



Welcome to the April 7, 2010 edition of contactnb's e-communique.

contactnb is the association representing New Brunswick's contact centre industry.  
Visit our website at [www.contactnb.ca](http://www.contactnb.ca) *Follow us on Twitter @contactnb*

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## Calendar of Events

### **April 13, 2010 AVIS Budget Group Job Fair**

Fredericton, NB – Brookside Mall

The Avis Budget Group contact centre in Fredericton is moving closer to its final closure date later this year. Approximately 75 employees continue to work at the centre as operations wind down. contactnb is working with Avis Budget Group to help find opportunities for the remaining employees.

We invite all employers to participate in a job fair that will be open to the remaining Avis Budget employees.

For more information or register, [contact us](#).

### **April 29, 2010 KRP Communications – IT Workshop**

Moncton, NB – Future Inn

There is still space available in this free workshop for IT professionals from across the industry.  
[Click here for more info.](#)

## May 12, 2010 – Home Agent Best Practice Session

Moncton, NB – 1:00-4:30pm – Location TBD

Whether you are considering embarking on a home agent strategy or you already have agents working from home, don't miss this opportunity to learn what other centres are doing and to hear from experts in recruiting and technology. contactnb's Best Practice sessions are open **exclusively to our members**. Due to limited space at this event, we ask that centres register no more than two people. To register, [contact us](#).

## May 18, 2010 – RBC Contact Centre Celebrates 15 Years in Moncton



At RBC, we believe in giving back to the communities in which we live and work. Every year, the 700 financial services experts at the RBC Contact Centre in Moncton raise thousands of dollars for the community organizations like the United Way, and the IWK Health Centre. Recipient of numerous community and industry awards, a pioneer in contact centre technology and practices, and an employer of choice in the Moncton Area, Royal Direct has been an important part of New Brunswick's landscape since 1995.

Join Centre Manager, Joe D'Ettore, RBC Employee, and other special guests for the 15th Anniversary Open House to help celebrate the many contributions this leading contact centre and its employees have made to our community. Centre Tours and history will be shared by members of our team and refreshments will be served.

Date:	Tuesday, May 18, 2010	RSVP:	Kerri Shaw by
Time:	11:00 AM - 1:00 PM		Monday, May 10, 2010
Location:	RBC Contact Centre - Royal Direct	Phone:	506-864-7078 or by
	1199 St. George Blvd., Moncton, N.B.	Email:	<a href="mailto:kerri.shaw@rbc.com">kerri.shaw@rbc.com</a>

## June 10, 2010 – contactnb Awards of Excellence

5:30 pm Delta Fredericton

Table reservations and nominations are now being accepted for our annual Awards of Excellence gala! Nomination submission deadline is Monday, May 3.



For more information on reservation, nominations and sponsorship opportunities, visit our website at <http://www.contactnb.ca/awards/2010awards/2010awards.htm>

## October 19-20 – Contact Atlantic – Atlantic Canada’s Contact Centre Conference and Expo

Moncton NB – Delta Beausejour

Mark your calendars now this year’s conference. We will be offering another world-class lineup of speakers and sessions coming up next fall in Moncton.

### Email/Writing Skills Training Session – Are You Interested?

In response to the request of several members, contactnb has sourced a “train the trainer” course to help you ensure your centre’s email, chat and written communications are of the quality you have trained for and expect in voice interactions.

This will be a hands-on seminar with lots of opportunities to apply what you learn. You will leave the session with your own action plan to improve the quality of e-mail responses in your company.

We need a minimum of 25 registrations in order to make this session feasible. If there is enough interest, the session will take place in May or June. The price of this full-day session will be \$550.00 The location will be determined by the response to registration. For more information or to register, [contact us](#).

#### Speaker

Joy Van Skiver, president of The Writing Exchange, Chatham, New Jersey, has had more than two decades of experience as a business writing specialist. She is the author of *The E-mail Companion, Simple Steps to E-mail Success, Beyond Word(s) — What Your Grammar Checker Doesn’t Tell You* CD-ROM, and *Selling on Paper — The Way to Write to Customers*.

Joy has been a guest speaker for the Society of Consumer Affairs Professionals (SOCAP), and she has had articles on e-mail published in SOCAP’s *Customer Relationship Management* magazine. She has been a SOCAP member for eight years.

In her work with customer service areas, Joy conducts departmental e-mail audits that her clients use to motivate staff, to change direction, or to show senior management what they’re doing effectively. She often facilitates training sessions and edits e-mail templates to improve clarity and tone. Her company offers an e-mail skills assessment that Joy designed in close collaboration with her corporate clients.

Clients who use Joy’s services include Abbott Nutrition, BD, Colgate-Palmolive, Hershey’s, Kellogg’s, Nike, and SC Johnson.

## Innovatia to Expand



Contactnb member Innovatia is currently expanding it's workforce both in the centre and in their home-agent workforce. We congratulate them on their success. See the recent article in the Telegraph-Journal for more on this great news.

<http://nbbusinessjournal.canadaeast.com/journal/article/978980>

## Training & Education/Contact Atlantic Survey

Your Chance to Choose Future Topics

The Training & Education committee as well as the Contact Atlantic Organizing Committees would like your input on what topics you would like to see covered in our best practice sessions, seminars, or at our annual conference this fall. This is your chance to suggest topics and speakers that would be of value to you and your centre. Follow the link to the brief survey.

<http://www.surveymonkey.com/s/t-econtactatlssessions>

## Are You Hiring Summer Students?

I have received a number of inquiries in regards to centres that may be hiring high school and/or university students. If you are, please let me know. [Contact us](#).

## Back Issues of contactnb e-communicues

To view previous issues of ContactNB's e-communicues, visit the Communications page on our website at <http://www.contactnb.ca/news.asp>

## Next Issue/Submission Deadline

The next issue of ContactNB's e-communicue will be issued in May. We always welcome your submissions. If you have any events to share, or if you would like to submit an article to include, please forward it to [info@contactnb.ca](mailto:info@contactnb.ca) at least one week in advance.

# April 29, 2010

Invites IT Directors to Participate in a Workshop



## COME AND LEARN

from industry experts



### Technology in the Industry

Where technology in the contact center industry is headed? There is lots of talk about cloud computing but does a hosted solution make sense for contact centers?



### Industry Giants

What are the industry giants offering today from an IP perspective? What the demise of Nortel means for the industry.



### IT Staff

What are some of the challenges common to IT staff in the contact center vertical and best practices.

### Event Details

- The event will be on April 29, 2010 from 10:30am to 12:00pm.
- Future Inn, Off Mapleton Road 40 Lady Ada Boulevard, Moncton, NB E1G 0E3
- Please RSVP to [mike.bacon@contactnb.ca](mailto:mike.bacon@contactnb.ca) by April 23, 2010 to indicate you will attend
- Refreshments will be provided
- Event sponsored by KRP Communications Ltd.



## Contact Us

For more information on anything you've read in this issue of contactnb's e-communique, you can contact us

By email: [info@contactnb.ca](mailto:info@contactnb.ca)

By phone: 506.672.2727