



Our Second Call Center Professionals Network Event was a Huge Success!!

Thank you to everyone for making our second CCPN event at Cox Communications' cutting-edge facility a big success! We had 34 participants on November 2nd and we are still receiving positive feedback from many who were able to attend.



At Thursday's event, attendees interacted with our guest speaker, Lynn White, took a tour of the facility, and networked with other Call Center Professionals in a lively and educational discussion.

For those of you who were able to attend, please [CLICK HERE](#) to complete the online Program Evaluation. Those who complete the evaluation prior to DECEMBER 1st will be entered to win a relaxing spa gift basket.

Congratulations to Penny Debloom, with AAA, who won a \$200 Westfield Gift Card just for completing our online CCPN Survey prior to the conference!



To ensure that upcoming networking events are covering the latest topics, trends, and concerns in the call center industry, we are looking for people to join the CCPN committee. If you or someone you know is interested, please contact Jerry Roller at 619-260-2182 or jroller@eastridge.com. If you would like more information on The Eastridge Group's call center staffing solutions, please [click here](#).

Thank you again to our host, Cox Communications, our Guest to all of our participants.

We are looking forward to the next CCPN Roundtable which is tentatively scheduled for mid-January of the new year. In addition, we have secured the venue for our next CCPN Networking Event in March, so be sure to keep checking your email for more details to follow.

Sincerely,

Julie O'Keefe
President, Call Center Professionals Network
The Eastridge Group
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