



Invest in yourself,
Invest in your company,
Invest in your customer

CIAC Certification is the **first and only** industry-recognized, accredited call center certification for professionals in the customer management industry.

Take control of your career and invest in your future through CIAC Certification, the most respected call center professional certification on the market. It is a badge of honor that assures your employer you are fully equipped to translate corporate goals in to the strategic and operational management of the contact center.

CIAC Certification elevates your career by...

- Providing recognition within your organization
- Honing the skills necessary for you to increase operational efficiencies
- Making you a more effective people manager
- Promoting a greater understanding of contact center dynamics

Whether you're interested in certification for yourself or your entire team, the CIAC Certification experience is, rewarding, outcome oriented and industry-focused.



How the Process Works

Step 1 Choose a Professional Designation

- Strategic Leader (CCSL)
- Operations Manager (CCOM)
- Management Consultant (CCMC)
- Management Partner (CCMP)



Step 2 Competency Training

Four web-study courses, a study guide and practice tests.

- Operations and Technology
- Customers
- People
- Leadership

Six 90 minute classes per course



Step 3 Pass Competency Testing

Online testing via a web-based, secure platform.

- Operations and Technology
- Customers
- People
- Leadership



Step 4 Complete Performance Assessment

Only CCSL and CCOM need to complete this step.





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Program Pricing

CIAC Certification Program Includes:

- 4 training courses
- 4 study guides
- 4 tests
- 1 performance assessment (CCSL/CCOM only)

	CCSL/CCOM Designations	CCMC/CCMP Designations
Individual Complete CIAC Certification Program	\$4,695	\$4,495
Group Complete CIAC Certification Program <i>Pricing is per student, minimum 10 students.</i>	\$3,995	\$3,795

For more information contact ICMI at 800.672.6177 or email icmi@icmi.com today!