

**100,000 EMPLOYEES NEEDED
APPLY AT THE CALL CENTER
MEGA JOB FAIR
FREE
ADMISSION**

**NAVIGATING
THROUGH
THE GLOBAL
CRISIS**

Jobs 3

No other event brings together the biggest names in the contact center industry nationwide than the **CCAP Annual Call Center Conference and Expo 2009.**

**CALL CENTER
CONFERENCE
& EXPO 2009**

**JULY 15-16, 2009
SMX CONVENTION
CENTER**

CONFERENCE + EXHIBIT + JOB FAIR

Plenary & panel discussions:

- ➔ Know the state of the Philippine call center industry from the CCAP president
- ➔ Hear the views of global analysts on the global call center trends
- ➔ Learn from call center CEOs on fuelling growth amidst the global crisis
- ➔ Fearless forecasts of renowned economists on the impact of economic recession in the industry
- ➔ Relate with call center agents in their panel discussion on careers in the call center industry

Five track sessions to choose from with topics focusing on the following:

- Operations - generating revenues & controlling costs
- People - attracting & keeping talent
- Solutions - lowering costs & future technologies
- Career Development - professional & personal development

New track session:

- Call Center 101 Plus - starting and running a call center