

# CALLCENTER WORLD® 2012

## Reinventing Customer Service!



- › CRM: Is daring a Loss of Control the right Way?
- › From Complaints Management to Customer Loyalty
- › Payday Social Media
- › Privacy and its real Value
- › Quality Management, Monitoring, Controlling
- › The Employee of the Future

Be part of the biggest trade fair in Europe!

- More than 240 international exhibitors, more than 7,500 international visitors
- Highlights: Enjoy the LiveCallCenter in action & our CAT-Award Gala Night for the Call Center Manager 2012

English simultaneous translation during the Congress!

Exhibition 28th of February – 1st of March 2012

Congress 28th + 29th of February 2012

Reinventing Customer Service

Innovation Day 27th of February 2012

A Symphony of Man and Technology!

Inspiration Day 1st of March 2012

6 exclusive workshops:

Leadership, Performance, Customer Loyalty



Premium Sponsor:



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CAT-Sponsors:



Cooperation Partners:



## Welcome to the 14th CallCenterWorld®

Don't miss the leading European event for the contact center industry in Berlin from 27th of February – 1st of March 2012. Share business ideas and industry know-how in an international setting.

- **Congress:** Best practice solutions from more than 50 international speakers
- **Exhibition:** More than 240 exhibitors from over 15 countries demonstrate a huge range of products and services
- **Networking:** Superb opportunity to maintain and establish high level international contacts

Attend the Congress as a delegate or present your own products and services at our exhibition area.

We look forward to seeing you in Berlin!



*Sylke Dörr*

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*Janice Köser*

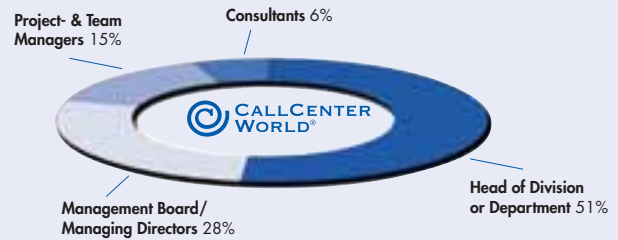
Janice Köser  
Congress Manager  
+49 (0) 61 96/47 22-761  
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## Participant profile

### Industries



### Position



*„Customer relationship management, new business opportunities and networking – all in one at the CallCenterWorld in Berlin!“*

J. Fehrenbacher, Avaya GmbH & Co. KG

## Highlights

### Planning & Orientation

Multichannel communication before, during and after congress

[www.callcentercommunity.de](http://www.callcentercommunity.de)  
[www.facebook.de/callcenterworld](http://www.facebook.de/callcenterworld)  
[www.twitter.com/callcenterworld](http://www.twitter.com/callcenterworld)

CCW-App:



### Internationality & Customer Proximity

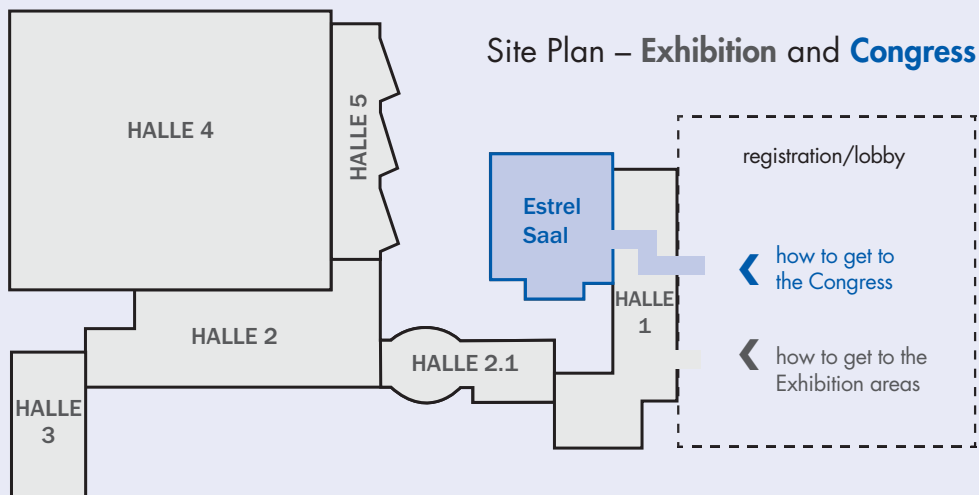
English simultaneous translation during the Congress for our international participants

