

COLORADO SPRINGS, Colo., Sept. 16, 2013 /PRNewswire/ -- ICMI's Contact Center Expo & Conference (formerly known as ACCE) is currently seeking papers for sessions to take place during their Contact Center Expo and Conference in San Diego, CA from May 6-9, 2014.

Accepting submissions through September 27, 2013

Key Areas The conference attracts customer care professionals from around the country, representing organizations of all sizes and in a variety of industries. To appeal to this diverse audience, the programs cover a broad range of key topics covering People Management, Operations Management, Technology Management and Strategy and Leadership initiatives.

Of particular interest are approaches to these topic areas that address the current challenges in the industry relating to the increasingly multi-channel environment, changing customer needs and expectations, increased regulations, employee engagement, etc. In all cases, the highest degree of interest in submissions is to those that offer practical and specific takeaway tools that will enable attendees to implement practices and processes immediately in his/her own center. Commercial content will not be considered.

About Contact Center Expo & Conference ICMI's conference programs enjoy a strong reputation for quality by bringing together a faculty of experts to share practical information that our delegates can use immediately to improve their centers. Taking place May 6—9, 2014 in San Diego

, the Contact Center Expo & Conference, now in its 11th year, is the premier global gathering for the contact center – known worldwide as an essential forum for educational growth, top networking, and the sharing of significant and proven best practices – as well as the go-to source for the contact center industry's most relevant, critical, and timely information. Held in rotating locations, Contact Center Expo and Conference offers four full days of workshops, site tours, case studies, panels, and discussions on a wide-ranging selection of industry-specific topics.

Submission Process Visit <https://secure.icmi.com/acce/2014/proposals> to submit! You will be asked for a suggested session title, description, key takeaways, speaker contact info, and a brief bio. The deadline for submissions is September 27, 2013

Selection Process All submissions are reviewed by the ICMI Advisory Board Members who make final selections based on topic, subject matter, and fit into the overall program. Those submission that offer immediately actionable tools that attendees can implement in their own center will receive the most interest.

About ICMI The International Customer Management Institute (ICMI) is the leading global provider of comprehensive resources for customer management professionals -- from frontline agents to executives -- who wish to improve customer experiences and increase efficiencies at every level of the contact center. Since 1985, ICMI has helped more than 50,000 organizations in 167 countries through training, events, certification, consulting, and informational resources. ICMI's experienced and dedicated team of industry insiders, trainers, and consultants are committed to helping you raise the strategic value of your contact center, optimize your operations and improve your customer service. For more information, visit www.icmi.com

ICMI is a part of UBM (www.ubm.com), a global live media and B2B communications, marketing service and data provider.

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