



## Speaker Submission form begins on next page.

Print – Fill Out – Scan - & E-mail to [rsimms@dialamerica.com](mailto:rsimms@dialamerica.com) by 5/10/19

### Part I: Contact Information

The following contact information will be used to confirm receipt of your proposal and notify you if the proposal has been selected.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Company

\_\_\_\_\_  
Street

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Email

### Part II: Category

Presentation Proposal is appropriate for the following topic(s) (Check the box):

- Artificial Intelligence and Automation that Improves the Customer Experience and Drives Efficiency
- Using the Power of Analytics and Big Data to Enhance Operations
- Real-Time Analytics that help Agents and Supervisors and Deliver a Better CX
- Automation that Elevates the Role of the Agent and Adds Value (Feature Chatbots, Robotic Process Automation, etc.)
- Unified Desktops Featuring Unified Communications Systems, CRM, Knowledgebases, Quality Tools, Analytics, Learning Management Systems, etc.
- Performance Management Tools and How They Impact Agent Performance
- Other \_\_\_\_\_

### Part III: Presentation Title

Please provide title suggestions for your topic. The titles should be benefit focused and pique the curiosity of potential attendees.

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### Part IV: Presentation Content

Please briefly outline the educational content of your proposed topic. Descriptions should be concise, specific and clearly define the benefit to the potential audience.

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### Part V: Guarantee Copy

Please list one - two specific guarantees that you can make to session attendees.

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## Part VI: Case Study Specifics

If you are proposing a case study, please identify the client/product/service/application and briefly describe the measurable results achieved

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*Thank you for your interest in speaking at the **PACE** New York Metro's 2019 Contact Center Technology Forum! If you have questions, please contact either of our Event Co-Chairs:*

- John Ruby [jruby@gcomworldwide.com](mailto:jruby@gcomworldwide.com) (913-300-9345)
- Joe Pennacchio [jpennacchio@kipany.com](mailto:jpennacchio@kipany.com) (646-300-0120)



**SUBMIT THIS COMPLETED FORM TO: [rsimms@dialamerica.com](mailto:rsimms@dialamerica.com)  
no later than May 10, 2019**



*If you know of others who may be qualified to speak on one of these topics, feel free to forward this call for speakers.*

*Click on the embedded document below if you are interested in viewing the attached **event sponsorship form**.*



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