

For further information about ICMI and ACCE

Rachel Ostafi
Event Marketing Manager, ICMI
610-284-1220
rostafi@icmi.com

For further information about Beacon of Hope Resource Center

Tina Marquardt
Executive Director
504-309-5120
tina@lakewoodbeacon.org

ICMI's ACCE EVENT TO PARTNER WITH THE BEACON OF HOPE RESOURCE CENTER TO RESTORE NEW ORLEANS NEIGHBORHOODS IMPACTED BY KATRINA

COLORADO SPRINGS, Colorado, May 19, 2010 -- [The ICMI ACCE Conference & Expo](#), the annual global gathering for the contact center community, announced that it will team with [Beacon of Hope Resource Center](#) to assist residents of New Orleans affected by Hurricane Katrina on Sunday, June 13 from 9AM –1PM. The “Restore New Orleans” project is a component of the ACCE 2010 Conference and Expo, which will take place June 14-17 at the Sheraton New Orleans Hotel. ICMI staff, as well as ACCE attendees and exhibitors, will Volunteer to help with landscaping, painting, and other activities.

“Giving back to the community, especially in this case, is a high priority for ICMI,” said, Joy Sobhani, ICMI Conference Director. “The horrific destruction caused by Katrina—as evidenced by the fact that so many areas of New Orleans are still in desperate need of help—makes us realize how important it is that everyone contribute their time and resources to restore this city to its former glory. We look forward to bringing together a group to help make a difference.”

“Five years after Hurricane Katrina, the effects of the widespread destruction and chaos are still very evident here in New Orleans,” said Tina Marquardt, Executive Director of Beacon of Hope Resource Center. “Many homes still remain boarded up and in need of repair; residents who were forced to leave the area are still hoping to return, but cannot afford to make the repairs necessary to allow them to move back into their homes. Many parishes still show the ravages of flood damage. We are grateful for the generosity of ICMI and the business community to work with us to help restore our city.”

ACCE 2010 exhibitors and attendees interested in participating in the “Restore New Orleans” project can register at <http://www.icmi.com/acce2010/volunteer>.

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.

About Beacon of Hope Resource Center

Beacon of Hope Resource Center, a 501(c)3 non-profit corporation, was formed by homeowners Denise and Doug Thornton on February 14, 2006. The mission of the Beacon of Hope Resource Center is to assist all homeowners in the City of New Orleans in the rebuilding process and to provide a sanctuary for neighbors looking for a way back home. Encouraging civic action, fostering repopulation, providing information and resources is the foundation on which we build and grow. Beacon of Hope empowers residents to facilitate their own recovery while providing a hub of resident-drive activities and a safe environment to create the synergy essential for restoring viable neighborhoods and improve the overall quality of life for residents.

###