

# CONTACT CENTER BRIEFING:

Execs In The Know

A CANDID DISCUSSION  
ON OUTSOURCING

THURSDAY, OCT. 26<sup>TH</sup>, 2017

## Agenda

Thursday, October 26<sup>th</sup>, 2017

### Meeting Location:

Petco National Support Center - 10850 Via Frontera  
San Diego, CA 92127

#### **9:00 A.M. - 9:15 A.M.    Introductions**

Each panel participant will have a couple of minutes to introduce themselves, including their experience and their current responsibilities.

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#### **9:15 A.M. - 10:30 A.M.    Executive Roundtable with the BPO's**

A list of questions will be prepared and shared with our vendor partners in advance of the session. The questions will be sourced from the audience in advance of the meeting. For each question, each participant will have up to three minutes to respond and then five minutes is allotted for discussion. This may include responses to comments made by other roundtable members and/or questions from the audience.

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#### **10:30 A.M. - 10:45 A.M.    Break**

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#### **10:45 A.M. - 12:15 P.M.    Executive Roundtable with the BPO's**

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#### **12:15 P.M. - 12:30 P.M.**

Each panel member is offered the opportunity to offer a closing statement.

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#### **12:30 P.M. - 1:15 P.M.    Lunch**

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#### **1:15 P.M. - 3:30 P.M.    Corporate only discussion**

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#### **3:45 P.M. - 5:00 P.M.    Cocktail Hour**

Interested in Attending? Email [info@execsintheknow.com](mailto:info@execsintheknow.com)