



May 4, 2007

Contact: Jessica Lee
jlee@eplicaservices.com
619.260.5190

For Immediate Release

PROFESSIONAL CONTACT CENTER NETWORK LAUNCHED IN SAN DIEGO
First Professional Association of Its Kind in the City

SAN DIEGO—The city’s first professional association for the local contact center community, Contact Center Professionals Network (CCPN), officially launches this month with a new Web site and formation of an advisory board. CCPN is a community-driven network comprised of executives, directors of contact center operations, contact center managers and supervisors, and HR professionals. Its primary focus is on providing a venue where professionals can gather to learn from experts within their field, and share best practices and industry trends.

CCPN currently holds free quarterly events that are held at local contact centers throughout San Diego. All guests receive tours of state-of-the-art facilities that provide insight into the technology, culture and employee motivation techniques of a particular business. Additional agenda items include discussions led by contact center experts, interactive roundtable sessions and an opportunity to network with peers.

Founder Julie O’Keefe has more than 10 years experience working with various contact centers throughout the Western region. As Regional Sales and Marketing Manager for the staffing firm InQ Contact Center Specialists, O’Keefe formed CCPN to address the growing needs of her clients and colleagues.

“What drives CCPN is member participation, commitment to its mission and passion for contact center purpose,” says O’Keefe. “Since our first event last July, we have experienced an increase in participation by 64 percent, and our network database has grown considerably.”

-MORE-

Due to the overwhelming response and success of CCPN thus far, the association launches its official Web site on May 4, offering access to industry news, upcoming CCPN events and membership enrollment 24-hours a day.

A call to action is also featured on the site, as CCPN assembles its Advisory Board Committee. CCPN is currently seeking local contact center professionals who will maintain the integrity of the association and further build the momentum that's been generated over the past year.

CCPN is a partner of, and sponsored by, InQ Contact Center Specialists—a specialty division of The Eastridge Group of Staffing Companies. With approximately 15 locations nationwide, Eastridge has been named No.1 in Temporary Staffing Services by San Diego Business Journal's Book of Lists in 2005, 2006 and 2007.

To participate in or join CCPN—or to become a CCPN Advisory Board member—please contact Julie O'Keefe at JOKeefe@EastridgeInQ.com, or visit CCPN's Web site at www.CCPNnetwork.com. To learn more about InQ Contact Center Specialists or The Eastridge Group of Staffing Companies, please visit www.eastridgeinq.com or www.eastridge.com.

###