



Advisory Board Meeting May 17, 2007

The date is set for our first Advisory Board Meeting. Thank you to everyone for their responses. For CCPN members not interested in an actual position on the Advisory Board, you are still welcome to attend. Since CCPN is a networking group driven by it's members, we would still very much appreciate your on-going input and vision on topics and other related matters.

Date: May 17th

Time: 4:00pm to 6:00pm

Appetizers and Refreshments will be provided!

Where: The Eastridge Group of Staffing Companies

2355 Northside Drive, Suite 180 San Diego, CA 92108

The Agenda is as follows:

1. Introduction
2. Vision and Goals
3. Discussion of Future Topics
4. Assigning Advisory Board Roles
5. Next Event Goals and Objectives
6. Unveiling of CCPN Web-Site and New Logo

If you have not responded or are interested in a board member role, below is a description of the individual roles and responsibilities.

Current President and Founder, Julie O'Keefe In order to launch CCPN in other markets, Julie O'Keefe will remain as Founder and chair the CCPN, but will transition a new president and chief officer for the San Diego Chapter in 2008.

Vice President Acting under the direction of the current CCPN president and transitioning to president in 2008, the vice president will oversee the planning of all Advisory Board meetings and CCPN events. Upon transition, this person will assume the responsibilities of leading the Advisory Board, setting meeting agendas and further developing overall CCPN objectives.

Director of Events Focusing on program delivery, the Director of Events will be responsible for researching and identifying future venues for each quarterly CCPN event. In addition, this person will retain guest speakers in alignment with topics designated by the board and will coordinate with each speaker for CCPN events.

Media Relations Working with the CCPN and sponsor, Media Relations will conduct email polls, surveys, and research articles to acquire and distribute information relevant to contact center issues.

Membership Services We are seeking a welcoming personality to increase our membership base and grow our network by promoting CCPN as a value-added, local community resource for all contact center executives.

Education and Training This role will focus on providing on-going education and training opportunities to our members and the contact center community. In addition, this person will be a key contributor to our launch of CCPN Supervisor University.

If you are interested in one of these opportunities, but have not responded yet, there's still time! Please email Julie O'Keefe at jok@eastridge.com.

Please RSVP by May 15th to (619) 260-2182 or Info@CCPNnetwork.com

I would like to thank everyone for their continued support and dedication to CCPN. I am looking forward to seeing everyone at this Advisory Board Meeting.

Sincerely,

Julie O'Keefe
President, CCPN

email: jok@eastridge.com
phone: 619-260-2000
web: <http://www.EastridgeInQ.com>