














Welcome to the February 13, 2010 edition of ContactNB's e-communique.

ContactNB is the association representing New Brunswick's contact centre industry.
Visit our website at www.contactnb.ca *Follow us on Twitter @contactnb*

Headlines

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Calendar of Events

February 17, 2010 – Best Practice Session - Quality – Still Time to Register!!!

Saint John, NB – Delta Brunswick – 1:00 – 4:00 pm

Sponsored by



Join colleagues in the area of Quality and Training to share best practices, lessons learned, successes and even horror stories!

Best Practice Sessions bring together ContactNB members to share real-life experiences on topics affecting our industry every day. These sessions are open **only to ContactNB members**. For more information or to register, send an email to info@contactnb.ca or call 506-672-2727.

February 19, 2010 – Contact Centre Special with the Moncton Wildcats



ContactNB has worked with the Moncton Wildcats to offer a special rate for contact centre employees and their families to attend “Support Our Troops Night” on Friday February 19. For more info click [here](#)

March 5, 2010 – Contact Centre Night at Harbour Station



For the second consecutive year, we are inviting all contact centres in Saint John to come to the game and celebrate our industry in front of what should be a large crowd against the Sea Dogs’ greatest rivals, the Moncton Wildcats. For more info, click [here](#).

March 11, 2010 – Essentials for New Brunswick HR Managers

Moncton NB – Delta Beasejour – 10:00am – 4:30 pm

This full-day session for HR Managers and supervisors at any level will cover recent labour law changes and court rulings, dealing with and avoiding WorksafeNB issues, as well as information from government and non-profit agencies from across New Brunswick. For the complete agenda and registration form, click [here](#).

June 10, 2010 – ContactNB Awards of Excellence – Fredericton

5:30 pm Delta Fredericton
More info coming soon!

October 19&20 – Contact Atlantic – Atlantic Canada’s Contact Centre Conference and Expo

Moncton NB – Delta Beausejour

Mark your calendars now this year’s conference. We will be offering another world-class lineup of speakers and sessions coming up next fall in Moncton.

Training & Education/Contact Atlantic Topic Survey – Your Chance to Choose

The Training & Education as well as the Contact Atlantic Organizing Committees would like your input on what topics you would like to see covered in our best practice sessions, seminars, or at our annual conference this fall. This is your chance to suggest topics and speakers that would be of value to you and your centre. Follow the link to the brief survey.

<http://www.surveymonkey.com/s/t-econtactatlsessions>

Welcome to Interactive Intelligence Inc

ContactNB is pleased to welcome our newest associate member, Interactive Intelligence Inc.



INTERACTIVE INTELLIGENCE

Deliberately Innovative

Interactive Intelligence is a global provider of unified IP business communications solutions, providing innovative [contact center software](#) - often referred to as call center software, and delivered as a hosted service or on-premise product; [IP telephony](#) - including application-rich [IP PBX](#) and messaging functionality that can scale to meet the needs of your entire enterprise; and [business process automation](#) - providing the automation of multi-step, people-centric processes across a variety of vertical industries; as well as document management solutions designed specifically for the insurance industry.

For the contact center, the enterprise and the remote and mobile workforce, our SIP-based, all-in-one IP platform provides a strong alternative to hardware-centric, multi-point systems and unifies each aspect of the communications required for your business. From ACD routed multimedia interactions, feature-rich IP PBX functionality, screen and call recording, predictive dialing, voice and unified messaging, business process automation, document management, interactive voice response (IVR), speech recognition, workforce management, voice over ip (VoIP), and e-services - **At Interactive Intelligence, it's what we do.**

<http://www.inin.com/ProductSolutions/Pages/Case-Studies.aspx>

NB Contact Centre Census/Wage Survey – We Need Your Input!

ContactNB is looking to collect data on our industry and our centres, both members and non-members. We are surveying for centre populations, **entry level starting wages** and a few other key pieces of data. We will share the compensation results only with those who participate.

We invite centre managers or HR managers to contact us if you are willing to participate in this brief survey. You can complete it via email or a by phone. Contact me at mike.bacon@contactnb.ca

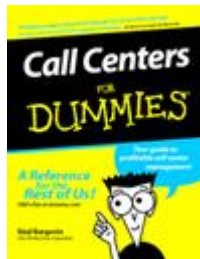
Members Helping Members – Post on Our Blog! Email Quality Assurance and Using Time Between Calls

Members are always asking how other members handle certain issues. ContactNB is going to offer you the opportunity to help other centres by posting responses to questions posted on our blog.

