



# contact center expo & conference

May 4-7, 2015

Walt Disney World Dolphin & Swan Resort  
1500 Epcot Resorts Blvd.  
Lake Buena Vista, FL 32830

Managed and Produced by ICMI, a division of UBM, LLC

## Group Registration Form

Complete this form if you would like to register **three or more individuals** from your company to attend ICMI's Contact Center Expo & Conference 2015. Group registration discounts apply to any combination of 4 Day, 3 Day or 2 Day passes.

*[While group discounts DO apply to Early Bird Pricing, it is NOT combinable with promotions or special offers. All discounts are subject to review before processing.]*

**Group Discount Rates:**  
**3-5 attendees: 20% discount**  
**6-10 attendees: 30% discount**  
**11+ attendees: 40% discount**

*Not combinable with promotions or special offers.*

Contact Center Expo & Conference is a trade-only event. You must be 18 years of age and a qualified buyer of call center technology, applications, or products to visit the exhibit hall.

## How to Register

All group discount forms must be submitted from the same company, within 24 hours of one another

**STEP 1: Review Conference Packages (Workshop & Training, if applicable) – page 1 & 2**

**STEP 2: Complete Coordinator Contact Information & Method of Payment – page 3**

**STEP 3: Fill out individual information for each registrant in group & select package options – starts on page 4**

**STEP 4: Print out and Fax or Mail form; or Save it and Email It.**

Email: [ICMIExpoReg@ubm.com](mailto:ICMIExpoReg@ubm.com)

Fax: 415.947.6011

Mail: UBM Events Registration Department  
 ICMI Contact Center Expo and Conf.  
 303 Second St., Ste 900 South Tower  
 San Francisco, CA 94107

## Conference Packages:

Dates:	Mon-Thurs 5/4-5/7	Mon-Wed 5/4-5/6	Tue & Wed 5/5-5/6
<b>Pricing:</b> Super Early Bird/Early Bird/Regular*	\$2095/\$2395/\$2595	\$1795/\$2095/\$2295	\$1495/\$1795/\$1995
<b>Package (inclusions below):</b>	<b>4 day</b>	<b>3 Day</b>	<b>2 Day</b>
Pre-Conf. Workshops and Site Tours (5/4)	X	X	
Post-Conf. Workshops or Site Tours (5/7)	X		
Conference Sessions (5/5 & 5/6)	X	X	X
Networking Events	X	X	X
Breakfast, Lunches, Receptions	X	X	X
Keynote Presentations	X	X	X
Exhibit Hall Entry	X	X	X

\*Super Early Bird Rate Expires December 31, 2014; Early Bird Rate expires March 20, 2015.

## Pre & Post Options (for 3 Day and 4 Day Passes):

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### Workshops & Site Tours – Monday, May 4 \*Only available with 3 day and 4 Day Pass

*\*\*SITE TOURS HAVE LIMITED AVAILABILITY AND CANNOT BE GUARANTEED*

#### MORNING, 8:30am – 12:00pm

- Site AM-1: Walt Disney World Reservations Center
- Site AM-2: JetBlue University – Special Onboarding and Training Tour
- Pre-1: Driving Business Results with a Culture of Trust
- Pre-2: The Principles of Effective Contact Center Management
- Pre-3: The Power of Now: Secrets to a Successful Customer Journey
- Pre-4: Shaping Your Contact Center's Role in an Omni-Channel Strategy

#### AFTERNOON, 1:30pm – 5:00pm

- Site PM-1: JetBlue – Remote Workforce Tour
- Site PM-2: Bright House
- Pre-5: High Performance Management: Getting the Most Out of Contact Center Agents
- Pre-6: Developing a Customer Experience Strategy in an Omni-Channel World
- Pre-7: Transform Your Leadership: Preparing for Mega-Trends and Gen Z
- Pre-8: Contact Center Technology 101
- Pre-9: Road to Talent Success: The Partnership Between HR & Contact Centers

### Post-Conf. Training or Site Tours – Thursday, May 7 \*Only available with 4 Day Pass

#### FULL DAY, 8:30am – 4:30pm

- Post-1: ICMI Small Contact Center Workshop
- Post-2: More than Metrics: Harnessing Data to Drive Performance
- Tour-1: Walt Disney World Reservations Center
- Tour-2: Brighthouse