### Meet & Network

CCWorld Corner, the prominent meeting point, and our new meet & seat areas at the exhibition provide great opportunities for establishing new and strengthening existing contacts.

### Live & Easily Accessible

This time the LiveCallCenter “takes off” with the Berlin-Brandenburg Airport. As usual the TeleTalk-Demoforum offers a compact provider comparison.



### A symphony of man & technology: Choreographing customer experiences (speeches held in German)

9:00am – 6:00pm **Taking customer's perspective • innovations around our people in the call center • new contact center technologies**

In a program designed to promote interaction and exchange, the Innovation Day brings together experts and practitioners around these 3 central themes. Now more than ever, the customer has freedom of choice and access to alternatives. Understanding what's important to the customer's decision-making process has become an absolute must for business survival...

**Plus Speed Networking: 5 topics, 50 contacts in 50 minutes?! Don't forget to bring your business cards!**

Starting at 6:10pm – CCWine & Talk

### Congress

**English simultaneous translation during the Congress!**

28th + 29th of February 2012

### Customer relations & staff management: The end of the service-world as we knew it

- |   |   |
|---|---|
| <p><b>8:15am</b> Registration &amp; reception</p> <p><b>8:55am</b> Opening of the CCW 2012</p> <p><b>9:00am</b> <b>I. Customer loyalty: Between breaking the ice &amp; rubbing elbows</b></p> <p><b>11:00am</b> Coffee break, visit to the exhibition</p> <p><b>11:30am</b> <b>II. Sinners, forgiveness, reconciliation: Prospects and pitfalls of service promises</b></p> <p><b>1:15pm</b> Business Lunch</p> | <p><b>2:00pm</b> <b>III. Employees – a rejected target group? Development, loyalty, salary</b></p> <p><b>4:00pm</b> Coffee break, visit to the exhibition</p> <p><b>4:30pm</b> <b>IV. Angry customers – The employee of the future as the forever-young all-rounder?</b></p> <p><b>6:30pm</b> End of 1st Congress day</p> |
|---|---|

### Champions on Stage

Starting at 7:30pm – CAT-Award Gala Night celebrating the Call Center Manager of the year 2012

### Future strategies, quality management & new communications paths

- |  |   |
|--|---|
| <p><b>8:55am</b> Preamble to the 2nd day of Congress</p> <p><b>9:00am</b> <b>V. The thin line between processes: Nothing is as consistent as change</b></p> <p><b>10:30am</b> Coffee break, visit to the exhibition</p> <p><b>11:00am</b> <b>VI. Evaluating quality management – Customers are people, not just mere data!</b></p> <p><b>1:15pm</b> Business Lunch</p> | <p><b>2:30pm</b> <b>VII. Social Media at a cross roads: Do it or don't?</b><br/>It's your choice: Pro or con social media?</p> <p>Forum 1<br/><b>First reports, results &amp; evaluations: The early bird catches the worm!</b></p> <p>Forum 2<br/><b>Going against the grain: Does a cautious approach pay off?</b></p> <p><b>5:55pm</b> <b>Grand Finale: Daring to differ – Self-marketing à la Olivia Jones!</b></p> |
|--|---|

