Fall 2012 E Source Customer Experience Executive Council

October 2, 2012, in Denver, Colorado

This valuable, highly interactive roundtable has grown out of the popular "Peer Problem-Solving" sessions held at the E Source Forum in past years. Meeting customer service expectations through your utility call center, interactive voice response system (IVR), e-mail communications, and website provides constant challenges. Your peers are your best assets for effectively addressing these challenges and effectively communicating with your customers. Don't miss the insights and best practices that will be revealed during these rich discussions.

Top 3 reasons you should attend:

1. It's the only industry event dedicated to a closed-door dialogue with the top utility customer experience 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 experience.

Who should attend the Fall 2012 E Source Customer Experience Executive Council?
Participation is limited to members of the *E Source Experience & Communications Management, E-Channel*, and *Utility Customer Care Services*. Members involved in customer experience, customer care, customer service, call center management, IVRs, websites, and e-mail communications are welcome to attend.

Not a member?
Please contact Rich Goodwin, manager of the *E Source Customer Experience Services*, if you would like more information about the Customer Experience Executive Council.

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