

European Contact Centre Summit Programme

An ECCCO Event

Wednesday 13th of April 2005

Arrival of ECCCO members in the morning to the Exhibition by their own means, visit of the Exhibition on their own

Meeting point – AFRC/ECCCO Booth (A 22) at 12.15

12.30 ECCCO meal - (BT's VIP Lounge)

14.00 ECCCO Board Meeting - (SeCA Commisariat)

16.00 ECCCO Workshops - (Auditorium)

16H00 Manfred Stockman – President of Call Center Forum Deutschland :

“Legal development in Germany and possible restriction in outbound activities”

16H 20 Marian Kostecki – President of CCMA Poland

“Chances for nearshore European outsourcing”

16H 45 John Kemp – CRL Solutions Ltd United Kingdom

“A plan to define an European wide benchmark for customer care”

17H10 Maria José Fernandez – American Express Spain

“How American Express Spain has achieved 3 Call centre excellence awards?”

17.30 Coffee break and visit to BT's Booth

18.00 The European Contact Centre Summit Plenary Session - (Auditorium)

“2005, Which professionalization level has been reached in the European contact centres?”

18.00 Stephan Buess – CallNet.ch, Switzerland

18.10 Fernando Torres – AEECCC, Spain

18.20 Manfred Stockmann – Call Center Forum Deutschland, Germany

18.30 Vincent Van den Boosche – Contactcentres.be, Belgium

18.40 Mario Masonne – Customer Management Multimedia Callcenter, Italy

18.50 Marian Kostecki – Call Center Management Association, Poland

19.00 Eric Dadian – Association Française des centres de Relation Client, France

19.10 John Kemp, Director of CRL Solutions Ltd - United Kingdom

19.20 Cara Diemont, Marketing Director CIS Global - Dimension Data,

19.30 European Contact Centres Awards - (Auditorium)

Inaugural Speech: Nathalie Besson, Marketing Director - British Telecom

20.00 Cocktail and Diner (BT's VIP Lounge)