### Get ready to rumble!

Starting at 6:30 pm – CallCenterWorld Party 2012

## Inspiration Day

1st of March 2012

### Leadership, performance, customer loyalty (speeches held in German)

**You decide! Chose your 2 topics of interest out of 6 exclusive workshops:**

9:00am – 12:00pm: Workshops 1 – 3

#### 1 Ready for leadership

Getting employees and leaders fit for the daily routine

1:30pm – 4.30pm: Workshops 4-6

#### 4 Strategic goals for achieving customer loyalty

...and the true meaning of CRM

#### 2 Less stress!

Successful management of load peaks

#### 3 Performance Management & Quality

A closer look at the "navigation bridge" of call centers

#### 5 Complaints management

Unburdening the burden of customer complaints

#### 6 Leadership in conflict over priorities

Breaking the deadlock of ethics and cost pressure

## Customer loyalty & staff management: The end of the service world as we knew it

Know-how at its highest level – I'm looking forward to meeting you in the plenum!



Yours

**Chair:** Thomas Hohlfeld, Managing Partner, **Ribbon & Partner**, Hamburg

8:00am Registration & reception

8:50am **Opening of the CallCenterWorld® 2012**

## Customer loyalty between breaking the ice & rubbing elbows

9:00am

### Impulse A

**A change in paradigm concerning privacy: Moving from a Big-Brother-State to a surveillance society**



Prof. Dr. Johannes Caspar  
**Privacy & freedom of information**  
commissioner of the city of Hamburg

### Impulse B

**Web 2.0, the nemesis of privacy. Could privacy become THE business model for the next coming 10 – 15 years?**

Julia Schramm  
freelance author and blogger  
**Spackeria**, Berlin



**Panel: Does privacy still have any value at all?**

10:00am **Identity & quality management – How to negotiate non-identical target groups and decision makers!**



Christoph Ahmadi, Director Sales & Marketing, **SUPER RTL, RTL DISNEY Fernsehen GmbH & Co. KG**, Köln

10:30am **Ethics in economic life**



Prof. Dr. Claus Hipp, Entrepreneur, **HiPP-Werk Georg Hipp OHG**, Pfaffenhofen

11:00am Coffee break, visit to the exhibition

## Sinners, forgiveness, reconciliation: Prospects and pitfalls of service promises

11:30am **Having to wait for service is outdated – How to turn your customers into fans!**



Gero Niemeyer, CEO, **Deutsche Telekom Kundenservice GmbH**, Bonn

12:00pm **Always in the thick of it – Not just on the sidelines: Cultivating what your customers are to perceive**



Michael Mette, Deputy CEO, **IKEA Deutschland GmbH & Co. KG**, Hofheim-Wallau

12:30pm

### Executive Round Table:

**Customer loyalty concepts: CRM, customer life cycle management & customer value**

- Christoph Ahmadi, Director Sales & Marketing, **SUPER RTL, RTL DISNEY Fernsehen GmbH & Co. KG**, Köln
- Jens Bormann, Managing Partner, **buw Holding GmbH**, Osnabrück
- Prof. Dr. Claus Hipp, Entrepreneur, **HiPP-Werk Georg Hipp OHG**, Pfaffenhofen
- Michael Mette, Deputy CEO, **IKEA Deutschland GmbH & Co. KG**, Hofheim-Wallau
- Gero Niemeyer, CEO, **Deutsche Telekom Kundenservice GmbH**, Bonn

1:15pm Business Lunch

## Employees – a rejected target group? Development, loyalty, salary

2:30pm **Human resources are not infinite!**



Stefan Hagen, Coach, Author and Presenter, (documentary TV-series „Hagen hilft!“), Wipperfürth

3:00pm **Customer contact and the battle of the sexes: Female quota vs. men’s representative**



Verena Fink, Director Customer Focus, **QVC Deutschland Inc. & Co. KG**, Düsseldorf

3:30pm **Is corporate culture a competitive factor? Money simply isn’t everything!**



Thomas Dorn, Chief HR- and Marketing-Manager, **Techniker Krankenkasse**, Hamburg

4.00pm Coffee break, visit to the exhibition

## The employee of the future: The forever-young all-rounder?

4:30pm **Burnout – A challenge for executives, especially in service centers**



Prof. Dr. Matthias Burisch, University of Hamburg, **Burnout-Institut Norddeutschland**, Hamburg