## WALT DISNEY WORLD EPCOT ILLUMINATIONS

### **Wednesday, 8:00PM**

*Join your colleagues, friends and family for a wonderful evening of viewing Walt Disney World Epcot Illuminations. Your ticket includes access to a private viewing area reserved especially for Contact Center Expo & Conference attendees and their guests along with a delicious dessert buffet. A short 10 minute walk from the hotel is all it takes to enjoy this magical evening. **NOTE: This is an add-on for just \$75 that can be included with any pass. Simply select the Illuminations Ticket Option at registration.***

# Group Coordinator Contact Information

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Coordinator's Email \_\_\_\_\_

Coordinator's Name \_\_\_\_\_

Telephone \_\_\_\_\_

Job Title \_\_\_\_\_

Company Name \_\_\_\_\_

Address \_\_\_\_\_

City / State / Zip \_\_\_\_\_

Country / Postal Code \_\_\_\_\_

## EVENT BADGES

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Badges will not be mailed in advance of the event and can only be collected on-site during registration hours. Please care for your badge. A non-refundable replacement fee will apply for all lost, misplaced, stolen, forgotten, and duplicate badge requests.

## CANCELLATION POLICY

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If you need to cancel, you may do so until April 10, 2015. A non-refundable \$150 cancellation fee will be charged. No-shows and cancellations after April 10, 2015 will be charged the full conference rate. Cancellation policies apply to all conference packages. Attendees who register prior to or after the deadline date who do not cancel in writing by the deadline date are liable for the package cost and will be charged for the full registration fee. Sorry, no refunds are available after this date. If you are unable to attend the conference, we strongly recommend that you send a substitution in your place. Changes to registrations must be presented in written form (form available on event website).

## Method of Payment

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Payment by check, money order (drawn in US funds), or credit card must accompany your registration in order to be processed and receive your confirmation. **Please note: you are not registered until you receive confirmation online or via an email from Contact Center Expo & Conference 2015.** The tax ID number is 11-2240940. Please email your W9 requests to [icmiexporeg@ubm.com](mailto:icmiexporeg@ubm.com).

Check or Money Order Enclosed # \_\_\_\_\_ (Make check payable to: CCExpo 2015)

Please send me an invoice (provide information below)

Charge my Credit Card (we accept Visa, MasterCard and American Express)

**Cardholder Name** \_\_\_\_\_

**Phone** \_\_\_\_\_

**Credit Card Number** \_\_\_\_\_

**Expiration Date** \_\_\_\_\_

**Authorized Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

**By checking a box above, I understand I am not able to attend the conference until registration is paid in FULL**

**BILLING ADDRESS -**  Check here if billing address is the same as group coordinator's address.

Name \_\_\_\_\_

Telephone \_\_\_\_\_

Address \_\_\_\_\_

City / State / Zip \_\_\_\_\_

Country / Postal Code \_\_\_\_\_

## Registration 1

Participant's Name \_\_\_\_\_

Email \_\_\_\_\_

Job Title \_\_\_\_\_

Address \_\_\_\_\_

City / State / Zip \_\_\_\_\_

Country / Postal Code \_\_\_\_\_

Telephone \_\_\_\_\_

### Conference Package Selection *\*Due to limited availability tours are not guaranteed*

**4 Day** *Indicate 1st, 2nd, & 3rd choices for 1 morning & 1 afternoon Workshop or Tour*

<b>Mon – AM</b>	<b>Mon – PM</b>	<b>Thurs–Full Day</b>
___Pre-1	___Pre-5	___Post-1
___Pre-2	___Pre-6	___Post-2
___Pre-3	___Pre-7	___Site Tours*
___Pre-4	___Pre-8	
___Site-AM1*	___Pre-9	
___Site-AM2*	___Site-PM1*	
	___Site-PM2*	

**3 Day** *Indicate 1st, 2nd, & 3rd choices for 1 morning & 1 afternoon Workshop or Tour*

<b>Mon – AM</b>	<b>Mon – PM</b>
___Pre-1	___Pre-5
___Pre-2	___Pre-6
___Pre-3	___Pre-7
___Pre-4	___Pre-8
___Site-AM1*	___Pre-9
___Site-AM2*	___Site-PM1*
	___Site-PM2*

