



Agenda

'A Year of Delivery & Savings' Out-of-Hours Call Handling

10th March 2010 1pm-4pm
Cottons Centre, London Bridge

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|----------------------|---|
| 13.00 - 13.30 | Registration & Light Lunch |
| 13.30-13.45 | Introductions - Bernard Diamant, Capital Ambition |
| 13.45-14.15 | Case Study - Keith Paulin, Tower Hamlets and
Michelle Bernard, Ealing |
| 14.15-15.00 | Rotating Workshops |
| | <ol style="list-style-type: none">1. A day in the life of an Out-of-Hours agent- Charlene Roxas, Pan London Out-of-Hours Customer Service Agents
Bridge Room2. Seamless Call Flow - Keith Paulin, Tower Hamlets
Thames Room3. Lessons Learnt - Devan Pillai, Vangent
Southwark meeting Room |
| 15.00-15.15 | Questions & Answers |
| 15.15- 1600 | Celebrations |
| 16.00 | Close |