5:00pm **The employee of the future – A forever-young all-rounder?!**



Brigitta Rudolf, Project Leader „BestAge“, **Swisscom Schweiz AG**, Bern

5:30pm **Executive Round Table: Sustainable management of human resources: Skilled worker shortage, stressors, price models, minimum wages**

- Prof. Dr. Matthias Burisch, University of Hamburg, **Burnout-Institut Norddeutschland**, Hamburg
- Thomas Dorn, Chief HR- and Marketing-Manager, **Techniker Krankenkasse**, Hamburg
- Verena Fink, Director Customer Focus, **QVC Deutschland Inc. & Co. KG**, Düsseldorf
- Stefan Hagen, Coach, Author and Presenter, (documentary TV-series „Hagen hilft!“), Wipperfürth
- Brigitta Rudolf, Project Leader „BestAge“, **Swisscom Schweiz AG**, Bern

6:30pm End of 1st Congress day



### Champions on Stage – CA@-Award Gala-Night



Starting at 7:30pm – Festival Center of the Estrel Hotel

And the winner is...

Experience innovation, inspiration and entrepreneurial qualities of the CA@-Award Manager 2012. High class and up close! The conferment of the CA@-Award will be as exclusive, elegant and delightful as ever. The red carpet already awaits you...

! Dress code: Dark suit !



## Future strategies, quality management & new communication paths

Characters, unique personalities and gurus of the industry – let's get ready for round two!



**Yours**

*Thomas Hohlfeld*

**Chair:** Thomas Hohlfeld, Managing Partner, **Ribbon & Partner**, Hamburg

8:55am Preamble to the second day of Congress

### The thin line between processes: Nothing is as consistent as change

9:00am **Customer relationships always start with 2 people and 2 ideas**



Daniel Stier, **freelance photographer**, London

9:30am **Successful change management: How can I change "my" center?**



Christian Holtmann, CEO Operations, **EnBW Energie Baden-Württemberg AG**

10:00am **The service center relationship with marketing and sales**



Aeneas McDonnell, Managing Director Portfolio Marketing, **The Economist**, London

10:30am Coffee break, visit to the exhibition

### Evaluating quality management – Customers are people, not just mere data!

11:00am **Dos and Dont's – How to successfully face the dilemma of marketing promises and customer complaints**



Kai Czeschlik, Managing Director Marketing & Sales, **FONIC GmbH (a Telefónica Company)**, München

11:30am **Opinions and sentiments of citizens – Strategic approaches to minimal administrations**



Holger Richard M.A., **Mayor of the community of Bad Laer** (District of Osnabrück)

12:00pm **Executive Round Table:**

**Customers want an "all-in-one device suitable for every purpose" – What is that you've got to offer?**

- Guido Augustin, PR- and Social-Media-Expert, **Apfelbäumchen pflanzen!**, Mainz
- Kai Czeschlik, Managing Director Marketing & Sales, **FONIC GmbH (a Telefónica Company)**, München
- Christian Holtmann, CEO Operations, **EnBW Energie Baden-Württemberg AG**
- Susanne Justen, Chief Manager Telephone Customer Service, **AXA Konzern AG**, Köln
- Holger Richard M.A., **Mayor of the community of Bad Laer** (District of Osnabrück)

12:45pm **Take the red or the blue pill – Or has the rabbit hole become inevitable?**



**Your decision aid FOR or AGAINST social media in the afternoon forums**

Guido Augustin, PR- and Social-Media-Expert, **Apfelbäumchen pflanzen!**, Mainz

1:15pm Coffee break, visit to the exhibition

Social Media at a cross roads: Do it or don't?

English simultaneous translation during the Forum 2!