**2 Day**

*Tues & Wed Main Conference Sessions DO NOT require pre-registration.*

**Illuminations Ticket, additional \$75**

I would like to receive information on  ICMI Events  ICMI Resources  ICMI Training  ICMI Contact Center Insider

## Registration 2

Participant's Name \_\_\_\_\_

Email \_\_\_\_\_

Job Title \_\_\_\_\_

Address \_\_\_\_\_

City / State / Zip \_\_\_\_\_

Country / Postal Code \_\_\_\_\_

Telephone \_\_\_\_\_

### Conference Package Selection *\*Due to limited availability tours are not guaranteed*

**4 Day** *Indicate 1st, 2nd, & 3rd choices for 1 morning & 1 afternoon Workshop or Tour*

<b>Mon – AM</b>	<b>Mon – PM</b>	<b>Thurs–Full Day</b>
___Pre-1	___Pre-5	___Post-1
___Pre-2	___Pre-6	___Post-2
___Pre-3	___Pre-7	___Site Tours*
___Pre-4	___Pre-8	
___Site-AM1*	___Pre-9	
___Site-AM2*	___Site-PM1*	
	___Site-PM2*	

**3 Day** *Indicate 1st, 2nd, & 3rd choices for 1 morning & 1 afternoon Workshop or Tour*

<b>Mon – AM</b>	<b>Mon – PM</b>
___Pre-1	___Pre-5
___Pre-2	___Pre-6
___Pre-3	___Pre-7
___Pre-4	___Pre-8
___Site-AM1*	___Pre-9
___Site-AM2*	___Site-PM1*
	___Site-PM2*

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## Registration 3

Participant's Name \_\_\_\_\_

Email \_\_\_\_\_

Job Title \_\_\_\_\_

Address \_\_\_\_\_

City / State / Zip \_\_\_\_\_

Country / Postal Code \_\_\_\_\_

Telephone \_\_\_\_\_

### Conference Package Selection *\*Due to limited availability tours are not guaranteed*

**4 Day** *Indicate 1st, 2nd, & 3rd choices for 1 morning & 1 afternoon Workshop or Tour*

<b>Mon – AM</b>	<b>Mon – PM</b>	<b>Thurs–Full Day</b>
___Pre-1	___Pre-5	___Post-1
___Pre-2	___Pre-6	___Post-2
___Pre-3	___Pre-7	___Site Tours*
___Pre-4	___Pre-8	
___Site-AM1*	___Pre-9	
___Site-AM2*	___Site-PM1*	
	___Site-PM2*	

**3 Day** *Indicate 1st, 2nd, & 3rd choices for 1 morning & 1 afternoon Workshop or Tour*

<b>Mon – AM</b>	<b>Mon – PM</b>
___Pre-1	___Pre-5
___Pre-2	___Pre-6
___Pre-3	___Pre-7
___Pre-4	___Pre-8
___Site-AM1*	___Pre-9
___Site-AM2*	___Site-PM1*
	___Site-PM2*

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## Registration 4

Participant's Name \_\_\_\_\_

Email \_\_\_\_\_

Job Title \_\_\_\_\_

Address \_\_\_\_\_

City / State / Zip \_\_\_\_\_

Country / Postal Code \_\_\_\_\_

Telephone \_\_\_\_\_

### Conference Package Selection *\*Due to limited availability tours are not guaranteed*

**4 Day** *Indicate 1st, 2nd, & 3rd choices for 1 morning & 1 afternoon Workshop or Tour*

<b>Mon – AM</b>	<b>Mon – PM</b>	<b>Thurs–Full Day</b>
___Pre-1	___Pre-5	___Post-1
___Pre-2	___Pre-6	___Post-2
___Pre-3	___Pre-7	___Site Tours*
___Pre-4	___Pre-8	
___Site-AM1*	___Pre-9	
___Site-AM2*	___Site-PM1*	
	___Site-PM2*	

**3 Day** *Indicate 1st, 2nd, & 3rd choices for 1 morning & 1 afternoon Workshop or Tour*

<b>Mon – AM</b>	<b>Mon – PM</b>
___Pre-1	___Pre-5
___Pre-2	___Pre-6
___Pre-3	___Pre-7
___Pre-4	___Pre-8
___Site-AM1*	___Pre-9
___Site-AM2*	___Site-PM1*
	___Site-PM2*

