

Contact Centre Action Newsletter – November 2005

Welcome to another Contact Centre Action Newsletter!

Please excuse me if this newsletter is a little self-indulgent - **it's our birthday!** That's right - **Contact Centre Action** was formally registered on the 18th of November 2003.

I can't believe the time has gone so fast - and what an interesting two years it has been.

Here is just some of what Contact Centre Action has achieved in that time:

- We have had some fantastic opportunities, including working with well-known companies like Coles Myer, Australian Unity, VicRoads, Pacific National, Excelior, Primus Telecom and BMW Group.
- We have had a variety of work, including call centre strategy development, call centre relocations, productivity and efficiency improvements, business case preparation, tender preparation and evaluation, project management, training workshop facilitation and speaking at conferences.
- We have developed relationships with a number of like-minded consultants, each with slightly different specialisations, in Melbourne, Sydney and Brisbane that we can call on if required, enabling us to match skills to specific customer requirements.
- We now have a large network of vendors and suppliers to the call centre and related industries - if we can't directly service your requirements, chances are we can find someone else to help you out.
- The mailing list for this newsletter now exceeds 500 recipients and it is growing all the time.

Hopefully 2006 will see continued growth and more opportunities.

That's it for the self-indulgence - thanks for bearing with me!

We are aware of an Senior BDM/Account Director experienced in a variety of call centre technologies, that is looking for a change. If you are looking for such a person, please send the details of the opportunity to spels@ccaction.com.au and we can pass them on.

We are also aware of a permanent role for a Genesys Project Manager, based in the Melbourne CBD. The company is seeking a candidate with at least 5 years Genesys experience, preferably with experience in working with the Government. They are seeking to fill the role urgently and are offering a package of around \$120K. Please let me know if you, or anyone you know might be interested.

Finally, as this will be the last newsletter for 2005, we would like to wish everybody a happy and safe Christmas and New Year. If you are taking a break, take care and enjoy the time with your family and friends. We look forward to seeing you and continuing to provide exceptional service to you early in the new year.

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@ccaction.com.au.

Until next time....

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