795/\$1995
Package (inclusions below):	All-Access	Premium	Main
Pre-Conf. Workshops and Site Tours (5/6)	X	X	
Post-Conf. Workshops or Site Tours (5/9)	X		
Conference Sessions (5/7 & 5/8)	X	X	X
Networking Events	X	X	X
Breakfast, Lunches, Receptions	X	X	X
Keynote Presentations	X	X	X
Exhibit Hall Entry	X	X	X

*Early Bird Rate expires March 21, 2014.

Pre & Post Options (for All-Access & Premium Packages):

Workshops & Site Tours – Tuesday, May 6 *Only available with All-Access & Premium Pass

***SITE TOURS HAVE LIMITED AVAILABILITY AND CANNOT BE GUARANTEED*

MORNING, 8:30am – 12:00pm

PRE-1: High Performance Management: Getting the Most Out of Contact Center Agents
PRE-2: The Principles of Effective Contact Center Management
PRE-3: Customer Experience Journey Mapping
PRE-4: Contact Center Technology 101
Site-AM1: Sharp Rees-Stealy Medical Center
Site-AM2: 2-1-1 San Diego
Site-AM3: San Diego Padres

AFTERNOON, 1:30pm – 5:00pm

PRE-5: Maximizing the Effectiveness of Your Quality Monitoring Form
PRE-6: Moving Metrics Into Action
PRE-7: Don't Just Manage – Lead!
PRE-8: Shaping Your Contact Center's Role in a Multichannel Strategy
Site-PM1: CSA Travel Protection
Site-PM2: HD Supply
Site-PM3: KP OnCall (Kaiser Permanente)

Post-Conf. Training or Site Tours – Friday, May 9 *Only available with All-Access Pass

FULL DAY, 8:30am – 4:30pm

Post-1 Training: ICMI Small Contact Center Summit
Post-2 Training: ICMI Contact Center Metrics
Post-3 Site Tours: Sharp Rees-Stealy Medical Center and HD Supply

ICMI Global Contact Center Awards Dinner – Wednesday, May 7

The Awards Dinner is NOT included in your conference registration and requires an additional fee, but is open to all

Join us at the Second Annual ICMI Global Contact Center Awards Dinner where we celebrate and recognize Excellence in the Customer Management Industry achieved through the finest individuals and teams. We invite you to join us for this global celebration.

Individual Seat - \$150. Individuals will be seated at a standard table with like individuals for networking or teams can be seated together based on requests.

Includes the finalist drink reception, dinner & dessert, entertainment & awards ceremony, & post award party.

Seating will be assigned. Dress is cocktail attire. Additional details can be found [here](#).

San Diego Padres vs Miami Marlins – Thursday, May 8

The San Diego Padres vs Miami Marlins All-You-Can-Eat-Seat is NOT included in your conference registration and requires an additional fee, but is open to all.

Join your contact center colleagues to for a fun night out to see the San Diego Padres play the Miami Marlins at Petco Park! We have a reserved section just for Contact Center Expo & Conference attendees who can WALK right next door from the Convention Center. **Ticket price is \$27.50 and includes admission as well as the “all you can eat” selection from the ballpark.** First pitch is at 7:10pm. **This is a separate add-on that can be included with any pass. Simply select the Padres Ticket Option at registration.**

Group Coordinator Contact Information

Coordinator's Email

Coordinator's Name

Telephone

Job Title

Company Name

Address

City / State / Zip

Country / Postal Code

EVENT BADGES

Badges will not be mailed in advance of the event and can only be collected on-site during registration hours. Please care for your badge. A non-refundable replacement fee will apply for all lost, misplaced, stolen, forgotten, and duplicate badge requests. Short range Touch 'N Go RFID badges will be in use at Contact Center Expo & Conference 2014.

CANCELLATION POLICY

If you need to cancel, you may do so until April 11, 2014. A non-refundable \$150 cancellation fee will be charged. No-shows and cancellations after April 11, 2014 will be charged the full conference rate. Cancellation policies apply to all conference packages. Attendees who register prior to or after the deadline date who do not cancel in writing by the deadline date are liable for the package cost and will be charged for the full registration fee. Sorry, no refunds are available after this date. If you are unable to attend the conference, we strongly recommend that you send a substitution in your place. Changes to registrations must be presented in written form (form available on event website).

Method of Payment

Payment by check, money order (drawn in US funds), or credit card must accompany your registration in order to be processed and receive your confirmation. **Please note: you are not registered until you receive confirmation online or via an email from Contact Center Expo & Conference 2014.** The tax ID number is 11-2240940. Please email your W9 requests to icmiexporeg@ubm.com. Customers are not required to submit 1099 forms for the ICMI Contact Center Expo & Conference.

