

Countdown is on to witness the latest products & services for the Call & Contact Centre Industry!

Submitted by: UBM plc
Monday, 18 August 2003

5, 4, 3, 2, 1

Countdown is on to witness the latest products & services for the Call & Contact Centre Industry!

Visitors to Call Centre Expo 2003 will witness demonstrations of the latest products & service for the call & contact centre industry from more than 250 exhibitors. It takes place 16-17 September 2003 at the Birmingham NEC, UK.

"Call Centre Expo is the only event where visitors; whatever their stage of awareness, understanding or implementation of call and contact centres can find all their call & contact centre needs," explains Phil Hunter, Event Director. "With more than 250 leading industry suppliers exhibiting at the event, visitors will be able to compare hundreds of product & services, some of which have never previously been seen before in the market place."

Just some of the products & services being demonstrated will include:

Adecco

The Adecco intelligent recruitment system, which offers a complete application to placement and performance management systems online. Encompassing Xpert, Xchange, online ordering, training and testing. The following products will be showcased:

Xpert -Our assessment programme based on Can Do, Will Do, Will Fit.

Xchange -Place orders on-line using our secure booking software.

Armstrong Communications

The latest version of ActiveAgent progressive dialler, designed to reduce staff turnover when compared to a predictive dialler which more aggressively delivers calls.

Inter-Tel Axxess Call Centre solution with real-time and historical reporting.

Agent Suite of products designed for improved staff productivity.

beCogent Ltd

Automated Voice service delivering a new breed of voice self-service applications and its new Voice Self-Service application demonstrated.

CallScripter

CallScripter Version 2.5.NET. This intuitive software allows the creation of inbound/outbound/blended campaigns and reports in minutes by non-technical staff and Call data Import/Export programme.

Capscan

Its address management suite, including Australia Post AMAS-accredited Matchcode International, which contains enhanced names and address data through its Australian-based partner, Pacific Micro Marketing.

Also Matchcode Java, Matchcode DC, Matchcode Commercial, Matchcode Names, NearCode and Zapcode Client Server solutions.

CB Richard Ellis

Launching its Call Centre Solutions Group. CB has professionals working via a global network of 10,000 employees in 250 offices, to assist in site selection, establishing a call centre and its ongoing management.

Concerto Software

EnsemblePro™ is a complete contact centre solution for multimedia contact centers - including ACD, predictive dialing, IVR, email, Web chat and collaboration, universal queuing, recording and reporting.

Unison 7.0, an outbound contact centre solution, EnsemblePro 5.1 the unified solution and Lyricall.

Contact 24

Will be promoting its expertise and experience in delivering sales, marketing support, order processing and customer service across all communications channels phone, fax, web, e-mail and SMS.

Convergent Systems

The latest developments from its in-house R&D facility. Callmedia Enterprise multi-channel contact centre system, which pushes back the boundaries of inbound and outbound channel blending with its new SMS capability.

Convergys

Demonstrating its offshore call centre outsourcing proposition and its UK-based Pan-European consolidated outsourced call centre model.

Dreamstream Technologies Ltd

An Instant Messaging tool that allows controlled chat conversations with the huge audience of IM users 590 million and climbing. Speeding support calls and auto identifying the users are one of the benefits.

Fluency Voice Technology

Products from its suite of sector specific applications including those built specifically for the Travel

& Transport sector, and the Financial Services sector. Areas of expertise include Telecoms, Retail & Distribution and Government.

GemaTech (UK) Ltd

Remote Service Manager (RSM): true virtual call centre and/or intelligent hot desking.

Business Continuity Manager (BCM and BCMLITE).

Secure Voice Recording (SVR and SVRLITE): of all calls accessible from anywhere in the world with secure web access.

Group1 Software

Exhibiting its DOC1 Suite focusing on DOC1 Archive and DOC1 Interactive. DOC1 Archive provides high-speed retrieval and delivery of documents enabling CSRs to access documents instantly. DOC1 Interactive is an automated customer correspondence solution that gives CSRs the power to create, action and deliver 1:1 Documents.

interdec working spaces

Presentation of interdec services: organisational/operational analysis, space planning, building evaluation, feasibility study, interior design, 3D visualisation, mechanical, electrical and IT, project management, furniture specification and procurement, moves management and building of call centres.

LBM

LBM designs and delivers unique marketing and planning strategies for blue-chip clients.

LBM Intelligent Contact provides inbound, outbound and blended customer contact solutions from its UK 1000-seat call centre. LBM also offers e-mail contact and direct mail personalisation and fulfilment.

Celebrity guest appearances from LBM sponsored sportsmen: -

Andrew Flintoff - International cricket ace: Tuesday, 16 September

Richard Guest 2001 Grand National winner: Wednesday, 17 Sept

Mary Gober International Ltd

The GOBER METHOD and how it can create a step-change in an organisations service culture. The GOBER METHOD encompasses 3 Aspects : The Psychology of Service - the required mindset and motivation for superior service; The Language of Service and the Gober Management Framework.