**2 Day**

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## Registration 5

Participant's Name \_\_\_\_\_

Email \_\_\_\_\_

Job Title \_\_\_\_\_

Address \_\_\_\_\_

City / State / Zip \_\_\_\_\_

Country / Postal Code \_\_\_\_\_

Telephone \_\_\_\_\_

### Conference Package Selection *\*Due to limited availability tours are not guaranteed*

**4 Day** *Indicate 1st, 2nd, & 3rd choices for 1 morning & 1 afternoon Workshop or Tour*

<b>Mon – AM</b>	<b>Mon – PM</b>	<b>Thurs–Full Day</b>
___ Pre-1	___ Pre-5	___ Post-1
___ Pre-2	___ Pre-6	___ Post-2
___ Pre-3	___ Pre-7	___ Site Tours*
___ Pre-4	___ Pre-8	
___ Site-AM1*	___ Pre-9	
___ Site-AM2*	___ Site-PM1*	
	___ Site-PM2*	

**3 Day** *Indicate 1st, 2nd, & 3rd choices for 1 morning & 1 afternoon Workshop or Tour*

<b>Mon – AM</b>	<b>Mon – PM</b>
___ Pre-1	___ Pre-5
___ Pre-2	___ Pre-6
___ Pre-3	___ Pre-7
___ Pre-4	___ Pre-8
___ Site-AM1*	___ Pre-9
___ Site-AM2*	___ Site-PM1*
	___ Site-PM2*

**2 Day**

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## Registration 6

Participant's Name \_\_\_\_\_

Email \_\_\_\_\_

Job Title \_\_\_\_\_

Address \_\_\_\_\_

City / State / Zip \_\_\_\_\_

Country / Postal Code \_\_\_\_\_

Telephone \_\_\_\_\_

### Conference Package Selection *\*Due to limited availability tours are not guaranteed*

**4 Day** *Indicate 1st, 2nd, & 3rd choices for 1 morning & 1 afternoon Workshop or Tour*

<b>Mon – AM</b>	<b>Mon – PM</b>	<b>Thurs–Full Day</b>
___ Pre-1	___ Pre-5	___ Post-1
___ Pre-2	___ Pre-6	___ Post-2
___ Pre-3	___ Pre-7	___ Site Tours*
___ Pre-4	___ Pre-8	
___ Site-AM1*	___ Pre-9	
___ Site-AM2*	___ Site-PM1*	
	___ Site-PM2*	

**3 Day** *Indicate 1st, 2nd, & 3rd choices for 1 morning & 1 afternoon Workshop or Tour*

<b>Mon – AM</b>	<b>Mon – PM</b>
___ Pre-1	___ Pre-5
___ Pre-2	___ Pre-6
___ Pre-3	___ Pre-7
___ Pre-4	___ Pre-8
___ Site-AM1*	___ Pre-9
___ Site-AM2*	___ Site-PM1*
	___ Site-PM2*

**2 Day**

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## Registration 7

Participant's Name \_\_\_\_\_

Email \_\_\_\_\_

Job Title \_\_\_\_\_

Address \_\_\_\_\_

City / State / Zip \_\_\_\_\_

Country / Postal Code \_\_\_\_\_

Telephone \_\_\_\_\_

### Conference Package Selection *\*Due to limited availability tours are not guaranteed*

**4 Day** *Indicate 1st, 2nd, & 3rd choices for 1 morning & 1 afternoon Workshop or Tour*

<b>Mon – AM</b>	<b>Mon – PM</b>	<b>Thurs–Full Day</b>
___ Pre-1	___ Pre-5	___ Post-1
___ Pre-2	___ Pre-6	___ Post-2
___ Pre-3	___ Pre-7	___ Site Tours*
___ Pre-4	___ Pre-8	
___ Site-AM1*	___ Pre-9	
___ Site-AM2*	___ Site-PM1*	
	___ Site-PM2*	

**3 Day** *Indicate 1st, 2nd, & 3rd choices for 1 morning & 1 afternoon Workshop or Tour*

<b>Mon – AM</b>	<b>Mon – PM</b>
___ Pre-1	___ Pre-5
___ Pre-2	___ Pre-6
___ Pre-3	___ Pre-7
___ Pre-4	___ Pre-8
___ Site-AM1*	___ Pre-9
___ Site-AM2*	___ Site-PM1*
	___ Site-PM2*

