

Contact Centre Action Newsletter

Welcome to another Contact Centre Action Newsletter!

Three important things have happened recently, requiring this newsletter so soon after the last.

Work Force Management Networking Group.

Attached is an email I received from David Grant, President of the Work Force Management Networking Group. After a bit of a break, the Group is firing up again and generating quite a bit of activity. I thought you might be interested.

Call Centre Required.

I have again been approached by someone looking to set up a call centre of about 30 seats, this time in the inner suburbs of Brisbane. The requirement is for vacant premises close to public transport, with enough space for 30 seats, 5 admin and management, plus training and breakout facilities. If anyone is aware of suitable premises, please let me know at spels@ccaction.com.au.

Staff Required.

One of our clients requires a contractor to assist with the implementation of a Witness call recording and quality management system. The role is hands-on technical, and will involve the installation and configuration of the new system (in conjunction with the vendor), plus integration to existing call centre systems (Aspect ACD & eWFM, Genesys) and existing back-end systems. The role is based in Melbourne and is likely to be for an initial period of six months. If interested, please forward a comprehensive CV to spels@ccaction.com.au.

Watch This Space!

We are currently working on a number of new services that we hope we can bring to the market in the future. Please watch this space as we will announce details as soon as we are able to.

Contact Centre Word Awards.

Don't forget that the Asia-Pacific section of the Contact Centre World Awards will be held in Melbourne in June. Please go to www.ccma.asn.au for more details.

For your convenience we have recently added all our previous newsletters to our web site - www.ccaction.com.au. Please have a look - there may be something in a previous edition that you may find interesting.

Do you know of anyone else who would like to be added to our distribution list? Please ask them to email their details to spels@ccaaction.com.au.

Until next time....

Steve Pels

Director

Contact Centre Action

P.O. Box 479

Seaford Vic 3198

Australia

Phone: +61 (0)414 593 819

Fax: +61 (0)3 9766 6484

Email: spels@ccaaction.com.au

Internet: www.ccaaction.com.au

Call Action - Now!