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Multiple Training Classes for Contact Center Professionals Come Together at ICMI's San Diego Symposium, April 20-23 in San Diego, CA

Event to provide accelerated learning in an intimate setting

Colorado Springs, CO — January 27, 2010 — Call center professionals who are seeking a way to update their professional skills in a number of areas - but cannot take multiple trips away from the office - will have the opportunity to accelerate their industry learning at the **ICMI San Diego Symposium**, taking place April 20-23 in San Diego, CA.

Produced by the International Customer Management Institute (ICMI), the **San Diego Symposium** will offer inclusive packages that incorporate both **intensive training** and multiple **networking opportunities**, and allow attendees to mix and match seven 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"** and **"Monitoring and Coaching for Improved Contact Center Performance."**

"With many call center professionals now wearing multiple hats within their organization, there's a vital need for training that is in-depth, cost-effective, and that won't take them away from their center for extended periods of time," said Linda Riggs, Director of Training and Certification for ICMI, "What makes the Symposium especially valuable is that over the course of only four days, you can get comprehensive training in up to three different areas, with multiple networking opportunities, and at a great price."

On-site networking activities will be plentiful, and include evening receptions, a panel discussion, a "Lunch & Learn" lead by an **ICMI** industry expert, 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 San Diego Symposium, visit <http://www.icmi.com/SanDiegoSymposium> or call 800-627-6177.

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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.

About Think Services

Think Services connects specialized communities worldwide using educational events, consulting, training, certification, membership, and innovative media. Providing comprehensive opportunities for people to learn from, network with, and inspire each other, Think Services builds strong brands and works within communities to foster a unique affinity with its products and services. The division's flagship products include the Game Developers Conference, the Webby Award-winning Gamasutra.com, *Game Developer* magazine, the International Customer Management Institute (ICMI), and HDI. Think Services is a subsidiary of **United Business Media**, a global media and marketing services company with a market capitalization of more than \$1.6 billion. To learn more, visit www.think-services.com