

Update: Call Centre Expo 2003 & the Call Centre Expo '003 Conference

Submitted by: UBM plc

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Call Centre Expo 2003 is pleased to announce details of its 5th annual expo & conference. Call Centre Expo & the Call Centre Expo 2003 Conference will take place from 16-17 September 2003 at the Birmingham NEC, UK.

Visitors to Call Centre Expo 2003, whatever their stage of awareness, understanding or implementation of call & contact centres, will be able to explore the complete spectrum of call & contact centre solutions across three distinct areas:

People & Workplace: inc. recruitment, training, motivation, furniture, design, etc.

Business Process & Strategy: inc. CRM, measurement/performance, multi-media contact strategy, outsourcing, etc.

Call & Contact Centre Technology: from infrastructure, hardware & databases to front-end software; from initial ACD installation to cutting edge e-mail & web integration solutions

Visitors will also benefit from attending the free daily Keynote Sessions. Current industry topics will be debated live between professionals from a range of end users, media, associations and suppliers.

The Call Centre 2003 Conference, sponsored by Nortel Networks and run in conjunction with the expo, will hold interactive half-day executive Masterclasses and case-study led conference sessions. These will be presented by senior industry experts and will focus on the key areas of People & Workplace; Business Process & Strategy; and Call & Contact Centre Technology.

For further information regarding Call Centre Expo please visit www.callcentre-expo.com or call +44 (0)20 7921 8517.

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Notes to Editor:

About Call Centre Expo

Call Centre Expo 2003 will take place 16-17 September 2003 at the Birmingham NEC, Birmingham, UK. Call Centre Expo 2002 saw an increase in attendees, with 7,774 (ABC Audited) compared to 7,717 attendees for 2001 (ABC Audited). Since its launch in 1999, Call Centre Expo has seen phenomenal and continued growth from exhibitors, visitors and conference delegates alike.

About CMP Information - IT & Games Division

CMP's IT & Games division has more than 20 years of experience in producing industry leading,

business-to-business events and publications for the high-tech markets. It remains at the forefront of the industry by continuously developing existing events and adding new products to its division. CMP's current successful products include CCF (Call Centre Focus) magazine; Networks for Business, GeoSolutions, GeoNorth, Technology For Marketing incorporating Technology For Customer Service and Technology For Sales, Call Centre Expo, Call Center Expo Europe, ECTS, GDCE and SCoRE events; The Call Centre DataFile, Call Centre Management Yearbook, CMP Intelligent Marketing, CMP Interactive events and the Call Center Media Portal.

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