

Customer Service Benchmarking Australia (CSBA) in conjunction with the Tasmanian Department of Economic Development & Tourism and NEC is proud to present the third annual Tasmanian Contact Centre Update:

Update on the State of Contact Centres in Tasmania

Half day seminar

Hobart 26 November 2008 | **Launceston** 27 November 2008

About this seminar

This is a fantastic opportunity for those in the industry who are responsible for managing the customer service function including call centres to get together and come to an understanding of what is going on in the customer service industry. Also to look specifically at the industry as it currently stands in Tasmania.

The last few years has seen an increase in the focus on the level of customer service provided by organisations in Tasmania. The growth in contact centres means that there is an increased need to get a clear understanding of performance and processes. The pressure to perform effectively and efficiently and respond to the diverse needs and aspiration of our customers and stakeholders are a continuing challenge and responsibility. We know you are being asked to do more with less.

In addition contact centres are being asked to generate more sales.

Shane Hawkes, Senior Manager, Investment Attraction and Business Services at the Department of Economic Development and Tourism, will provide a brief update on the latest review of the Tasmanian Contact Centre Industry, the reasons for the review and the outcomes that the government hope to achieve in undertaking this important project

Paul van Veenendaal, Managing Director of Customer Service Benchmarking Australia, will provide a brief overview of the state of the nation of contact centres in Australia and around the world followed by a more in depth look at the results gathered from the 2008 Tasmanian Contact Centre Industry review.

Robyn Reilly, Director of Business Improvement at Customer Service Benchmarking Australia, shares the wisdom gained from working with an incredibly diverse range of clients for over 20 years, will provide some really useful tips on developing your selling skills within the call centre.

Jim Wyatt, Assistant General Manager of the Department of Economic Development and Tourism, will provide an update on what is happening in the technology area within the Tasmanian community.

Lisa Taylor, Principal of www.tasmanianjobs.com, will provide an update on human resources in Tasmania.



Gary Lowe is the Principal Consultant – NEC Professional Services & Consulting Practices. Gary has over 19 years experience in the Australian contact centre industry and has had senior management positions with such companies as Optus, Primus Telecom and Skilled Engineering. Recently invited by the Victorian Government to speak in New York as part of a trade mission delegation, Gary will present on technology trends in Government and Private sectors under the current economic climate.

The Survey

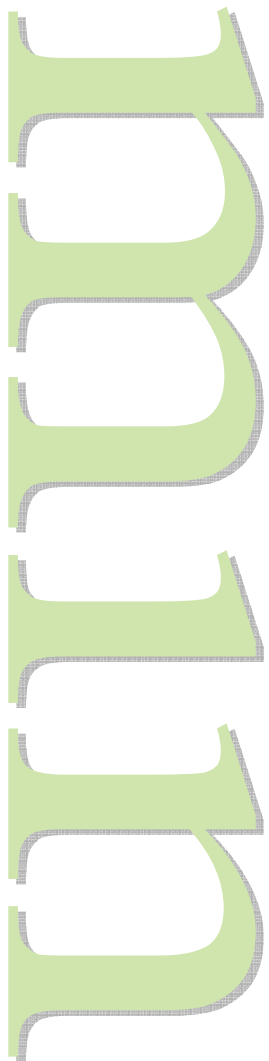
- As in 2006 participants will be asked to complete the survey online. This can be found at: <http://www.australianwebsurveys.com.au/CSBAonlinesurvey>.
- Participants will be provided with a copy of the report.
- Seminar participants will also be provided a complimentary copy of the report.

The seminar will:

- Provide an update of the Contact Centre industry in Tasmania the Vision and challenges.
- Provide an update on what is happening around the country in contact centres.
- Provide some very effective tools and techniques to understand and improve your contact centre.
- Provide an insight into how companies across Australia and industries are effectively developing their team leaders.

By attending the seminar you will:

- Gain an update of what is happening on the contact centre front from a people, process and technology perspective.
- Meet and discuss issues with peers from a range of other organisation.
- Provide valuable input to the state government in feedback from the recent Audit.
- Be provided with detailed workshop notes.
- Be provided with summary benchmark reports.
- Get up to the minute illustrations and examples of best practice in customer service trends.
- Commentary and advice from expert presenters.
- Morning tea and Lunch.



UPDATE ON THE STATE OF CONTACT CENTRES IN TASMANIA

Half day seminar (please tick)

Hobart

Wednesday, 26 November 2008

Time: 9:30 am – 3:00 pm

Location: **The Conference Room
Tasmanian Technopark
Dowsings Point, Glenorchy**

Launceston

Thursday, 27 November 2008

Time: 9:30 am – 3:00 pm

Location: **The Tram Room No 29
Launceston Tram Shed
4 Invermay Road, Mowbray**

Cost: \$150.00 (excl. GST) each

If registering more than 4 delegates, 10% discount will apply to the total cost.

FILL IN THIS FORM AND FAX TO CSBA ON 03 9642 1741.

DELEGATE 1

Title: _____ Job Title: _____

First Name: _____ Last Name: _____

Email: _____

DELEGATE 2

Title: _____ Job Title: _____

First Name: _____ Last Name: _____

Email: _____

DELEGATE 3

Title: _____ Job Title: _____

First Name: _____ Last Name: _____

Email: _____

COMPANY AND PAYMENT DETAILS

Company Name: _____

Registration Contact: _____

Phone: (____) _____ Fax: (____) _____

Email: _____

Please charge \$ _____ to the following credit card account:

Visa Mastercard Direct Deposit Please invoice

Name on card: _____

Card Number: _____

Exp Date: ____/____/____ Signature: _____

Customer Service Benchmarking Australia ACN 078 807 333

Contact

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CSBA

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Cancellations: All delegates need to submit cancellations in writing at least two working days prior to the workshop. CSBA will refund your registration fee less an administration fee of \$50.00 per registered delegate. Cancellations received within 2 working days of the event will not be refunded.