

CCNG Partnership CONNECT. SHARE. GROW.

TAP THE POWER OF OUR NETWORK!

Connecting with Contact Center and Customer Care Professionals Best practice information exchange

CCNG is a true networking organization.

CCNG is a network of customer care and contact center professionals who place high value on access to best practice information. Through the four CCNG marketing channels—

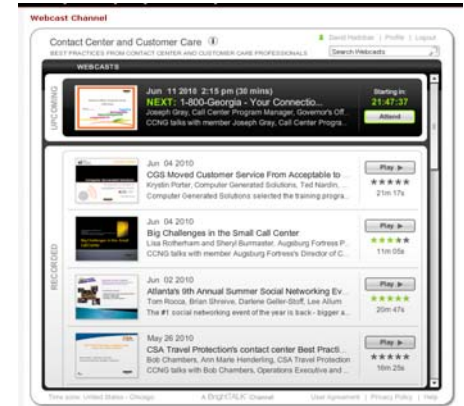
- Business Social Media
- Webcasting
- Events
- Video (viewed online)

Through these channels CCNG partners exchange unique and valuable information **and** connect industry professionals to create identify new business relationships and opportunities.

Visit www.ccng.com today!

Contact Center Industry Considerations -

- Over 50,000 contact centers in US
- Contact Center professional have a high interest in best practice contact center information sharing
- Trade show attendance on steady decline, but meeting face-to-face is still very valuable
- Virtual events and social media is booming
- Contact center professionals want peer to peer networking
- Contact center / customer care professionals desire networking events over trade shows
- In 2009, a high level of growth in attendance to both webcasts and regional networking seminar events



CCNG by the numbers -

- Over 5,000 members
- 18+ online member groups
- 45 networking events in 2009
- 30 Geo markets
- 45 Corporate Partners
- 30% growth on webcast channel
- CCNG membership is growing!



**Join the CCNG partner program and
make new industry connections daily!**



Business Social Media - Online Webcasts
Face-to-Face Networking Events