

Contact Center Services Business Plan Preparation
March 2, 3 Vienna, VA

Purpose: Planning brings the future into the present. This course covers detailed planning issues such as review of budget items and determining whether to include them, overall center operation, SWOT analysis, long-term objectives, short-term action, and budgeting and pricing a specific project to a potential customer. Management staff considering attending should already have attended and be familiar with the basic concepts of the contact center from previous Webinars and NISH seminar sessions. This course ends with a complete half-day site visit to an award-winning contact center.

Audience: Executives/CEOs, Project Managers, Middle Managers

HOTEL INFORMATION

Crowne Plaza Tysons Corner (McLean)

1960 Chain Bridge Road, McLean, VA 22102

Reservation: 888-465-4329 Tel: 703-893-2100 Fax: 703-356-8218

Room Rate: \$170 Parking: Complimentary

Reservations: Cut-Off-Date: February 2, 2010

**Transportation will be provided from the hotel to the NISH National Office, 8401 Old Courthouse Road, Vienna, VA 22182*