

Contact Centre Canada National Association Summit

Donna Miller, Contact Centre Canada's CEO, conducted a survey that was accompanied by a summary of her findings following conversations with leaders of the contact centre Associations across Canada. The purpose of the survey was to understand common challenges and to gauge interest in forming a national network where ideas, successes and challenges could be exchanged. One of the key findings was how the Associations and Contact Centre Canada can work together in support of the industry from coast to coast.

As a result, Canadian contact centre association leaders across Canada gathered at this inaugural Summit to share best practices and ideas and techniques to synergize and strengthen the Canadian contact centre industry.

The group discussed marketing strategies relative to Contact Centre Canada's products and programs and formed a framework for future collaboration.



Front row (L to R): Patsy Bertoia, Chair, Contact Centre Canada; Jane Finn, Contact Professionals Alliance; Deborah Morden, London Contact Centre Association; Sangeeta Bhatnagar, Greater Toronto Area Contact Centre Association; Dolly Konzelmann, International Customer Service Association

Back row (L to R) Alan Sauve, Manitoba Contact Centre Association; Cameron Bruce, Contact Centre Nova Scotia; Brian Sypher, ContactNB; Donna Miller, CEO, Contact Centre Canada.

Not pictured: Sandra Freeman, Ottawa Regional Contact Centre Association; Cheryl Barsalou, Manitoba Contact Centre Association

CONTACT CENTRE CANADA HAS A VISION

Contact Centre Canada is a non-profit organization. With its corporate headquarters based in the nation's capital – Ottawa, Ontario – it is our goal to brand Canada as a '**world-class contact centre destination of choice**'.

Contact Centre Canada is committed to providing products and services that contribute to the growth and sustainability of the contact centre industry membership it serves in Canada.

We want you to be a central player in shaping the future of the contact centre industry in Canada. Join us on this journey and become a member of **Contact Centre Canada!**

www.contactcentrecanada.ca/membership

As a **Contact Centre Canada** member, you will benefit from our many products, programs, market intelligence and knowledge sharing opportunities.