**2 Day**

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## Registration 8

Participant's Name \_\_\_\_\_

Email \_\_\_\_\_

Job Title \_\_\_\_\_

Address \_\_\_\_\_

City / State / Zip \_\_\_\_\_

Country / Postal Code \_\_\_\_\_

Telephone \_\_\_\_\_

### Conference Package Selection *\*Due to limited availability tours are not guaranteed*

**4 Day** *Indicate 1st, 2nd, & 3rd choices for 1 morning & 1 afternoon Workshop or Tour*

<b>Mon – AM</b>	<b>Mon – PM</b>	<b>Thurs–Full Day</b>
___ Pre-1	___ Pre-5	___ Post-1
___ Pre-2	___ Pre-6	___ Post-2
___ Pre-3	___ Pre-7	___ Site Tours*
___ Pre-4	___ Pre-8	
___ Site-AM1*	___ Pre-9	
___ Site-AM2*	___ Site-PM1*	
	___ Site-PM2*	

**3 Day** *Indicate 1st, 2nd, & 3rd choices for 1 morning & 1 afternoon Workshop or Tour*

<b>Mon – AM</b>	<b>Mon – PM</b>
___ Pre-1	___ Pre-5
___ Pre-2	___ Pre-6
___ Pre-3	___ Pre-7
___ Pre-4	___ Pre-8
___ Site-AM1*	___ Pre-9
___ Site-AM2*	___ Site-PM1*
	___ Site-PM2*

**2 Day**

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## Registration 9

Participant's Name \_\_\_\_\_

Email \_\_\_\_\_

Job Title \_\_\_\_\_

Address \_\_\_\_\_

City / State / Zip \_\_\_\_\_

Country / Postal Code \_\_\_\_\_

Telephone \_\_\_\_\_

### Conference Package Selection *\*Due to limited availability tours are not guaranteed*

**4 Day** *Indicate 1st, 2nd, & 3rd choices for 1 morning & 1 afternoon Workshop or Tour*

<b>Mon – AM</b>	<b>Mon – PM</b>	<b>Thurs–Full Day</b>
___Pre-1	___Pre-5	___Post-1
___Pre-2	___Pre-6	___Post-2
___Pre-3	___Pre-7	___Site Tours*
___Pre-4	___Pre-8	
___Site-AM1*	___Pre-9	
___Site-AM2*	___Site-PM1*	
	___Site-PM2*	

**3 Day** *Indicate 1st, 2nd, & 3rd choices for 1 morning & 1 afternoon Workshop or Tour*

<b>Mon – AM</b>	<b>Mon – PM</b>
___Pre-1	___Pre-5
___Pre-2	___Pre-6
___Pre-3	___Pre-7
___Pre-4	___Pre-8
___Site-AM1*	___Pre-9
___Site-AM2*	___Site-PM1*
	___Site-PM2*

**2 Day**

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## Registration 10

Participant's Name \_\_\_\_\_

Email \_\_\_\_\_

Job Title \_\_\_\_\_

Address \_\_\_\_\_

City / State / Zip \_\_\_\_\_

Country / Postal Code \_\_\_\_\_

Telephone \_\_\_\_\_

### Conference Package Selection *\*Due to limited availability tours are not guaranteed*

**4 Day** *Indicate 1st, 2nd, & 3rd choices for 1 morning & 1 afternoon Workshop or Tour*

<b>Mon – AM</b>	<b>Mon – PM</b>	<b>Thurs–Full Day</b>
___Pre-1	___Pre-5	___Post-1
___Pre-2	___Pre-6	___Post-2
___Pre-3	___Pre-7	___Site Tours*
___Pre-4	___Pre-8	
___Site-AM1*	___Pre-9	
___Site-AM2*	___Site-PM1*	
	___Site-PM2*	

**3 Day** *Indicate 1st, 2nd, & 3rd choices for 1 morning & 1 afternoon Workshop or Tour*

<b>Mon – AM</b>	<b>Mon – PM</b>
___Pre-1	___Pre-5
___Pre-2	___Pre-6
___Pre-3	___Pre-7
___Pre-4	___Pre-8
___Site-AM1*	___Pre-9
___Site-AM2*	___Site-PM1*
	___Site-PM2*

**2 Day**

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