Our current questions pertain to filling time between calls and quality email communications. Post your suggestions on the blog at www.contactnb.wordpress.com

If you have a question you'd like feedback on from other members, send it to info@contactnb.ca

Call Centers for Dummies – Special Offer



Call Centers for Dummies is the ideal resource for call center managers. Using Call Centers for Dummies, the manager will be equipped with a guide that, working under the principals of revenue generation, efficiency, and customer satisfaction, will improve results measurably. Instead of viewing the call center only as a cost center, managers, equipped with new tools, will be able to affect the bottom line through continuous improvement.

These are the full sized (350 page) versions, written by Transcom founder R al Bergevin. They have a cover price of \$29.95 CAD

Due to the size of this promotion we will ask the recipient to pay shipping through PayPal. Total Cost would be from \$9.99 to \$11.99 depending on region. Shipping via Canada Post Express Post which means that the estimated time of delivery is a relatively short 1 - 2 weeks. This offer is valid only to addresses in Canada and the US

There is no further obligation to the recipient, and you will not be contacted for any other reason than to complete their request. The Offer will run from now until April 30. 2010 or until supplies run out.

To order, go to www.transcom.com/shippingoffer

CCNB Dieppe – Contact Centre Supervision program starts again February 25



Get ready, the course starts this month!

The most industry specific training we offer! The CCNB – Dieppe campus, in partnership with The Call Center School, wants to remind you of the upcoming **Contact Center Supervision 10 week program** that starts in 1 month! Contact centers who have already sent their staff last year continue to reserved seats in the next training classes!

What are we offering?

Attached is a copy of the program description for you. This up-to-date hybrid program is delivered over a 10 week period and includes one 2-day group session to begin with, followed by eight 90 minute webinars done from work and ending with another 2-day group session and site visit.

Take a few minutes to look through our program description. We are very confident this training can benefit your team as it did so many others.

This next class starts on February 25th so reserve your seats now !!

For a copy of the program brochure, email info@contactnb.ca

In Our Communities

The New Brunswick Association for Community Living is holding a fundraiser Murder Mystery dinner at the Delta Fredericton on Saturday, February 20, 2010. For more information, go to:

http://www.nbacl.nb.ca/english/events/murder_mystery_03a.jpg

Recruiting and Retaining Older Workers

I recently attended an information session at Enterprise Saint John on the topic of "Recruiting and Retaining Older Workers." If you are interested in more information on this subject, please email me at info@contactnb.ca or call 506-672-2727.

Support Our Associate Members

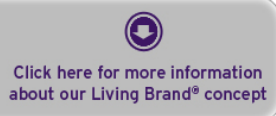


Bridge Training and Events is a company based in London, UK and is delighted to be an associate member of ContactNB. As a provider of specialist training and consultancy in the customer service, call/contact centre and sales market, Bridge works closely with organizations to deliver service excellence through their front-line teams.

We utilize the powers of Emotional Intelligence, NLP (Neuro Linguistic Programming) and other behavioural science methods to empower front-line teams to represent, deliver and connect with the true values of the organization's brand. In short, we work in partnership with customer-focused companies to transform front-line employees into Living Brand champions. People are a company's most precious asset as they hold the power of the brand in their hearts and minds whilst delivering it through their daily actions – we understand this power and more importantly, how to maximize its use.

The UK and European call/contact centre industry is both mature and progressive and it is with this experience that we believe we can offer education and creativity to the New Brunswick market. Dale Smith, Managing Director of Bridge, was raised in Moncton and is a UNB graduate; hence, he has both a personal and business interest in the future success of New Brunswick and the professionalism of its call/contact centre industry.

To learn more about **Bridge Training and Events** please visit our website at www.insidebridge.com or contact dale@insidebridge.com



The Bridge Team

connecting your **people** to your **brand**

Back Issues of ContactNB e-communicues

To view previous issues of ContactNB's e-communicues, visit the Communications page on our website at <http://www.contactnb.ca/news.asp>

Next Issue/Submission Deadline

The next issue of ContactNB's e-communique will be issued in mid-March. We always welcome your submissions. If you have any events to share, or if you would like to submit an article to include, please forward it to info@contactnb.ca at least one week in advance.