2:30pm **Forum 1**

For social media enthusiasts

**First reports, results & evaluations: The early bird catches the worm!**

Within 60 seconds 168 million E-Mails get send via the internet. Every day Facebook-users load more than 20 million applications. Does this amount to insanity or has social media simply become indispensable? How do companies as well as single users handle this information flood? What, if any, are the possibilities of channeling all this information? Here you will find answers to these questions!



Chair:

*Robert Sluka*

Robert Sluka, Deputy Chairman, **call-center-forum.at**; Chief Manager Call Center, **ÖBB-Personenverkehr AG**, Wien

2:45pm **Convert, don't generate: Collaborative leadmanagement online**



Matthias Singer-Fischer, Managing Partner, **Level 4.0 GmbH**, Köln

3:15pm **No more waiting! Deutsche Bahn: "We want dialog!"**



Daniel Backhaus, Social Media Consultant for Deutsche Bahn, Köln/Frankfurt

3:45pm **Dos and Dont's in customer dialog via social networks**



Andrew Maher, Avaya Consultant & Certified Social Media Strategist, **Avaya Deutschland GmbH**, Frankfurt/M.

4:15pm Coffee break, visit to the exhibition

4:45pm **Leading the way to smart decisions: Social media monitoring? We've got it! But what does that mean...?**



Dr. Christian Schulmeyer, General Manager D/A/CH **Attensity Group**, Kaiserslautern

5:15pm **Sum-up: Practical deployment of social media**

2:30pm **Forum 2**

For social media critics

**Going against the grain: Does a cautious approach pay off**

Social Media: The virtual meeting place of pubescent teenagers, a hiding place for tomorrow's revolutionaries or the workplace of the future? All seems possible. Where then, do real opportunities for companies lie in this vast field? Which roles do they play in these new channels of communication? After having gained first experience, it is time to draw up an interim result!!



Chair:

*Herbert H. P. Ferdinand*

Herbert H. P. Ferdinand **Coach of Economy**, Kamp-Lintfort

2:45pm **Changing corporate structures: "Death" isn't all that terrifying!**



Prof. Dr. Peter Gentsch Professorship CRM, **Hochschule Aalen**

3:15pm **Settling accounts with the "social media dealer": Why Facebook isn't a strategy and a Feedback Community actually does the trick**



Mark Pohlmann, CEO, **MAVENS GmbH**, Hamburg

3:45pm **Breakfast – Only a click away: Why cereal is best sold online**



Max Wittrock, CEO, **mymuesli GmbH**, Passau

4:15pm Coffee break, visit to the exhibition

4:45pm **A traditional company without a conflict of interest: Oscillating between online cries for help and direct sales**



Torsten Schweizer, Chief Manager Marketing & Purchase, **HAKA Kunz GmbH**, Waldenbuch

