



PIPKINS



NEWS

FOR IMMEDIATE RELEASE

VPI

Lynn Grogan
(805) 389-5200, ext. 5276
LGrogan@VPI-corp.com
www.VPI-corp.com

Complimentary Registration Now Open For Call Center Optimization Forum

Nationwide Seminar Series to Focus on Best Practices and Key Technologies for Improved Call Center Performance and Quality

March 25, 2008 – Registration is now open for the much-anticipated 2008 Call Center Optimization Forum (<http://www.OptimizeYourCallCenter.com>). Sponsored by VPI, Pipkins and SER – pioneers in the development of best-of-breed call center performance optimization technologies – and by CCNG, the #1 network for call center professionals, the nationwide series of educational seminars is tailored for call center professionals challenged with keeping up with the latest performance optimization solutions, strategies and techniques. Call center managers and executives that register by April 25th will receive a free registration to the forum, a \$299 value, and an offer for a complimentary community-level membership to CCNG.

"In partnership with Pipkins, SER and CCNG, we created this seminar series to collectively share our industry expertise and provide a forum for call center professionals to discuss key trends and evolving issues," said Chris Morrissey, vice president of sales and marketing at VPI. "Attendees will learn all about the secrets of the best call centers, and find out how to apply them to their own organizations."

The Call Center Optimization Forum seminars will outline breakthrough strategies and techniques that can be used to exceed customer expectations, raise performance standards, and achieve attendees' personal career goals. "The seminars will reveal powerful new ways to set and measure the right performance objectives, accurately forecast workload and schedules, improve quality of service, and win the support of top executives," said Morrissey. "We will also reveal the very latest, cutting-edge call center optimization solutions, which in the past were available to large companies only, but are now accessible and affordable to small- and medium-sized businesses (SMBs)."

Due to limited availability, early registration is recommended in order to guarantee a place at any of the following Call Center Optimization Forum seminars:

May 1, 2008
Dallas, Texas
<http://www.OptimizeYourCallCenter.com/Dallas>

May 29, 2008
Tampa Bay, Florida
<http://www.OptimizeYourCallCenter.com/Tampa>

June 19, 2008
Chicago, Illinois
<http://www.OptimizeYourCallCenter.com/Chicago>

June 26, 2008
Kansas City, Missouri
<http://www.OptimizeYourCallCenter.com/KC>

July 8, 2008
Los Angeles, California
<http://www.OptimizeYourCallCenter.com/LA>

To register or for additional information on the upcoming 2008 Call Center Optimization Forum seminars, please visit <http://www.OptimizeYourCallCenter.com>.

About VPI

VPI (Voice Print International, Inc.) is a leading innovator and provider of integrated interaction recording and workforce optimization solutions for enterprises, trading floors, government agencies, and first responders. Through its award-winning suite of solutions, VPI empowers organizations to proactively improve the customer experience, increase workforce performance, ensure compliance, and align tactical and strategic objectives across the enterprise. With the power to be proactive, organizations are equipped to actively identify and maximize opportunities and minimize risk. For more than a decade, VPI has been providing proven technology and superior service to more than 1,000 customers in over 40 countries. For more information, visit <http://www.VPI-corp.com>.

About Pipkins

Pipkins Inc., founded in 1983, is the leading supplier of workforce management software and services to the call center industry. The company is headquartered in St. Louis, Missouri. For more information, visit <http://www.Pipkins.com>.

About SER

SER Solutions, Inc. delivers unsurpassed contact management and speech analytics solutions to support business activities such as planned and proactive customer care, telemarketing, collections, market research, fundraising, emergency notifications, and political calling. SER's solutions enable enterprises to turn customers into loyal, long-term sources of recurring revenue by generating increased customer loyalty, expanding up-sell and cross-sell opportunities, maximizing agent productivity, and reducing costs. The company, an affiliate of The Gores Group, LLC, is headquartered in Dulles, Virginia with operations in North America and Europe. Additional information about SER is available at <http://www.SER.com>.

About CCNG

For people who manage and support customer care and contact center organizations, CCNG provides a unique network of professional peers and trusted advisors who actively share their knowledge and experience on all issues that impact performance. Founded in 1994, CCNG is the number one network for call center professionals - providing education and networking programs on a local, regional, and virtual basis. For more information, visit <http://www.CCNG.com>.