**ICMI Contact Center Expo – A Digital Experience Conference Proposal**

To:

From:

Re: Proposal to attend ICMI Contact Center Expo – A Digital Experience

Date:

I would like to request approval to attend ICMI Contact Center Expo – A Digital Experience, an online digital program taking place October 13-14, 2020.

During this conference I will:

* Attend keynote presentations from thought leaders such as Duncan Wardle, Walt Disney; Carla Harris, Morgan Stanley and Brad Cleveland, ICMI
* Benefit from in-depth workshops covering topics such as Contact Center Management, Customer Experience, Quality Assurance, Metrics, etc.
* Find out about the latest and emerging technologies from over 50 exhibitors through meetings, demonstrations and chats
* Hear case studies from innovative companies such as Annheuser-Busch, Gopher Sport Hulu , US Food & Drug Administration, etc.
* Network with other companies such as ours through roundtables, chats and speed networking
* Visit with companies offering video tours of their contact centers

More details about the event are posted on the [ICMI Contact Center Expo website](https://www.icmi.com/ccexpo).

Benefits:

* No travel involved
* Access to recorded sessions and materials on-demand up to 3 mos after the event
* Only 2 days needed for the main conference – the workshops take place the week prior so as not to disrupt the entire work week

Cost: $199 (expires 9/11) – provides access to all workshops, tours and sessions

Thank you for considering this request. I look forward to your reply.

Regards,

YOUR NAME