

# CONTACT CENTER BRIEFING:

Execs In The Know

A CANDID DISCUSSION  
ON OUTSOURCING

THURSDAY, MAY 17<sup>TH</sup>, 2018

## Agenda

Thursday, May 17<sup>th</sup>, 2018

### Meeting Location:

Hilton Dallas Headquarters  
2050 Chenault Drive  
Carrollton, Texas 75006

**8:00 A.M. – 8:30 A.M.**      **Breakfast**

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**8:30 A.M. – 8:45 A.M.**      **Kickoff**

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**8:45 A.M. – 9:30 A.M.**      **Hilton Brand Highlight**

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**9:30 A.M. – 10:30 A.M.**      **Executive Roundtable With The BPO Providers**

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. – 12:00 P.M.**      **Executive Roundtable With The BPO Providers Resumes**

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**12:00 P.M. – 12:45 P.M.**      **Lunch**

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**12:45 P.M. – 2:30 P.M.**      **Corporate Only Discussion**

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**2:30 P.M. – 4:30 P.M.**      **Cocktails & Networking**

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