☐ Check or Money Order Enclosed # _____ (Make check payable to: CCExpo 2014)

☐ Please send me an invoice (provide information below)

☐ Charge my Credit Card

To ensure the privacy of your credit card number and be PCI Compliant, please **enter the card holders name and telephone number**, our registration team will contact the card holder to process the payment.

Name

Telephone

By checking a box above, I understand I am not able to attend the conference until registration is paid in FULL

BILLING ADDRESS - ☐ Check here if billing address is the same as group coordinator's address.

Name

Telephone

Address

City / State / Zip

Country / Postal Code

Registration 1

Participant's Name

Email

Job Title

Address

City / State / Zip

Country / Postal Code

Telephone

☐ Awards dinner, additional \$150 ☐ Padres Ticket, additional \$27.50

Conference Package Selection *Due to limited availability tours are not guaranteed

☐ **ALL ACCESS** Indicate 1st, 2nd, & 3rd choices
for 1 morning & 1 afternoon Workshop or Tour

Tues – a.m.	Tues – p.m.	Fri–Full Day
<input type="checkbox"/> Pre-1	<input type="checkbox"/> Pre-5	<input type="checkbox"/> Post-1
<input type="checkbox"/> Pre-2	<input type="checkbox"/> Pre-6	<input type="checkbox"/> Post-2
<input type="checkbox"/> Pre-3	<input type="checkbox"/> Pre-7	<input type="checkbox"/> Post-3*
<input type="checkbox"/> Pre-4	<input type="checkbox"/> Pre-8	
<input type="checkbox"/> Site-AM1*	<input type="checkbox"/> Site-PM1*	
<input type="checkbox"/> Site-AM2*	<input type="checkbox"/> Site-PM2*	
<input type="checkbox"/> Site-AM3*	<input type="checkbox"/> Site-PM3*	

☐ **PREMIUM** Indicate 1st, 2nd, & 3rd choices
for 1 morning & 1 afternoon Workshop or Tour

Tues – a.m.	Tues – p.m.
<input type="checkbox"/> Pre-1	<input type="checkbox"/> Pre-5
<input type="checkbox"/> Pre-2	<input type="checkbox"/> Pre-6
<input type="checkbox"/> Pre-3	<input type="checkbox"/> Pre-7
<input type="checkbox"/> Pre-4	<input type="checkbox"/> Pre-8
<input type="checkbox"/> Site-AM1*	<input type="checkbox"/> Site-PM1*
<input type="checkbox"/> Site-AM2*	<input type="checkbox"/> Site-PM2*
<input type="checkbox"/> Site-AM3*	<input type="checkbox"/> Site-PM3*

☐ **MAIN**

Wed & Thurs Main
Conference
Sessions DO NOT
require
pre-registration.

I would like to receive information on ☐ ICMI Events ☐ ICMI Resources ☐ ICMI Training ☐ ICMI Call Center Insider

Registration 2

Participant's Name

Email

Job Title

Address

City / State / Zip

Country / Postal Code

Telephone

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☐ **ALL ACCESS** Indicate 1st, 2nd, & 3rd choices
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Tues – a.m.	Tues – p.m.	Fri–Full Day
<input type="checkbox"/> Pre-1	<input type="checkbox"/> Pre-5	<input type="checkbox"/> Post-1
<input type="checkbox"/> Pre-2	<input type="checkbox"/> Pre-6	<input type="checkbox"/> Post-2
<input type="checkbox"/> Pre-3	<input type="checkbox"/> Pre-7	<input type="checkbox"/> Post-3*
<input type="checkbox"/> Pre-4	<input type="checkbox"/> Pre-8	
<input type="checkbox"/> Site-AM1*	<input type="checkbox"/> Site-PM1*	
<input type="checkbox"/> Site-AM2*	<input type="checkbox"/> Site-PM2*	
<input type="checkbox"/> Site-AM3*	<input type="checkbox"/> Site-PM3*	

☐ **PREMIUM** Indicate 1st, 2nd, & 3rd choices
for 1 morning & 1 afternoon Workshop or Tour

Tues – a.m.	Tues – p.m.
<input type="checkbox"/> Pre-1	<input type="checkbox"/> Pre-5
<input type="checkbox"/> Pre-2	<input type="checkbox"/> Pre-6
<input type="checkbox"/> Pre-3	<input type="checkbox"/> Pre-7
<input type="checkbox"/> Pre-4	<input type="checkbox"/> Pre-8
<input type="checkbox"/> Site-AM1*	<input type="checkbox"/> Site-PM1*
<input type="checkbox"/> Site-AM2*	<input type="checkbox"/> Site-PM2*
<input type="checkbox"/> Site-AM3*	<input type="checkbox"/> Site-PM3*

