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ICMI Announces ACCE 2011 Video Contest Call for Entries

ACCE - the annual global gathering for the contact center community – to be held in New Orleans, June 13-16

Colorado Springs, CO --- March 9, 2011 --- The International Customer Management Institute (ICMI) has announced that the 2011 ACCE Conference & Expo will feature a video contest open to all call center professionals. Contestants may enter a short, creative video for a chance to win all-expense travel packages to the event taking place June 13-16, 2011 at the Sheraton New Orleans Hotel in New Orleans.

“This year, we’re calling for video contest entries that support the theme of ACCE 2011 which is “Voice of the Customer,” said Joy Sobhani, Professional Development Director for ICMI. “The contest was a big hit in 2009 and 2010, and we received many great entries. We’re looking forward to seeing what creative offerings are submitted, and interested to see how the theme is incorporated.”

Entries may be any style; comedy, documentary, animation, etc., but must support the theme “Voice of the Customer.” All videos will be judged by five ICMI Advisory Board Members who will view and vote on all submissions giving equal weight to thematic content, creativity and originality. Films must be no shorter than 27 seconds and no greater than 3 minutes in length and may not exceed 1GB in file size. Files should be submitted in one of the following formats: MOV, AVI, MP4, WMV, MPEG, 3GP, FLV.

The First Place prize includes an All-Access Conference Package for ACCE 2011, 4 nights in the conference hotel (Sheraton New Orleans Hotel) and round-trip coach class air transportation from anywhere in the 50 United States, District of Columbia, or Canada. Conference packages will also be awarded for second and third place.

Entries must be submitted by April 29, 2011. Those interested in entering should review the Official Rules which can be found at icmi.com/ACCE/Event-Highlights/Video-Contest.

Each year, ACCE offers dynamic solutions for organizations of all sizes facing challenges within their contact center. Presentations cover topics such as employee attrition, customer complaints, poor agent performance, and workflow issues. ACCE sessions are geared towards inspiring professionals to hone their skills for training their teams, understanding the customer experience through various channels, choosing the right 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 2011 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 icmi.com/ACCE.

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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: 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 and websites offer professionals in Interiors, Security, Venues, Customer Management, Safety & Health and Facilities the ultimate experience in learning, networking, and business development.