5:15pm **Sum-up: Payday: Lost on a "data cemetery"?**

5:55pm **Grand Finale:**

**Daring to differ! Persuasiveness fueled by self-irony à la Oliva Jones** !



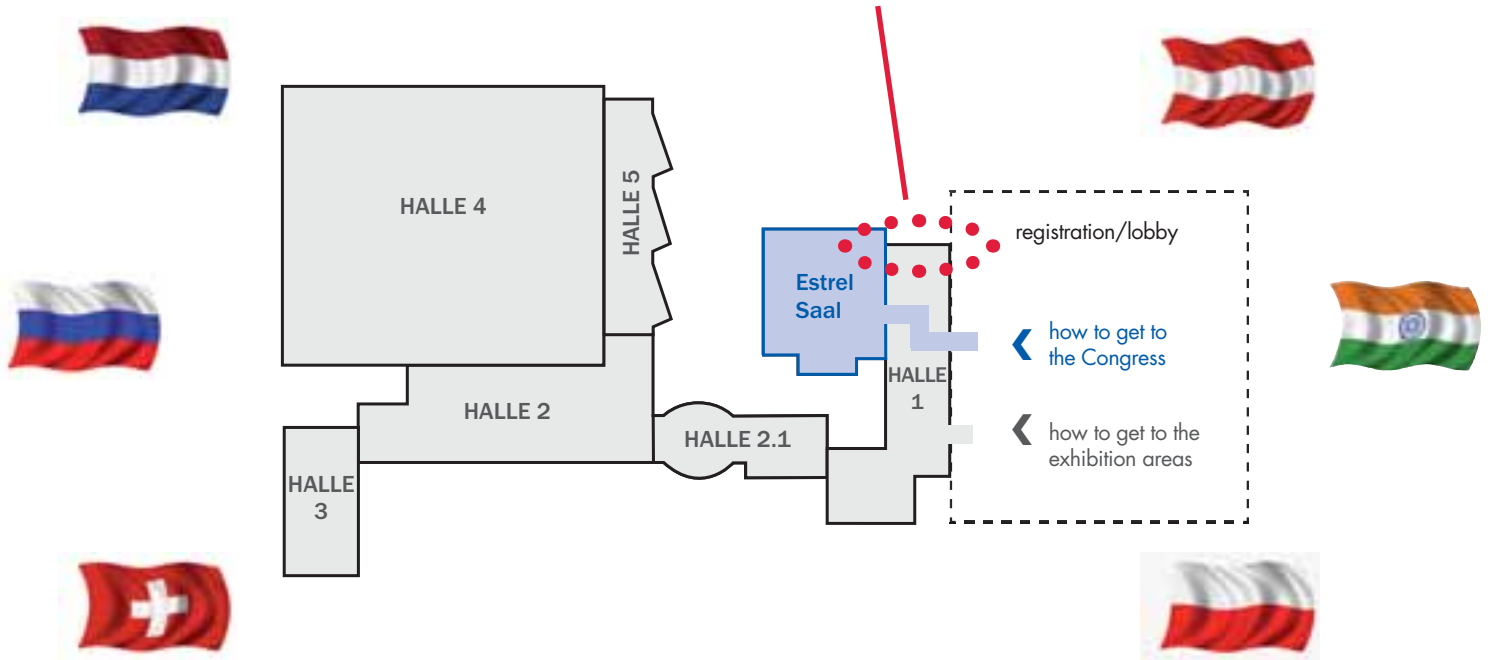
Oliva Jones **Celeb-Caterer, Society-Reporter and self-appointed Mayor of St. Pauli**



Get ready to rumble! CallCenterWorld®-Party 2012

Starting at 6:30pm – Don't miss out on it!

For the first time ever, the CCWorld Corner awaits our international guests in Hall 1/Halle 1



Spain? Italy? Russia? Poland? Turkey? UK? Netherlands? Switzerland? Israel? Here your **service-cultures will meet experts from all over the world**. Start international business relations, exchange views and experience what CallCenter**WORLD** really means.

If in Rome, do as the Romans do? Not necessarily! Drop by any time and network in a relaxed atmosphere:

## 28th of February 2012

- 11:00 – 11:30am French **Petit Dejeuner**
- 2:00 – 2:30pm Enjoy an Italian style **Espresso** after lunch!
- 4:00 – 4:30pm English **Afternoon Tea Time**

*Bienvenue!*



*Benvenuto!*



*Welcome!*



## 29th of February 2012

- 10:30 – 11:00am **American Breakfast** – sweet and tasty!
- 2:00 – 2:30pm How about a cup of **Turkish Tea** and a bit of rest and relax?
- 4:15 – 4:45pm España olé! Enjoy a glass of **Spanish Vino** before the final spurt

*Welcome!*



*Hoş geldiniz!*



*Bienvenido!*



We are looking forward to meeting you at CCWorld Corner!



