

# Intelecom announces speaker line-up at its contact centre industry event **Get Connected 2016**

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27th April 2016, Royal Over-Seas League, St James, London

Intelecom Group AS, provider of cloud-based contact centre solutions, is holding Get Connected 2016, its annual event for contact centre professionals on Wednesday 27th April 2016, at the Royal Over-Seas League, St James's Street, London. The half day conference features presentations from Intelecom's senior executives and leading industry specialists, from respected organisations including Ombudsman Services and the Call Centre Management Association. Over 150 delegates are expected to attend the event, which offers guidance and best practice advice on customer engagement and delivering a seamless brand experience and service, as well as the chance to network with industry peers.

At Get Connected 2016, David Pilling from Ombudsman Services will present key insights from The Consumer Action Monitor (CAM) report, one of the most comprehensive multi-sector studies into the state and prevalence of consumer complaints in the UK. Martin Hill-Wilson from Brainfood Consultancy will share how organisations can reduce the number of preventable live agent interactions and drive up the number of contacts that provide true 'customer value'.

The morning will conclude with the 'Art of the Possible' presented by Thomas Rodseth, Intelecom's VP of Product, a complete demonstration of what can be done today with technology and what to look forward to in the future.

Borge Astrup, Managing Director, Customer Contact Division of Intelecom Group AS said; "Achieving and delivering extraordinary customer service continues to be an aspiration for contact centre professionals across the UK. During this half-day event we explore next generation customer service and highlight the substantial benefits of focusing on what matters to customers, getting the basics right first – and doing so efficiently."

For more information or to register for the event, visit: <https://www.intele.com/events/gc2016/>

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## About Intelecom

Intelecom is a leading provider of contact management solutions. With over 17 years' experience, Intelecom was one of the first to develop a cloud-based contact centre. Highly flexible and scalable, Intelecom can be adapted to accommodate one to several thousand concurrent agents using any device, in any location and integrates with multiple applications seamlessly.

Intelecom is one of the few contact centre solutions that is completely multi-channel. Intelecom agents can respond to Phone, Email, Chat, Social Media and SMS enquiries all within the one application.

For more information please visit INTELECOM (<http://www.intele.com>)

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