

membership

south
west
contact
centre
forum



The only regional Contact Centre
Forum in South West of England



Networking



Helpdesk



Research

Join the only regional Contact Centre Forum in the South and West of England

Established in 2008, the **SWCCF** covers one of the largest regions in the UK, which includes Bristol, Bath, Swindon, Cheltenham and Plymouth.

The Forum delivers extensive support both strategic and operational to the region's 250 contact centres who collectively employ circa 52,000 people across many sectors including Financial Services, ICT, Public Bodies, Retail, Utilities and Telecoms.

SWCCF membership is a perfect way to strengthen your connection to the contact centre industry and other related organisations across the South West of England helping you to build a dynamic network providing important support for your business and operational managers.

Whatever the size of your operation, benchmarking, networking and innovation is crucial in today's market and by joining the Forum you will be connecting with some of the UK's biggest brands.



“ Forum membership provides us with a unique opportunity to engage with other contact centre professionals which has been hugely beneficial for UCAS as a whole and for many of our individual colleagues.

Paul Allen, Planning and Standards Manager, UCAS ”

Why Become a Member?

Through our activities and services we can help you:

- grow your business and manage your operations successfully
- get more credibility, recognition and reward for the work you do
- build your contacts and develop your network
- enhance your skills and development
- keep up-to-date with important industry news and information
- maximize your budgets with discounts on training, workshops and a range of related professional services.

opportunity to engage and network with other contact centre professionals.

Best Practice Visits

Enjoy the unique opportunity of visiting Contact Centre operations in the region.

User Groups

Our groups for Senior Managers, IT and Planning, Trainer/Coach and Team Leaders enable a cross-section of people in your business to network and share best practice.

Helpdesk

Members regularly get in touch with our helpdesk when looking at future strategy or project work. Connect with the region, gain advice on any topic, challenge, benchmarking and intelligence.

Benefits

Our Members benefit from many free initiatives including:

Quarterly Forums

Four events throughout the year covering the latest industry topics and trends hosted by contact centres, offering the unique

Research

Two pieces of topical industry research or benchmarking which includes the South West Salary and Benefits Annual Report.

“ Membership has given us access to great value professional learning, development, networking and reward initiatives. Its benefit is felt throughout our call centre and our region.

Gareth Bewley, Head of Customer Service, Brittany Ferries ”

“ Events such as *AgentFest* and *Top 50 Team Leaders* are great for providing development and recognition opportunities for our people and enable us to say “well done”. They get to listen to motivational speakers and interact with other businesses and come back buzzing with energy and ideas.

Louvaine Peck, Contact Centre Manager, Screwfix ”

Additional Services

Members also enjoy substantial discounts on our additional services:

Professional Consultancy Services:

A one-stop check for organisations of all sizes, across all platforms and delivery. Includes on-site analysis, research and understanding, recommendations for development and support for implementation. We specifically look at The Customer, People and Organisation.

Training:

A mix of open courses and other bespoke training which can be delivered on site. Including Leadership, Resilience, Culture, Presentation Skills, Sales, Service and Train the Trainer.

AgentFest:

The only dedicated event for front line people in the UK. Attended by 200 advisors this is a great way to show reward and recognition to your agents plus gaining over 100 ideas from the day.

Annual Awards:

Our showcase event attended by 500+ contact centre professionals recognising the achievements of both your centre and your people. Held in June/July with an A-list celebrity the Awards are the “Must Attend” event of the region.

Costs

Membership is charged per annum and is based on the size of the contact centre operation:

01 to 24 seats:	£650+VAT
25 to 74 seats:	£800+VAT
75 to 99 seats:	£995+VAT
100+ seats:	£1450+VAT
500+ seats:	£1995+VAT

Getting in touch

Let's discuss how membership can help:



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