*Olav Strawe-Higuchi*

**Olav Strawe-Higuchi**  
TeleTalk  
advisory board 2012  
USA



*Phil Winters*

**Phil Winters**  
Peppers & Rogers Group  
advisory board 2012  
USA



*Alfons Livers*

**Alfons Livers**  
UBS AG  
advisory board 2012  
Switzerland



*Robert Sluka*

**Robert Sluka**  
call-center-forum.at;  
advisory board 2012  
Austria

## **WELCOME to Europe's leading trade fair for Call Center and Customer Management!**

The 14th CallCenterWorld® shines in renewed splendor. We have increased the appeal of the the exhibition with our new hall concept. With about 240 national and international exhibitors presenting themselves in 5 exhibition halls, all providers relevant to the market are present.

### **Why you should be at CallCenterWorld® 2012:**

#### **Because everyone who is part of the industry will be there**

You will meet all relevant experts of the industry: International visitors as well as national and international market leaders of innovative small businesses.

#### **Because everything will be worth your while**

Intelligent marketing initiatives will draw in those visitors you want to see at your stand. Meet your key target group!

#### **Because innovations start here**

CallCenterWorld® is the ideal place to present new products and services. New brands being discussed at CallCenterWorld® will soon have the whole market talking.

#### **Because you meet new customers**

New marketing channels will open for you through intensive industry contacts. Meet and convince the top decision-makers of the industry!

#### **Be there or be square!**

Don't limit your impact of your trade fair stand – use the various fair formats and our wide range of advertising services to make your company the center of attention.

#### **Variable exhibition areas form the basis of your presence!**

Stand areas from 9m<sup>2</sup> to 30m<sup>2</sup> offer customized solutions for every taste and every budget. New in 2012 is the Newcomer Boulevard – affordable complete packages make a exhibition appearance more attractive.



Join in now and show that your company also has a lot to offer the sector. Whether you exhibit, host an event or take on an entire sponsoring package, we will gladly assist you in finding the best way to present your company at CallCenterWorld® 2012.

**We are looking forward to your call!**



*Sylke Dörr*

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## LiveCallCenter



### By pros, for pros

First launched in 2007, the LiveCallCenter<sup>designed by HCD</sup> combines the whole spectrum of call center topics into one live project. As an inhouse best practice example it enables exhibition visitors to experience all the functional units that make up a high-quality call center live. From strategic conception, detailed IT and TK solutions, staff and quality topics to a comprehensively designed workstation – the LiveCallCenter exhibits state-of-the-art technology in all areas.

In 2012, Germany's most modern airport, Berlin-Brandenburg Airport (BER), will 'open' its doors at the LiveCallCenter, where it will demonstrate the high quality of customer service that passengers and visitors will experience when the airport officially opens in June.

## Outsourcing Plaza

### Benefit from meeting service providers

The Outsourcing Plaza has now reached its second round and enjoys the most prominent location of the exhibition: It is situated in the middle of hall 4, close to the main walkway and surrounded by the new meet & seat areas. Here, industry experts will inform you about service portfolios, and possibilities for working with outsourcing partners for business processes, IT or infrastructure.

## Guided Tours – Get the whole picture

Our Guided Tours help to get you a good overview. These are organised tours of the exhibition on selected themes. The guides are experts on the topics and do not only introduce you to the companies at the exhibition but will also provide you with very helpful tips and background information.

There are **Guided Tours in English** for our international visitors. Join those for an overview of the wide range of exhibiting companies.

#### Guided Tours:

28th of February 2012: 11:00am + 3:00pm  
 29th of February 2012: 11:00am + 3:00pm  
 1st of March 2012: 11:00am



## TeleTalk-Demoforum – The fastest comparison



At the *TeleTalk*-Demoforum in hall 2.1 leading technology providers will present a direct comparison of new applications, solutions and products available on the market. They will demonstrate how these functions can be incorporated into your business.

#### Your topics 2012:

- ✓ Automation
- ✓ Email Management
- ✓ Unified Communications
- ✓ Quality Management & Workforce
- ✓ Customer Management
- ✓ Self-Service
- ✓ Social Media



## How to register

Register for the CallCenterWorld® 2012:  
Use this form and send it to us via Fax or Email or just call us.

