

THE CORE OF OUR SUCCESS

Making the RIGHT Connections

The core foundation of our benefits is peer-to-peer learning. We focus on bringing together leaders in the industry in numerous ways including; monthly learning workshops and events.

Monthly Learning Workshops & Events

ACCA hosts workshops, seminars and learning events that are geared towards the contact center industry. These events allow members to interact with peers, experts and gain access to exclusive ventures to social conventions.

Resources & Solutions

As-needed, members can tap into our membership to leverage the experience of others when solving challenges.

“I look forward to the monthly meetings, it’s a time to catch up with my peers and learn about the best practices in the industry.”

Jewell Parker
Operations Manager
Austin 3-1-1

MemberConnect is a great resource for industry news & information. Even more, you can connected directly to the entire membership through Member-to-Member.

Allen Pargmann
New Agent Training Manager
Apple, Inc.

MEMBERSHIP BENEFITS

Networking Luncheons

Austin Contact Center Alliance host monthly programs that address contact center issues, from workforce development & operations, Health & wellness and technology & services. Every topic is meant to keep Austin’s contact center industry abreast of current and emerging trends. Members receive reduced admission to networking luncheons.

Contact Center Tours

Austin Contact Center Alliance sponsors two to four contact center tours each year, providing contact center professionals insight on how other organizations manage their daily operations, staffing and technology. Members receive reduced admission to contact center tours.

Annual Fall Symposium

Each fall, Austin Contact Center Alliance sponsors a trade-show and conference to benefit the local industry. Top industry experts from across the

country present workshops while local and regional suppliers exhibit their services, all in a setting that promotes networking and the strengthening of the Austin contact center community. .

Members-only Interactive Web Site

The Austin Contact Center Alliance web site is a place our members can go for recruiting, industry-related information, and a calendar of ACCA and upcoming industry events. The Member’s Only section includes presentation and newsletter archives and a member directory.

Touchpoint Newsletter

Austin Contact Center Alliance’s quarterly newsletter, Touchpoint, keeps members informed of industry-related news, association news and announcements, and current and upcoming industry events.

For a full list of benefits, please visit us online at www.austincontactcenter.org.

WHO WE ARE & WHAT WE DO

The Austin Contact Center Alliance (ACCA) is a dynamic, professional organization that serves as Central Texas' resource for industry information, networking and educational opportunities. We are proud to promote the contact center industry and create a professional identity for our members.

Our members consist of more than 800 contact centers of all sizes, vendors, educational providers and other support organizations. It is through the great diversity of our membership that we can provide a source for education, networking and community.

ACCA is dedicated to providing extended peer-to-peer networking opportunities, professional development and learning sessions. With over 800 members as an added resource, every opportunity is created by call center professionals and industry leaders, thus making the benefits real and concrete.

OUR MISSION

Our mission is to foster solutions that meet the needs of the central Texas contact center industry through networking, professional development, and community leadership.

JOIN TODAY!

Joining ACCA will empower your company to gain the tools and the resources needed to become a leader in the industry. Through ACCA's many benefits, your team will learn effective management practices from the leading call centers and supporters in Central Texas.

The Austin Contact Center Alliance (ACCA) is a non-profit organization created by leading contact center professionals and industry providers that have a strong commitment to enhancing industry standards in the workforce.

HOW TO APPLY FOR A MEMBERSHIP

1. Log-on to www.austincontactcenter.org
2. Click on Membership >> Membership Application
3. Complete the Application Form & Payment

YES! It's that simple. You will receive a confirmation that your membership has been activated and you can begin to explore MemberConnect, the members only web site.

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A Unified Voice for the Contact Center Industry

