

Serve your customers where, when and how they want to be served

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Evolution of digital and communication technology has put contact centers in South Africa under pressure to evolve their business models to meet the ever changing needs of customers who are taking advantage of these developments to access the internet, and to interact with companies and their products via digital channels such as the web, social media and e-mail, over and above the traditional telephonic means.

The Financial Call Centres Conference and Exhibition, to be held on 14 - 15 November 2012 Indaba Hotel Fourways, Johannesburg, will focus on the changing face of the contact centre and will teach professionals and companies in the industry how to utilise these new opportunities to enhance their customer service experience.

The two day event will feature a panel of 16 speakers who are all experts in the contact centre industry. Detailed presentations, will equip the delegates in attendance with the necessary knowledge and tools to make the successful shift within their organisation and assist them to rethink the role of their contact centers.

Make sure you join Trade Conferences International for the **The Financial Call Centres Conference and Exhibition 2012**. To register read more about the event by clicking on [BROCHURE](#).

To secure your seat simply complete the registration form and fax it to 086 582-2981 or e-mail info@tci-sa.co.za.

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