



The numbers for 2007

Member Companies
39

Individual Members
216

New Member Companies
10

Percentage of Growth
18%

Event Attendance
564

Member participation at events
92%

Mission

To raise awareness of the critical role played by Customer Service Support Centers in the Greater Louisville regional economy and to provide a forum for the exchange of ideas and best practices among Support Center professionals.

Membership Benefits

- Build collaborative relationships with industry peers
- Discuss best practices and share innovative ideas
- Address workforce issues
- Access reach and vital statistics for the local contact center industry

Highlights

C3N programming continues to be strong and remains relevant to the needs of the industry. In 2007, C3N hosted three roundtable discussions focused on pressing contact center topics including attendance policies, coaching techniques, and IT and workforce management systems. Each event was a sell-out, and members were overwhelmingly pleased with the content.

A unique component of the C3N is a partnership with McKendree University. Members worked with professors at McKendree to design the **Customer Contact Center Leadership Certification** program that develops and trains rising contact center managers.

In 2007, attendance in these college courses reached record highs. Member companies now have the option of sending their employees to classes held at McKendree University or hosting a customized, on-site program at their company location. Humana and Insight have both brought these courses in-house. In total, 34 students from eight companies are on track to graduate in 2008.

C3N hosted its second annual **Boomerang Awards Luncheon** in 2007 recognizing excellence in the contact center industry. More than 200 individuals attended this event – the largest crowd in the history of the network. The luncheon highlighted the economic importance of this industry to the local economy and celebrates the individuals and companies making Louisville a location of choice for customer contact centers.



Executive Committee

- Chair:** Cheri Hall, Trover Solutions
- Immediate Past Chair:** John Weeks, Delta Dental of Kentucky
- Chair-Elect 2008:** Sally Johnson, General Electric Consumer & Industrial
- Programming Chair:** Mike O'Malley, Charter Communications
- C3N Awareness Chair:** Tina Hammons, Charter Communications
- Membership Liason:** Patrick Scheen, ACCENT Marketing Services



In partnership with GLI's Workforce Solutions team, C3N members collaborated to produce the first ever **Benefit and Employee Study** for local contact centers. This survey collected information on employment, benefit and pay practices, area labor quality and wages of select positions in this region. Results of this study will help local call centers better understand and compete in the Greater Louisville market.

Member Spotlight

Louisville MetroCall 311 is a very small contact center so when I came to my first C3N meeting, I thought I'd be a little fish in a big pond. However, before the end of that meeting, I realized that it doesn't matter if a center has 5, 50, or 500 agents, we all have the same challenges and successes. Sharing best practices on topics relevant to any contact center has been extremely beneficial.



-Marilyn Givan, Executive Administrator, MetroCall 311 - Louisville Metro Government

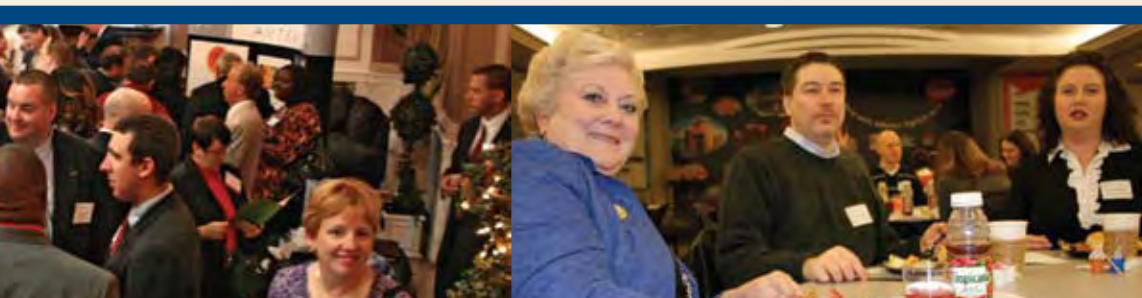
2007 Boomerang Award Winners

- *Community Service Award:* Charter Communications
- *Customer Experience Award:* HCA National Patient Account Services
- *Leadership Award:* Tim Steadmon, HCA National Patient Account Services
- *Outstanding Representative of the Year Award (two winners):*
Patty Bishop, Louisville Metro Government - Metro Call 311
Steven Herhold, Mercer - MMC Global Technology Infrastructure
- *The Vision Award (100 reps or less):* Delta Dental of Kentucky
- *The Vision Award (101+ reps):* Humana Military



I graduated from the Customer Contact Center Leadership Program at McKendree University and would recommend this program to anyone that manages hourly associates. I gained many valuable "take aways" from the leadership courses and from networking with others in my field.

- Tim Steadmon, Senior Operations Manager, HCA National Patient Account Services



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