



FALL 2010 E SOURCE

Contact Center Roundtable

SEPTEMBER 20, 2010 II WESTIN TABOR CENTER II DENVER, COLORADO

Fall 2010 E Source Contact Center Roundtable Roundup

7:30–8:30 a.m. Breakfast and Registration

8:30–10:00 a.m. Welcome to Dodge

Every utility does something really well—maybe better than any other utility. Let's share these best practices. Each cowpoke should choose one best practice and one issue or challenge at his or her utility. These can be new or old programs or pilots, a new marketing approach, a technology, software or a tracking system, a web application, an advertisement, or some market research results—just choose something that you are proud to share with others.

10:00–10:30 a.m. Break

10:30 a.m.–12:00 p.m. Corral Those Doggies

We'll use this time to work out our issues together. Get a lasso around your problems and learn from each other. It will be cowpoke-to-cowpoke problem-solving time.

12:00–1:00 p.m. Hit the Chuck Wagon

1:00–2:00 p.m. Fill up that 10-Gallon Hat

We'll revisit any open issues and wrap up the day. Hopefully, you'll walk away with new tools to help in your day-to-day operations—enough knowledge to fill up that 10-gallon hat!

2:00–2:15 p.m. Break

2:15–3:15 p.m. Entertainment Hour

5:30–7:00 p.m. Forum Welcome Reception

Join us for drinks and appetizers while meeting other attendees.

7:00 pm Contact Center Roundtable Dinner

Join us for a complimentary dinner in LoDo (lower downtown Denver). Preregistration is required.