



NECCA membership offers distinguished access to expert advice, networking, knowledge sharing, and benchmark practices.

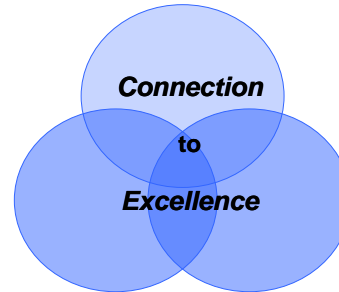
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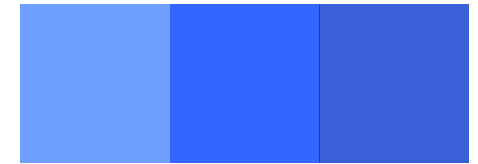
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NECCA
North East Ohio
Call Center
Association
Est. 1999



www.necca-oh.com

Working with call center organizations to improve performance through seminars, networking, resources and events.



NECCA Membership

Membership

NECCA's membership consists of call center and customer contact center managers and individuals who are involved in the center's decision making process and/or responsible for day to day operations of the call center or customer contact center. The various operations of the centers include inbound and outbound telephone communications, customer contact via e-mail, web access, face to face contact and communications via other telecommunication devices for the hearing impaired.

Support areas of the call centers are encouraged to attend a meeting of interest relevant to their specific area.

NECCA members include banking, insurance, transportation, hospitals, manufacturing, public utilities and health care.

A NECCA membership offers a wealth of information and there is no charge.

The five values of NECCA

Collaboration

Commitment

Communication

Integrity

Leadership

The Mission of NECCA

To provide resources that help leaders and call center organizations improve performance and increase efficiency and value through people, process and technology. We pursue this mission through:

- Arranging for regular meetings and tours of call center facilities
- Providing a forum for discussion of industry related topics
- Offering members an opportunity to benchmark their practices and procedures to encourage adopting best practices
- Aiding members to identify common concerns and develop appropriate joint actions to address them
- Conducting surveys relating to the operations centers to aid members