

Will you be at the most informative, engaging and best-in-value contact center trade association conference of 2019? If you have already registered for ACX'19, I look forward to seeing you there. If you are not registered, what are you waiting for? You need to register today!

There is something for everyone at ACX'19. If you oversee contact center operations for your organization, then you will be able to take home important, educational content from thought leaders representing some of America's greatest brands. Amazon, Google, Uber, Hulu, USAA and many more will share their experiences involving contact center operations, what technology works and how new solutions, such as AI, affect customer engagement.

If you are looking to find new business relationships or potential new clients, then ACX'19 is a must-attend. PACE prides itself on the caliber of attendees at our national events. More than 75% of our attendees are in the decision-making process for their companies. There are many networking opportunities throughout the convention and we are eager to facilitate introductions.

Are you responsible for managing your company's compliance? Are you concerned about new data privacy regulations, from California to the many pending laws throughout the U.S.? If so, then you need to be at ACX'19! Experts in both compliance and privacy will be there to provide important information about what your organization needs to know to be in compliance with new and pending legislation.

Do not wait to register. The hotel block ends on March 7<sup>th</sup>! After that date, we won't be able to guarantee a room, or the PACE rate, at the Hyatt Hill Country Resort and Spa. Registration, hotel reservations and additional information about ACX'19, can be found by visiting our website at <https://paceacx.com/>.

At PACE, we love providing educational and networking opportunities to our members and the customers they serve. We honor our commitment to benefiting our member companies by staying up-to-date on issues that impact the contact center industry. We prove our dedication by sharing invaluable resources to our members.

On February 28<sup>th</sup>, PACE hosted the first Regional Contact Center Summit of 2019. Approximately 90 attendees heard from brands such as Coca Cola, Ricoh, Comcast, and more, on what it takes to operate a first-class contact center. NobelBiz, the premier sponsor, led a session on call authentication and how to solve low contact rates in your centers. In addition, our sponsors Noble Systems, Think Owl and LiveVox were able to illustrate how their solutions are making a strong impact in the industry.

PACE will be hosting more regional events in 2019, with the next one on May 16<sup>th</sup> in Akron, Ohio at the Taylor Institute. Please check out our monthly webinars on both compliance and operational topics. We will be expanding the topics of the webinars throughout the year. Topics to be included are: B2B solutions, company valuations, mergers and acquisitions and more.

I want to hear from our members. Let me know how we can continue to enhance your membership experience. If you are not a member, let me know what PACE can do to provide you with the information you need to become a valued PACE member? I can be reached at [stuart.discount@paceassociation.org](mailto:stuart.discount@paceassociation.org) or 317-522-2799.

Please reach out to me at anytime to hear more about PACE! I hope to engage with you, in San Antonio.

Stuart Discount, CEO