MDP

The UK Call Centre Association (CCA) has introduced a scheme in conjunction with Nottingham Trent University to accredit in-company training. Professional qualifications can be attained for advisors and university qualifications for team leaders and senior managers.

OC5 Outsource Connections

OC5 is an outsource contact centre provider offering individualised outsource customer solutions. Clients are enabled to select and pay for only the services required, with flexibility to select services suitable to client specific contracts.

Online Group

PV4E, an intelligent patching and physical layer management system, talks to intelligent patch panels and IP devices to deliver a real-time representation of the location and status of every network voice and data connection.

Open Wave

Will be demonstrating the full functionality of the product, including intra day management and agent self-service modules. Open Wave provides leading workforce management solutions, specialising in workload forecasting, and schedule production and management.

Parkfield Projects Plc

The company specialises in the design and construction of office accommodation, call centres and large warehouse facilities, with a reputation built on delivering cost effective solutions within the agreed budget and time scale.

Performance House Ltd

Works with organisations to provide insightful balanced performance measurements, benchmarks, workshops and training. Provide low cost, high value Performance Development Programmes with simple steps to improve. Mystery Shopping, Live Call Benchmarks, Surveys, Best Practice, research journalism & market Insight.

pulse

Demonstrations of the pulsevoice interactive voice response system with speech. Delegates can simply talk to the IVR and quickly and easily navigate through the menus for the information they need. This conversational IVR comes with many enhanced features, including barge in.

QAS Ltd

The QuickAddress range of International Address Management software, from QAS, which ensures that customers address details are correct and consistently formatted across all your databases.

Source One Europe Ltd

Source One proprietary global database software solution

Web Site

Promotional Video

Test Calls to South Africa for quality

SRC

Will demonstrate its latest telephony based speech recognition services. These services enable more efficient mass market customer contact over the telephone, coupled with reduced costs and increased productivity.

SupportSoft Inc

SupportSofts Resolution Suite, based on the companys patented software platform, allows businesses to automate, streamline and personalize the support they provide to their customers, partners and employees, helping them reduce costs, increase revenues and drive user satisfaction.

Swan Solutions Ltd

Demonstrating Callview and Callview Express. The modular configuration of Callview means that users can implement core call centre functionality, including comprehensive reporting, and add further applications, as their business demands require thus extending the return on investment on the original purchase.

Telephonetics

The Telephonetics ContactPortal® gives any user of the telephony system intelligent call routing by spoken voice. This system apart from answering calls also allows staff members to control and manage their calls, and consequently their time, more efficiently and effectively using unique Mobility, Manager Secretary and Call Screening features.

Transversal Corporation Ltd

Demonstrating Metafaq: Intuitive, web-enabled technology ensures customers find the information they need, when they need it.

Ventura

Demonstrate how the outsourcing solution can offer organisations significant cost reductions, an expert partner that can effectively transform operations, improve flexibility and add value through extensive training, transfer of skills and people management.

Witness Systems

Comprised of business-driven multimedia recording, performance analysis and e-learning management applications, the browser-based eQuality® suite is designed to enhance the quality of customer interactions across multiple communications media, including telephone, e-mail and Web.

Notes to Editor

About Call Centre Expo

Call Centre Expo 2002 took place from 17-18 September 2002 at the NEC Birmingham. The 2002 event saw an increase in attendees, with 7,911 (subject to ABC audit), 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

CMP Information is the UK headquartered professional media division of United Business Media plc. Operating in the UK, US, Asia and Europe, CMPi delivers integrated media solutions to specialist B2B vertical market sectors. Its products including magazines, exhibitions, conferences, awards, directories and websites are targeted at business professionals across a focused range of markets; these include Healthcare, Property, Entertainment, Travel, Agriculture, IT & Games and Print.

Amongst its well-established brands are industry leading publications including Pulse, Travel Trade Gazette, Building Design, Property Week, Building, Music Week, and Chemist & Druggist. It also has a number of exhibitions recognised as the pre-eminent events in their respective market sectors. These include CPhI, FIE, The Furniture Show, ATC, Confex and IFSEC.

CMPi has recently completed a number of acquisitions to strengthen its media portfolio for the built environment, these included acquiring the remaining 50% of Property Media, the publisher of Property Week in April; the acquisition of the interior Design Handbook in May; and the purchase of the Builder Group and Barbour Index in July, the best-known names in publishing and information services for the building, architects and facilities management sectors. These acquisitions totalled over £83m and have propelled CMPi to the leading media company in the built environment sector.

In the first half of 2003, CMPis revenues totalled £58.7m

Press Contact:

CMPi: Toni Cullen, Tel: +44 (0)20 7921 8518, email: tcullen@cmpinformation.com