

## Expert Class Contact Center Management, 6th edition

Two-day introductory					
	Welcome				09:00
	Contact Center 2.0: Value, Function & Image	David Gybels			10:00
	Expert Class program overview				11:00
	Contact Center Operating Model - Introduction	Inge Vissers	Hotel Vé - Mechelen	January 20th & 21st, 2012	14:00
	Structogram	Johan Cusseneers			16:00
	Contact Center Maturity Assessment - Introduction	Inge Vissers			09:00
	CCM 30 Key Questions - Overview & Exercise				11:00
	Case Briefing - The Belco Cy, role model	David Gybels & Inge Vissers			14:00
Vision, Mission, Strategy					
	Strategic Visioning - Function & Synergies	François Rossillion		January 23rd, 2012	13:30
	Channel Mix	Christophe Degrez			17:30
Deployment					
	Objectives - Management Cockpit + Business Activity Monitoring	David Gybels		January 30th, 2012	13:30
	Workshop Contact Center Business Case & Budget	Inge Vissers			17:30
	Rules - Risks	Gerrit Van Den Driessche (Rules) - Johan Crols (Risks)		February 6th, 2012	13:30
	Make and/or Buy	François Rossillion			17:30
Operations Management	Optimize Cost	Dirk Marien	THoCC	February 13th, 2012	13:30
	Maximize Service	Inge Vissers			17:30
	Generate Value	Jan Smets			13:30
Project Management				February 20th, 2012	
	Program & Project Management in Contact Centers	Christophe Vandecaveye			17:30
Performance Management					
	Primary Processes - Marketing, Sales, Service & Collect	David Gybels		February 27th, 2012	13:30
	Performance Management	Inge Vissers			17:30
	Monitoring & Coaching	Cris Luyckx		March 5th, 2012	13:30
Leadership					
	Leadership in Contact Centers	dr Bart Dietz, Erasmus Rotterdam	Erasmus Rotterdam	March 12th, 2012	13:30
Organise & Document					
	Organise	Inge Vissers	THoCC	March 19th, 2012	13:30
	Quality	Frank Van den Berg			17:30
	Business Process Management	Wim Keppens		March 26th, 2012	13:30
Site Visit					
	Site Visit	Eddy Libeer	IDECOM - CORELIO	April 16th, 2012	14:00
Supporting processes					
Resources					
	HRM	Cris Luyckx		April 23rd, 2012	13:30
	WFM	Benno Schiffer			17:30
	Site Management	Annick Vacaet			13:30
Information				April 30th, 2012	
	Knowledge Management	Marc Van Remoortere			17:30
	Training	Ronny Diricx			13:30
	Training Workshop	Yann Van den Brande	THoCC	May 7th, 2012	17:30
	CRM & Data Management	Patrick Verstraete			13:30
	Workshop - CCM 30 Key Questions	David Gybels		May 14th, 2012	17:30
Systems					
	SOA, Service Oriented Architecture	dr Jan Verelst, Universiteit Antwerpen		May 21st, 2012	13:30
	Customer Interface - User Interface	Peter De Poorter			13:30
	Support Systems ( CC ICT Tomorrow )	Joris Van Rymentant - Peter Ediel		May 28th, 2012	17:30
Global CC benchmark	Workshop	TBD		June 4th, 2012	13:30
Presentation cases			THoCC	June 18th & 25th, 2012	13:30