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**Multiple Training Classes for Contact Center Professionals Come Together at ICMI's Chicago Symposium, July 20-23 in Chicago, IL**

*Training event to provide in-depth, multi-day training and top-notch networking together in one place*

**Colorado Springs, CO — May 5, 2010** — Call center professionals who are seeking a way to update their professional skills in a number of key areas - but are unable to take multiple trips away from the office - will have the opportunity to attend multiple training courses at one reasonable price at the **ICMI Chicago Symposium**, taking place July 20-23 in Chicago, IL.

Produced by the **International Customer Management Institute (ICMI)**, the Chicago Symposium will offer **inclusive packages** that incorporate both **intensive training** and **networking opportunities**, allowing attendees to mix and match eight training course options ranging from one to four days in length. Included among the choices will be such popular ICMI offerings as **"The Workforce Management Boot Camp," "Essential Skills and Knowledge for Effective Contact Center Management," "Mastering Contact Center Financials",** and **"Advancing Contact Center Quality Through Monitoring and Coaching"**

"The Chicago Symposium will provide comprehensive training and networking at a great price." said Linda Riggs, Director of Training and Certification for ICMI "We've experienced a real demand for this type of training model, which allows participants to engage with as many as three core topics in only 4 days."

On-site networking activities will be plentiful, and include two evening receptions, a panel discussion and ICMI's signature "QueueTips Breakfast," peer-to-peer sharing focused on a wide array of industry topics.

For more information or to attend the 2010 Chicago Symposium, visit <http://www.icmi.com/ChicagoSymposium> or call 800-672-6177.

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**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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