

# Contact Centre Action Newsletter

## **Welcome to another Contact Centre Action Newsletter!**

I usually find time spent in aircraft to be quite productive - particularly on longer flights. Let's face it - there isn't much else to do! I am currently about 40,000 feet above the sea, approaching the coast of Australia somewhere near Port Hedland (I think!), which gives me a perfect opportunity to compile this newsletter.

I have just had a very rushed trip to Kuala Lumpur to speak at the Customer Centric '07 conference, which was a very enjoyable experience.

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## **Thank You For Calling.**

Here is a link to a conference being held at The Westin Hotel in Melbourne on May 3 & 4 ---> <http://www.marcusevans.com/events/CFEventinfo.asp?EventID=12244#1>.

Looks like being a very worthwhile conference with some high calibre speakers.

CCMA members receive a 10% discount when registering to attend.

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## **TelCall Article.**

Attached to this newsletter is an article I recently wrote for Telcall Magazine, entitled Implementing Self Service Technologies. I hope you find it interesting.

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## **Call Centre Required.**

I have recently been approached by someone looking to set up a call centre of 80 - 120 seats in Melbourne. If anyone is aware of suitable premises (preferably fitted out as a call centre), please let me know at [spels@ccaction.com.au](mailto:spels@ccaction.com.au).

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## **Staff Required.**

Contact Centre Action is expanding and is looking for sub-contractors to add to the team on an as-needs basis. There may be a need for consultants in the short-term, particularly with outbound or IVR design experience. A pre-requisite is experience in leadership or management in a call centre environment. If you, or someone you know is interested, please forward a CV to me at [spels@ccaction.com.au](mailto:spels@ccaction.com.au).

A call centre is looking for a Work Force Planning Manager. This is a senior position and the successful candidate will require experience with Aspect eWFM and Genesys. If you are interested, or know anyone who might be, please forward a CV to [spels@ccaction.com.au](mailto:spels@ccaction.com.au).

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### **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.

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### **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](http://www.ccma.asn.au) for more details.

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

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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](mailto:spels@ccaaction.com.au).

Until next time....

Steve Pels

Director

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**Call Action - Now!**