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ICMI's ACCE Conference & Expo Announces 2010 Keynote Lineup: Dynamic Keynote Presenters Deliver Critical Information Needed to Improve Contact Center Performance

Leading Industry Event for Contact Center Professionals to Take Place June 14-17 in New Orleans

COLORADO SPRINGS, Colorado, March 31, 2010 -- The [ICMI ACCE Conference & Expo](#), the annual global gathering for the contact center community, has announced their keynote lineup. The event will take place at the Sheraton New Orleans Hotel in New Orleans, June 14-17, 2010.

Joy Sobhani, Conference Director for ICMI, said, "The dynamic keynote presenters we have lined up for this year's event will provide attendees with key information and new skills that will help call center professionals with their day to day jobs."

On Tuesday, June 15 at 8:45 AM, John Foley of CenterPoint Companies will deliver "[High Performance Climb@.](#)" In this inspiring keynote, Foley draws upon his experience as Lead Solo of the Blue Angels to describe how to achieve substantially higher levels of performance. Foley will provide a simple, systematic, exciting approach to develop the clarity, focus, commitment and trust that are necessary to achieve ever-higher levels of performance. In addition, Foley will share how to create buy-in and commitment for a team's vision and goals, leading to clarity that drives execution. Attendees will leave the presentation with a set of concrete tools to immediately begin a high performance climb.

On Wednesday, June 16 at 8:30 AM, Sally Hogshead, Speaker, Author and Brand Innovation Consultant will deliver "[Fascinate! The Seven Secret Triggers of Persuasion and Influence.](#)" In this informative presentation, Hogshead will reveal why fascination is a new weapon in the battle for the attention of one's boss, employees and customers. She will take the audience on a journey through the decision-making process, drawing upon an in-depth, three year research study of 1,000 Americans, and share the keys of persuasion. Whether you're communicating the value of the contact center, making a business case for investment, or looking for buy-in and cooperation across the enterprise, these insights will help you break through the distractions and incite action now.

ACCE provides valuable insight into how to improve a center's performance by better managing people and resources, improving operations, properly selecting and implementing technology, and more. The event will address the needs of all contact center professionals, including:

- Senior Level VPs and Directors who are accountable for strategic planning and alignment
- New and Experienced Managers responsible for operational and tactical plans
- Team Leaders and Supervisors in charge of day-to-day operations, coaching and monitoring
- Analysts who require a fundamental understanding of industry principles
- CIOs who desire financial improvements from enhanced call center operations
- CTOs who require integration of call center strategy with other internal departments
- Customer Support Professionals who need to acquire new skills for their everyday jobs

[ACCE 2010](#) is presented by [ICMI](#), one of the contact center industry's most respected organizations. To register to attend this event, or to find out more about the conference, media registration, and exhibition opportunities, please visit <http://www.icmi.com/ACCE2010>.

About ICMI

The International Customer Management Institute (ICMI), celebrating its 25th anniversary in 2010, is the leading global provider of comprehensive resources for customer management professionals – from frontline agents to executives – who wish to improve contact center operations, empower contact center employees, and enhance customer loyalty. ICMI's experienced and dedicated team of industry insiders, analysts, and consultants are committed to providing uncompromised objectivity and results-oriented vision through the organization's respected lineup of professional services including: Training and Certification, Consulting, Events, and Informational Resources. Founded in 1985, ICMI continues to serve as one of the most established and respected organizations in the call center industry.

ICMI is a part of UBM Live which provides leading integrated media solutions and professional services across 20 different markets. Operating across the globe, its events, training, publications, awards programs and websites offer professionals in Interiors, Security, Venues, Customer Management, Safety & Health and Facilities the ultimate experience in learning, networking, and business development

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