



Hello PACE Members.

It's hard to believe that we are more than halfway through this year already. I hope that everyone had a wonderful Independence Day and that you are finding time to enjoy the summer. Summer is often a time when everything slows down a bit and people tend to take vacations and step away from the rapid pace of our on-the-go lifestyles. I can assure you that has not happened in my company, Synergy Solutions, as we have been busier than ever working through some exciting changes. And the same is true for PACE with our staff and BOD members being fully engaged and busier than ever. As the only non-profit trade association dedicated to the contact center industry, we never step away from this mission, even in the summer. Our staff barely had time to close the books on our amazing ACX 18 – Annual Convention and Expo that we held in April and everyone is busy putting the finishing touches on the upcoming PACE Washington Summit.

This year's Summit is shaping up to be a can't miss event as we do a deeper dive on critical issues impacting our industry such as GDPR Regulations, the status of changes to TCPA and advances being made to combat robo-calling while balancing the interests of law abiding businesses. The Summit will feature amazing speakers including Amy Walter, the National Editor of the Cook Political Report; Karl Racine, Attorney General for the District of Columbia and Lois Greisman representing the Bureau of Consumer Affairs at the Federal Trade Commission. Summit will also feature a 2-day CECP training, held in conjunction, making this an amazing opportunity to help your staff get turbo charged on their compliance education, all at one event.

The Washington Summit will be held this year on September 23rd – 25th and we are at an all new location, the amazing Intercontinental at the Wharf in DC. The hotel block expires on August 29th and we are told there will be **no rooms** available after the cut-off, so make sure you book your room right now so that you don't miss any of this exciting event. You can register and book your room at <http://www.paceassociation.org/summit-agenda-18>. In addition to the fabulous content, this year's event will feature an amazing PACE event by the Capitol Hill Steps which you won't want to miss. This is a group of Senate staffers who set out to satirize the very people and places that employed them.

If you remember, at our Annual Convention we mentioned that we would be honoring the legacy of long time PACE leader, Tim Searcy, with a special awards ceremony at the Washington Summit, so please join us for this inspirational tribute to Tim. I encourage you to check out the PACE website regularly for updates on speakers, sessions and happenings at the September Summit.

We are expecting record breaking attendance at Summit this year. If you are interested in learning more about sponsorship opportunities, please contact Stuart Discount at stuart.discount@paceassociation.org.

In addition to the Washington Summit, I wanted to share a few details about other key events. On August 3rd, the CPC (Communication Protection Coalition) will be having another meeting of

stakeholders at the offices of Kelley-Drye in Washington, DC. This will be a full day event. Please contact the PACE office for additional information.

On October 30th, PACE will host an event in Cleveland, at the offices of Quicken Loans and on November 14th we will host an event in Princeton, NJ. Please see the PACE website for further details about events coming to your area.

Finally, it was great seeing so many members at the recent Customer Contact Week in Las Vegas. If you attended, you likely saw that PACE had a booth this year in the Expo Hall. Our partnership with IQPC allowed us to be represented at this event to talk to attendees about the benefits of PACE membership. And our very own Ken Sponsler, Vice Chair of the PACE Board of Directors, was a featured speaker at CCW. I have been going to CCW events for years and the one phenomenon that always occurs is that the PACE members are drawn to each other at these events. It's like seeing a friendly face in a large crowd of strangers and it really is heartwarming. I don't know how to describe this except to call it the magic of membership. So often, PACE is viewed simply as an event and compared to other events, but the enormous distinction is that we are a membership organization committed to the future of the contact center industry and our member companies that care about high quality customer engagement. Perhaps it's not always so obvious what being a member really means, but when you stand in a giant expo hall in Las Vegas with thousands of strangers and you see another PACE member, the connection is real, and the member magic is obvious.

I look forward to seeing you at a future PACE event and I hope you enjoy the rest of your summer.

Best Regards,

Lori Fentem

Chairwoman of the PACE Board of Directors