Phone: Stephan Wolf  
+49 (0) 61 96 / 47 22-802  
or:  
+49 (0) 61 96 / 47 22-0  
Fax: +49 (0) 61 96 / 47 22-999  
Mail: Management Circle AG  
Postal code 5629, D-65731 Eschborn/Germany  
Email: anmeldung@callcenterworld.de

## Venue

Estrel Convention Center, Sonnenallee 225, 12057 Berlin, Germany  
Phone: +49 (0) 30/68 31-0, Fax: +49 (0) 30/68 31-23 45  
www.estrel.com

## Room reservation

A limited number of rooms is available for Congress visitors at the Estrel Hotel at a special rate. We recommend that you contact the hotel early on as demand will be high. Quote CallCenterWorld® when booking to receive your discount.

## Registration conditions

### Congress:

The participation fee for the **2-day Congress** is € 1.995,- and includes lunch, beverages, documentation and the two evening events. When booking **3 days** (Innovation Day + Congress or Congress + Inspiration Day), the fee is € 2.595,-. The fee for **1 single day** (Innovation Day or Inspiration Day) is € 1.245,-. When booking **all 4 days** (Innovation Day + Congress + Inspiration Day), the fee is € 2.995,-.

After your registration you will receive a confirmation of registration and an invoice.

If more than two representatives of the same company are to take part in the event, **we offer a 10% price discount as of the third participant**. You can cancel at no charge up to two weeks prior to the event. If the registration is cancelled at a later date or should the participant fail to appear, we will charge the entire participation fee. Cancellation must be in writing. It is possible to replace the registered participant. All prices named do not include statutory VAT.

### Exhibition:

Use this form to register for the exhibition by 16 February 2012. Shortly before the event you will receive a confirmation entitling you to a reduced admission of € 30,- (on spot € 45,-) for the **full ticket** or € 15,- (on spot € 25,-) for a **1-day ticket**. The amount is charged in cash upon admission.

Fax: + 49 (0) 61 96/47 22 - 999

### On which days would you like to attend the Congress?

- 4 days:** 27 February – 1 March 2012
- 3 days:** Innovation Day + Congress or Congress + Inspiration Day  
27 – 29 February 2012 or 28 February – 1 March 2012
- 2 days:** Congress, 28 – 29 February 2012
- 1 day:** Innovation Day, 27 February 2012
- 1 day:** Inspiration Day, 1 March 2012

### On which days would you like to attend the exhibition?

- Full ticket: all 3 days of exhibition, 27 February – 1 March 2012**
- One-day ticket: for the 1st day of the exhibition
- One-day ticket: for the 2nd day of the exhibition
- One-day ticket: for the 3rd day of the exhibition

1	First Name/Surname	
	Position/Department	
2	First Name/Surname	
	Position/Department	
3	First Name/Surname	
	Position/Department	
	Company	
	Street/PO Box	
	Phone/Fax	
	<b>Email</b>	
	Date	Signature
	Confirmation to:	Department
	Invoice to:	Department
	Employees: <input type="radio"/> UP TO 100 <input type="radio"/> 100-200 <input type="radio"/> 200-500 <input type="radio"/> 500-1000 <input type="radio"/> OVER 1000	

### Data Protection Notice

Management Circle AG and their service providers (e.g. Lettershops) use the details obtained during your registration to carry out our services and to send you offers by post for continuing education, including offers from our partner companies from the Management Circle Group. We also inform our customers by telephone and e-mail of our interesting continuing education offers similar to those you have previously accepted. Naturally, you can object to the use of your data for advertising purposes or withdraw your consent at any time by contacting us at Management Circle AG, Postfach 56 29, 65731 Eschborn, datenschutz@managementcircle.de or by telephone at +49 (0)6196/4722-500.

### Please send us

- Information about sponsorship opportunities
- Information about exhibiting opportunities

## Any questions?

**Hotline:** + 49 (0) 61 96/47 22 - 802

**Internet:** [www.callcenterworld.de/en](http://www.callcenterworld.de/en)