

ICMI Membership

The Industry's Most Comprehensive Membership Service

Reap the rewards of this extraordinary resource that expands ICMI's training seminars, networking resources, publications and products into an annual full-service educational program.

YOUR PARTICIPATION IN THE ICMI MEMBERSHIP COMMUNITY EQUALS...

- Exceptional professional development
- Unparalleled access to industry research
- Instant expert advice
- Improved call center performance

Dialogue with colleagues *around the world* to help you solve your biggest challenges.

CUSTOMIZE YOUR MEMBERSHIP AND AVOID INFO-GLUT!

Sort through the wealth of information available with ICMI by choosing Professional Interest Areas that meet your specific needs. Choose all that apply to your job role and needs.

OPERATIONS

Resources on topics related to:

- Service Level
- Forecasting
- Calculating Required Staff
- Scheduling
- Real-Time Management
- Workforce Management Tools

Operations members typically hold the title of workforce analyst, workforce manager, scheduler or supervisor (with scheduling responsibilities), but may also include call center managers and directors with the desire to improve their workforce planning or other call center processes.

PEOPLE

Resources on topics related to:

- Monitoring
- Coaching
- Training
- Hiring
- Motivation
- Retention/Turnover

Members in the People interest area may hold the title of quality assurance manager, supervisor (with monitoring/coaching responsibilities), trainer or HR manager. Managers and directors who want to improve individual agent performance may also choose this group.

TECHNOLOGY

Resources on topics related to:

- Vendor Selection
- Infrastructure and Call Routing
- Reporting and Management Tools
- Self-Service Tools
- Computer Telephony Integration (CTI)
- CRM Technologies
- Multimedia Capabilities
- Technology Implementation

Technology members may be telecom analysts or information technologists. This would also be a good choice for managers or directors who are planning technology improvements to their centers over the next year.

STRATEGY

Resources on topics related to:

- Performance Objectives
- Leadership Issues
- Vision, Mission and Culture
- Customer Access Strategy
- Budgeting
- Quality and Innovation
- Cross-Selling and Upselling
- Customer Satisfaction and Retention

Directors, vice presidents and corporate-level executives will benefit from this area. Call center managers of smaller centers who have strategic responsibilities may also find this an appropriate Professional Interest Area.

MEMBERSHIP BENEFITS

- *Call Center Management Review*, members-only monthly journal
- Online database of research and articles
- Priority attendance to ICMI's Knowledge Exchange Conference
- The ICMI Membership Directory
- Complimentary online job posting
- Exclusive discounts
- Access to Professional Interest Area Advisors

Receive targeted reports, studies, special issues and surveys to help you manage more effectively

COMPREHENSIVE MEMBERSHIP

\$299/year

\$125/year each additional co-worker

CORPORATE MEMBERSHIP

ICMI encourages management teams to join as a group to maximize the value of their membership. Contact Laura Pisani at 410-267-0700 ext. 262 or laurap@icmi.com for more information or to request an ICMI Corporate Membership proposal.

"I depend on ICMI to keep me current on the call-center industry. It's my one-stop shop for information!"

RUTH LOCHARY, Director Customer Solutions Center, The HealthCare Group

"The most important thing I get from ICMI is fresh ideas for things to try in our own call center that we haven't thought of before."

SUSAN GURWITCH, Manager Technical Service, Sigma-Aldrich Corp.

"Being an ICMI member tells my colleagues that I'm a professional they can trust, I know my business, I'm committed to it, and I take the time and effort to learn all I can to be even better."

LU-ANN BURNS, Director, Customer Relations, Pilgrim Telephone Company