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Registration 3

Participant's Name _____

Email _____

Job Title _____

Address _____

City / State / Zip _____

Country / Postal Code _____

Telephone _____

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Tues – a.m.	Tues – p.m.	Fri – Full Day
___ Pre-1	___ Pre-5	___ Post-1
___ Pre-2	___ Pre-6	___ Post-2
___ Pre-3	___ Pre-7	___ Post-3*
___ Pre-4	___ Pre-8	
___ Site-AM1*	___ Site-PM1*	
___ Site-AM2*	___ Site-PM2*	
___ Site-AM3*	___ Site-PM3*	

☐ **PREMIUM** Indicate 1st, 2nd, & 3rd choices
for 1 morning & 1 afternoon Workshop or Tour

Tues – a.m.	Tues – p.m.
___ Pre-1	___ Pre-5
___ Pre-2	___ Pre-6
___ Pre-3	___ Pre-7
___ Pre-4	___ Pre-8
___ Site-AM1*	___ Site-PM1*
___ Site-AM2*	___ Site-PM2*
___ Site-AM3*	___ Site-PM3*

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Registration 4

Participant's Name _____

Email _____

Job Title _____

Address _____

City / State / Zip _____

Country / Postal Code _____

Telephone _____

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Conference Package Selection *Due to limited availability tours are not guaranteed

☐ **ALL ACCESS** Indicate 1st, 2nd, & 3rd choices
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Tues – a.m.	Tues – p.m.	Fri – Full Day
___ Pre-1	___ Pre-5	___ Post-1
___ Pre-2	___ Pre-6	___ Post-2
___ Pre-3	___ Pre-7	___ Post-3*
___ Pre-4	___ Pre-8	
___ Site-AM1*	___ Site-PM1*	
___ Site-AM2*	___ Site-PM2*	
___ Site-AM3*	___ Site-PM3*	

☐ **PREMIUM** Indicate 1st, 2nd, & 3rd choices
for 1 morning & 1 afternoon Workshop or Tour

Tues – a.m.	Tues – p.m.
___ Pre-1	___ Pre-5
___ Pre-2	___ Pre-6
___ Pre-3	___ Pre-7
___ Pre-4	___ Pre-8
___ Site-AM1*	___ Site-PM1*
___ Site-AM2*	___ Site-PM2*
___ Site-AM3*	___ Site-PM3*

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Registration 5

Participant's Name _____

Email _____

Job Title _____

Address _____

City / State / Zip _____

Country / Postal Code _____

Telephone _____

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Tues – a.m.	Tues – p.m.	Fri – Full Day
___ Pre-1	___ Pre-5	___ Post-1
___ Pre-2	___ Pre-6	___ Post-2
___ Pre-3	___ Pre-7	___ Post-3*
___ Pre-4	___ Pre-8	
___ Site-AM1*	___ Site-PM1*	
___ Site-AM2*	___ Site-PM2*	
___ Site-AM3*	___ Site-PM3*	

☐ **PREMIUM** Indicate 1st, 2nd, & 3rd choices
for 1 morning & 1 afternoon Workshop or Tour

Tues – a.m.	Tues – p.m.
___ Pre-1	___ Pre-5
___ Pre-2	___ Pre-6
___ Pre-3	___ Pre-7
___ Pre-4	___ Pre-8
___ Site-AM1*	___ Site-PM1*
___ Site-AM2*	___ Site-PM2*
___ Site-AM3*	___ Site-PM3*

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Registration 6

Participant's Name _____

Email _____

Job Title _____

Address _____

City / State / Zip _____

Country / Postal Code _____

Telephone _____

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Tues – a.m.	Tues – p.m.	Fri – Full Day
___ Pre-1	___ Pre-5	___ Post-1
___ Pre-2	___ Pre-6	___ Post-2
___ Pre-3	___ Pre-7	___ Post-3*
___ Pre-4	___ Pre-8	
___ Site-AM1*	___ Site-PM1*	
___ Site-AM2*	___ Site-PM2*	
___ Site-AM3*	___ Site-PM3*	

☐ **PREMIUM** Indicate 1st, 2nd, & 3rd choices
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Tues – a.m.	Tues – p.m.
___ Pre-1	___ Pre-5
___ Pre-2	___ Pre-6
___ Pre-3	___ Pre-7
___ Pre-4	___ Pre-8
___ Site-AM1*	___ Site-PM1*
___ Site-AM2*	___ Site-PM2*
___ Site-AM3*	___ Site-PM3*

