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**ICMI Call Center Demo & Conference Announces 2009 Site Tour Lineup**

*Carnival Cruise Lines, Global Response, Interval International, and Arise Virtual Solutions to Give an Insider's View of Leading Call Center Operations, Staffing, and Strategy*

Princeton, NJ --- January 22, 2009 --- At Call Center Demo & Conference: Miami, scheduled for February 25-27, 2009 in Miami, Florida, the first day of an education-packed agenda, will feature in-depth call center tours. These tours, guided by International Customer Management Institute (ICMI) industry experts are among the many learning opportunities to be offered at the event. They offer attendees a behind-the-scenes view of some of the nation's leading call centers.

"Our attendees consider these site tours to be a highlight of their conference experience," said Joy Sobhani, Conference Program Director for the event. "They tell us that these tours are extremely beneficial in revealing best practices, processes and technologies that they can leverage in their own call centers."

**The tours for the 2009 event include:**

**Carnival Cruise Lines Reservations Sales**

Carnival Cruise Lines Reservations Sales is headquartered in Miami, Florida, with a second call center located in Colorado Springs, Colorado. The Miami center has 315 reservations sales agents including 50 Telecommuters. Agents collectively service over 7 million calls per year, averaging 30k calls per day with a handling time of 5 minutes per call. They strive for schedule compliance of 95% and a service level of 80% within 20 seconds.

**Arise Virtual Solutions**

Arise provides thousands of home-based businesses with the freedom to answer calls, e-mail and chat requests for prestigious U.S. and global Fortune 500 companies. 8000+ Arise Certified Professionals handle over 50 million+ contacts annually for more than 42 clients. On this site tour, you'll learn about Arise's innovative pay for performance compensation models, award winning tools, world class secure PCI compliant technology infrastructure, and much more!

**Global Response**

Global Response provides contact center services to many of the best known brand names in the world, offering services that include customer service, technical support, loyalty programs, ecommerce, fulfillment and more. Global Response currently employs over 1,000 customer contact personnel in their various locations.

**Interval International**

Based in Miami, Florida, Interval International is a leading global provider of vacation services, and has been a pioneer and innovator in serving the vacation ownership market for over than 30 years. Today, Interval has a network of over 2,400 resorts in more than 75 countries and offers its resort clients, and approximately 2 million member families, high-quality products and programs through 26 offices in 16 countries.

The Call Center Demo & Conference is presented by The International Customer Management Institute (ICMI), one of the call 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.callcenterdemo.com>

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### **About ICMI**

The International Customer Management Institute (ICMI) is the leading global provider of comprehensive resources for customer management professionals – from frontline agents to executives – who wish to improve customer experiences and increase efficiencies at every level of the contact center. 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: Membership, 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.

### **About Think Services**

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