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Pipkins Participates in At-Home Agent Seminars

Seminars Facilitated by At-Home Industry Leader, Michelle Rowan

ST. LOUIS, MO (February 7, 2011) — Pipkins, Inc., a leading supplier of workforce management software and services to the call center industry, today announced they will participate in At-home Agent Seminars, facilitated by Michelle Rowan, At-Home Agent Industry Leader. Seminars are designed exclusively for organizations considering the at-home model, currently in pilot, or expanding and refining their existing model. Attendees range from blue-chip companies in continuous improvement mode to those studying the model and building business cases. Proven strategies and business cases will be the blue print for the sessions, with high interaction and benchmarking among attendees to leverage learning and best practices.

The first At-Home Agent Seminar will be held in Dallas, Texas at the Westin Galleria Dallas on Wednesday, February 23, starting at 8:30 AM until Thursday, February 24, at 1:00 PM CST. [Register now](#) and save \$200 on second attendee. Included in your registration is a ticket to the Dallas Mavericks vs. Utah Jazz basketball game at American Airlines Center. Tip off: 730pm February 23, 2011.

Dates for future At-Home Agent seminars are:

- March 22-23 - Phoenix, Arizona
- May 3-4 - Baltimore, MD
- June 28-29 – Chicago, IL
- July 26-27 – Boston, MA
- October 4-5 – Dallas, TX

To learn more about At-Home Agent Seminars or to register for a seminar, visit www.pipkins.com and click on the “At Home Customer Contacts” tab on the homepage.

About Pipkins Inc.

Pipkins Inc., founded in 1983, is the leading supplier of workforce management software and services to the call center industry. Vantage Point, Pipkins’ premier product, is the most accurate forecasting and scheduling tool on the market and enables managers to solve the complicated operational issues in today’s multi-faceted call center environment. Pipkins’ systems forecast and schedule more than 300,000 agents in over 500 locations across all industries worldwide. The company is headquartered in St. Louis, Missouri. For more information, visit www.pipkins.com.

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