

# Another Great Turnout!

## 60 Contact Center Professionals Participated

CCPN Voice of the Customer

Most Successful Event Yet!

Over 60 Attendees...

CCPN Needs You!

Contact Us

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### CCPN MISSION STATEMENT

*CCPN is a growing, community driven network comprised of local contact center professionals dedicated to providing a forum for executives passionate about contact center purpose.*

*Our focus is to provide an opportunity to strategize, share best practices, and apply expertise in the areas of operations, recruitment and technology. Our calling is devoted to members committed to building relationships, fostering creativity and to empower professionals with learning.*



**60 CCPN participants** were treated in groups of 10, to a personalized, guided tour from a Home Depot Supply Manager. Each group was lead on an intimate view through the nerve

center of this impressive 4-story, 152,000 square foot facility. Along the way they showcased the efficient operations, various departments, and overall unique culture that The Home Depot Supply has created.

Encompassing a design that ensures the easiest, most effective flow of work, the Customer Support Center features open and well lit offices and gathering hubs on each floor with coffee service and seating to encourage casual interaction. The elimination of long connecting corridors allows flexibility for department expansion and contraction. This results in an open floorplan designed for efficiency, while promoting a secure and comfortable work environment.





**CCPN Founder and current President, Julie O'Keefe** kicked off the meeting with a warm welcome and introduction of **Kaye Stambaugh, Vice President of Customer Service Operations** (*second from the right*) who presented an overview of The Home Depot Supply's Contact Center and their extraordinary staff.

**Sheri Espinoza, Process Improvement Manger** (*third from the right*), then gave a very thorough and riveting presentation on the Voice of the Customer program and First Contact Resolution efforts. The presentation concluded with a lively question and answer session.

Many attendees participated in a Raffle and went home with a few embroidered polo shirts courtesy of The Home Depot Supply. Congratulations to **Ron Abood from Cox Communications** who walked away with a \$100 Home Depot Gift Card and **Vincent Arroyo of Teamwork Athletic Apparel** who was awarded a \$50 spa certificate for completing the evaluation from our November event.



**Completed evaluations are still needed!** Please fax your evaluation **no later than Monday, April 9th** to Jerry Roller at 619-280-2182 or email to [jroller@eastridge.com](mailto:jroller@eastridge.com). All evaluations compiled from this event will be entered into the next drawing this summer when we will be giving away tickets to a Padre Game at Petco Park.

**Thank you to all participants for making our third CCPN event our best yet!**

*A special thanks to our gracious host, The Home Depot Supply!*

## CCPN Needs You!

During the event we announced the formation of our CCPN Advisory Board. We need your talent and expertise to propel CCPN to the next level. **Our first meeting is scheduled for this May**, (day yet to be determined).

### **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.

**We are seeking professionals willing to commit their expertise and time to the following positions:**

#### **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. This person will also develop educational programs in line with our mission statement.

***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.

If you are interested in becoming a Board Member and take part in this exciting opportunity, please contact Julie O'Keefe, Founder and current President of CCPN at 619-318-1481 or [Jokeefe@eastridge.com](mailto:Jokeefe@eastridge.com).

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If you are an Executive, Director of Contact Center Operations, Contact Center Manager, Supervisor, or HR colleague, this is a network worth getting involved in!

If you would like to attend the next Advisory Board meeting or if your organization would like to host a future event, please contact Julie O'Keefe at [jokeefe@eastridge.com](mailto:jokeefe@eastridge.com) or 619-260-2149 or Jerry Roller at [jroller@eastridge.com](mailto:jroller@eastridge.com) or 619-260-2182.

Sincerely,

Julie O'Keefe

Founder and President, CCPN

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