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FALL 2009 E SOURCE

# Contact Center Roundtable

SEPTEMBER 22, 2009 || WESTIN TABOR CENTER || DENVER, COLORADO

## Fall 2009 E Source Contact Center Roundtable

Join customer service leaders from across North America in Denver, Colorado, to discuss the most pressing issues of 2009. The Contact Center Roundtable is being held in conjunction with the [22nd Annual E Source Forum](#) so you'll get more content and more networking opportunities, but only have to travel to one conference.

This intense, highly interactive half-day roundtable session is derived from the popular "Peer Problem-Solving" session held at past Forums. Meeting customer service expectations through your utility call center, interactive voice response system (IVR), e-mail communications, and web site provide constant challenges. Your peers are your best assets for addressing these challenges. You won't want to miss the insights and best practices revealed during our rich discussions. The Contact Center Roundtable is a vendor-free zone, designed by and exclusively for members of the *E Source Utility Customer Care Service* and the *E Source E-Business Service*. Join us for this important event.

### Top 3 reasons you should attend:

1. It's the only industry event dedicated to a closed-door dialogue with the top utility customer service leaders in North America.
2. The roundtable discussions are designed to provide numerous opportunities to share best practices, ideas, and perspectives on challenges related to meeting customer expectations and using new customer service channels.
3. You'll leave with tools, knowledge, and insights on how to improve customer service.

### Who should attend the Fall 2009 E Source Contact Center Roundtable?

Participation is limited to members of the *E Source Utility Customer Care Service* and the *E Source E-Business Service*. Members involved in customer care, customer service, call center management, IVRs, web sites, and e-mail communications are welcome to attend.

### Not a member?

Please contact [Rich Goodwin](#), manager of the *E Source Utility Customer Care Service*, if you would like more information about the Contact Center Roundtable.

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