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## **Pipkins to Participate in 2011 Call Center Optimization Forums**

*Highly Anticipated Fourth Annual Event Will Provide Contact Center Professionals with Groundbreaking Strategies and Proven Best Practices to Boost Performance and Profitability*

**ST. LOUIS, MO** (February 16, 2011) – Pipkins, Inc., a leading supplier of workforce management software and services to the call center industry, today announced their participation in the 2011 Call Center Optimization Forums, where attendees will learn how to fully maximize the value of key contact center solutions for pre-hire assessment and simulation, workforce forecasting and scheduling, quality monitoring and performance management. The nationwide series of educational seminars is tailored for call center professionals challenged with keeping up with the latest performance optimization strategies, techniques and solutions.

Attendees will discover the importance of implementing the latest solutions for customer experience management and post-contact surveying and customer feedback. With support from leading call center industry networking and educational organizations, the 2011 Call Center Optimization Forum seminars will outline breakthrough strategies and techniques that can be used to exceed customer expectations, raise performance standards, intelligently reduce costs and achieve attendees' personal career goals. The seminars will reveal powerful new, cost-effective ways to hire the right employees, set and track the right performance objectives, accurately forecast workload and schedules, improve quality of service, measure and boost customer satisfaction, and win the support of top executives.

In addition to the event's various educational seminars and workshops, attendees that register and attend will receive many additional benefits, including a one-year full CCNG individual membership (a \$150 value), connection to a 90-minute Call Center School Online Training Class of the attendee's choice (a \$275 value) and a registration to the 2011 CRMXchange Virtual Contact Center Conference.

In an effort to maintain a free and open exchange, the Forum is open to end-users only – registrations submitted by non-sponsoring vendors and consultants will not be accepted. To register or for additional information on the upcoming 2011 Call Center Optimization Forum seminars, please follow links for specific locations. Due to limited availability, early registration is recommended in order to guarantee a place at any of the following Call Center Optimization Forum seminars:

**CHARLOTTE, NORTH CAROLINA** (April 7<sup>th</sup>) - <http://www.optimizeyourcallcenter.com/Charlotte>

**WASHINGTON DC** (June 2<sup>nd</sup>) - <http://www.optimizeyourcallcenter.com/WashingtonDC>

**OMAHA, NEBRASKA** (July 14<sup>th</sup>) - <http://www.optimizeyourcallcenter.com/Omaha>

**BOSTON, MASSACHUSETTS** (August 8<sup>th</sup>) - <http://www.optimizeyourcallcenter.com/Boston>

**ORLANDO, FLORIDA** (September 15<sup>th</sup>) - <http://www.optimizeyourcallcenter.com/Orlando>

**LAS VEGAS, NEVADA** (November 10<sup>th</sup>) - <http://www.optimizeyourcallcenter.com/Las-Vegas>

### **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](http://www.pipkins.com).