

Expert Panel –Running Your Contact Center and Service Desk Operations Successfully

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Join us for a no-holds barred live panel discussion and hear how four advanced service and support organizations run their operations. Panelists will share proven ideas that you can implement in your own group. Topics may include, but are not limited to:

1. Ingenuity
 - What is something done in your organization that you haven't seen in other places?
 - What has your organization done that you would describe as a "new way of thinking" in service and support?
2. Social Networks (i.e. Facebook, My Space, etc.)
 - Do you use them?
 - How do you use them?
 - Do you permit people to access social networking sites on company time and/or from their workstation?
3. Tele-workers
 - Do you have a program?
 - How is it working?
 - Do you plan to implement one?
4. Technology
 - What tools do you use? (Phone, CRM, call tracking, recording, workforce management, knowledge management, etc)
 - How do you use them?
 - Do you use ITIL, Six Sigma or similar methodologies?
5. Staffing
 - Training – how often, how much, refresher courses?
 - Rewards and motivation

The lines will be muted but you will be able to un-mute your own line to ask questions. We invite you to come with the questions you have been looking for the answers or ideas. This panel has been selected because of their unique and advanced expertise. As a team, they can answer all your questions or will suggest a resource.

The topics will not be discussed in any particular order and will flow with the conversation. You will want to set aside the full hour to get the most from your time on this tele-seminar. We don't post recordings on the calls yet, so you will want to be sure and attend the "live" call.