



THE COLLEGE OF CALL CENTER EXCELLENCE™  
Worldwide Web Education™

Enroll in a Course Today!



## Call Center Manager Certification Course In Denver, CO - November 2-5, 2010

### REGISTER TODAY

Included with your course registration:  
A tour of the American Family Insurance  
**AND**  
An IN-Depth RealityCheck™ benchmark report  
and Read-Out, courtesy of The Center  
for Customer-Driven Quality™ at Purdue University  
(IDRC is normally \$1,500)

This 3 1/2 day courses will immediately improve your overall  
call center management skills.

Attend our Course in:

- [November 02-05, 2010](#) -- Denver, CO -- [Register Now](#)
- [December 07-10, 2010](#) -- Houston, TX -- [Register Now](#)
- [March 08-11, 2011](#) -- Austin, TX -- [Register Now](#)

For more information and other services

BenchmarkPortal - [www.benchmarkportal.com](http://www.benchmarkportal.com)

The College of Call Center Excellence- [www.thecollegeofcallcenterexcellence.com](http://www.thecollegeofcallcenterexcellence.com)

Companies who have previously attended our course:

IBM	State of Georgia	Pitney Bowes
Booz Allen Hamilton	McKesson	Bank of America
Sierra Health	Boeing	Medtronic
Verizon	John Deere	AT&T
Perrier	Urban Outfitters	Nestle
AAA Clubs	Harris Bank	Nationwide
Hilton	Fujitsu	Cablevision
Principal Financial Group	Hyatt	Mazda
3M	American Family Insurance	TD Ameritrade

Led by the industry's top-rated instructors, this course will equip you with the skill set to improve your center's performance. You will be able to return to your business and drive effective change for your center using best practice methods validated by the nation's premier call center institute: The Center for Customer-Driven Quality at Purdue University.



[Bruce Belfiore](#)

Dean  
[email](#)



[Dayne Petersen](#)

Lead Instructor  
[email](#)

Bruce Belfiore and Dayne Petersen are co-researchers and co-authors with Dr. Jon Anton Center for Customer Driven-Quality™ Purdue University

**Four days too much for your schedule? Register for specific days and attend the course modules of your choice.**  
[Register Now](#)

Below is a day by day list of topics covered by each course offered

Day 1 Topics:

- Organizational Leadership
- Human Resources
- Quality Monitoring & Coaching

Receive a certificate in  
Call Center People Management  
[Register Now](#)

Day 2 Topics:

- Caller Satisfaction
- Caller Self-Service
- Workforce Management

Receive a certificate in  
Call Center Technology Management

You will receive a comprehensive workbook with over 100 pages, perfect for taking notes as you follow the course AND perfect for easy reference when you are applying your new knowledge and skills back at work. Share experiences with your peers and return home with valuable "take aways" that will make you a stronger, more knowledgeable manager.

*"The College of Call Center Excellence course not only walked me through all of the important aspects of managing a call center, it provided me with an excellent tool box of real time best practices from the industry that I could take back and use. I was also given a great opportunity to network with other call center managers from my area, which has turned out to be a valuable resource for me and my company. Our instructor was very knowledgeable, professional and brought a lot of experience to the class."*

Organization Effectiveness  
Manager and GE Capital Solutions

**PURDUE**  
UNIVERSITY



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Day 3 Topics:

- Call Center IT
- Benchmarking

Receive a certificate in  
Call Center Operations Management  
[Register Now](#)

Day 4 Topics:

- Knowledge Management
- Analytics & Reporting
- Call Center Tour

Receive a certificate in  
Call Center Performance  
Management  
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