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Registration 7

Participant's Name _____

Email _____

Job Title _____

Address _____

City / State / Zip _____

Country / Postal Code _____

Telephone _____

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Conference Package Selection *Due to limited availability tours are not guaranteed

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Tues – a.m.	Tues – p.m.	Fri – Full Day
___ Pre-1	___ Pre-5	___ Post-1
___ Pre-2	___ Pre-6	___ Post-2
___ Pre-3	___ Pre-7	___ Post-3*
___ Pre-4	___ Pre-8	
___ Site-AM1*	___ Site-PM1*	
___ Site-AM2*	___ Site-PM2*	
___ Site-AM3*	___ Site-PM3*	

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Tues – a.m.	Tues – p.m.
___ Pre-1	___ Pre-5
___ Pre-2	___ Pre-6
___ Pre-3	___ Pre-7
___ Pre-4	___ Pre-8
___ Site-AM1*	___ Site-PM1*
___ Site-AM2*	___ Site-PM2*
___ Site-AM3*	___ Site-PM3*

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Registration 8

Participant's Name _____

Email _____

Job Title _____

Address _____

City / State / Zip _____

Country / Postal Code _____

Telephone _____

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___ Pre-1	___ Pre-5	___ Post-1
___ Pre-2	___ Pre-6	___ Post-2
___ Pre-3	___ Pre-7	___ Post-3*
___ Pre-4	___ Pre-8	
___ Site-AM1*	___ Site-PM1*	
___ Site-AM2*	___ Site-PM2*	
___ Site-AM3*	___ Site-PM3*	

☐ **PREMIUM** Indicate 1st, 2nd, & 3rd choices
for 1 morning & 1 afternoon Workshop or Tour

Tues – a.m.	Tues – p.m.
___ Pre-1	___ Pre-5
___ Pre-2	___ Pre-6
___ Pre-3	___ Pre-7
___ Pre-4	___ Pre-8
___ Site-AM1*	___ Site-PM1*
___ Site-AM2*	___ Site-PM2*
___ Site-AM3*	___ Site-PM3*

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Registration 9

Participant's Name _____

Email _____

Job Title _____

Address _____

City / State / Zip _____

Country / Postal Code _____

Telephone _____

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Conference Package Selection *Due to limited availability tours are not guaranteed

☐ **ALL ACCESS** Indicate 1st, 2nd, & 3rd choices
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Tues – a.m.	Tues – p.m.	Fri – Full Day
___ Pre-1	___ Pre-5	___ Post-1
___ Pre-2	___ Pre-6	___ Post-2
___ Pre-3	___ Pre-7	___ Post-3*
___ Pre-4	___ Pre-8	
___ Site-AM1*	___ Site-PM1*	
___ Site-AM2*	___ Site-PM2*	
___ Site-AM3*	___ Site-PM3*	

☐ **PREMIUM** Indicate 1st, 2nd, & 3rd choices
for 1 morning & 1 afternoon Workshop or Tour

Tues – a.m.	Tues – p.m.
___ Pre-1	___ Pre-5
___ Pre-2	___ Pre-6
___ Pre-3	___ Pre-7
___ Pre-4	___ Pre-8
___ Site-AM1*	___ Site-PM1*
___ Site-AM2*	___ Site-PM2*
___ Site-AM3*	___ Site-PM3*

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Registration 10

Participant's Name _____

Email _____

Job Title _____

Address _____

City / State / Zip _____

Country / Postal Code _____

Telephone _____

☐ Awards dinner, additional \$150 ☐ Padres Ticket, additional \$27.50

Conference Package Selection *Due to limited availability tours are not guaranteed

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Tues – a.m.	Tues – p.m.	Fri – Full Day
___ Pre-1	___ Pre-5	___ Post-1
___ Pre-2	___ Pre-6	___ Post-2
___ Pre-3	___ Pre-7	___ Post-3*
___ Pre-4	___ Pre-8	
___ Site-AM1*	___ Site-PM1*	
___ Site-AM2*	___ Site-PM2*	
___ Site-AM3*	___ Site-PM3*	

☐ **PREMIUM** Indicate 1st, 2nd, & 3rd choices
for 1 morning & 1 afternoon Workshop or Tour

Tues – a.m.	Tues – p.m.
___ Pre-1	___ Pre-5
___ Pre-2	___ Pre-6
___ Pre-3	___ Pre-7
___ Pre-4	___ Pre-8
___ Site-AM1*	___ Site-PM1*
___ Site-AM2*	___ Site-PM2*
___ Site-AM3*	___ Site-PM3*

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