



Press Release

Birmingham / Surrey, April 26, 2011

Call Centre Innovations Tour is back in the UK for a 2nd Year running

This popular and successful event provides the ideal backdrop for networking, product demonstrations and customer presentations for Contact Centre Professionals

ASC (www.asctelecom.com), a leading global provider of innovative solutions to record, analyze and evaluate communications, and InVision (www.invisionwfm.com), a world-leading supplier of enterprise-wide workforce management solutions, today announced they will be hosting the Call Centre Innovations Tour 2011 at Glaziers Hall in London on the 11th May 2011.

The Tour features an exciting Conference Agenda with esteemed guest speakers and customer presentations and valuable networking opportunities, in conjunction with an Exhibition with live product demonstrations. The Exhibition is designed to showcase practical use of the products and technologies presented, as well as providing an opportunity for attendees to discuss the unique challenges facing their own businesses and the industry generally.

Conference presentations will be made by guest speakers including Dr. Nicola Millard, Customer Experience Futurologist at BT, Paul Cooper, Customer Service Guru and Director at Customer Plus and Jonty Pearce, Editor, at Call Centre Helper, Richard Abdy, at NHS Business Services Authority and David Payne, Mercury Customer Management.

The organizers invite all attendees to use the opportunity to network with other industry experts and to discuss the challenges facing their business at the Call Centre Innovations Tour 2011.

The Tour started in 2007 to provide an industry-specific day for call centre decision makers, showcasing the most innovative solutions in the field. This event has become a phenomenal success, growing from three events in Germany its first year, to its international debut last year with events throughout Europe.

CCIT'11

CALL CENTER INNOVATIONS TOUR

Participation is free of charge and given the popularity of the event, spaces are limited, so early registration is recommended. To Register and to find out further information about this year's event visit the CCIT Website www.ccit-online.com.

About ASC

ASC (www.asctelecom.com) is a leading global provider of innovative solutions to record, analyze and evaluate multimedia-based communications. ASC's solutions reveal information, enabling companies and organisations to considerably improve their value creation: contact centers enhance customer service, efficiently deploy staff and increase productivity.

About InVision Software

InVision Software (www.invisionwfm.com/uk) is a world-leading supplier of enterprise-wide workforce management solutions which enable companies to optimize their staff planning and scheduling processes. InVision empowers customers to reduce personnel costs, increase productivity, improve employee satisfaction and to boost revenue by leveraging better customer service.

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