

## 8. Croatian Conference on Call Centers

Zagreb, 10 November 2005 – INFO,  
Zagreb Fair – Congress Hall

**Supported by: Ministry of the Sea, Tourism, Transport and Development**

**Organizers:**



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### **09.00-11.00**

#### **Opening:**

Davorin Spevec, general manager of the Zagreb Fair

Darko Dvornik, Assistant Minister for Telecommunications and Postal Service

#### **General topics:**

- **Hosted IP Contact Center** - Viktor Hlača, Optima
- **Managing Multi-channel Contacts** - Tea Crkvenac, Sedam IT
- **T-Com Call Center** - Emir Sušić, T-Com
- **The Advanced Contact Centre Solution** - Andras Gortvai, Avaya Business Advocate

### **11.10 – 11.40**

Coffee break

### **11.40 – 13.30**

#### **Guest lectures:**

- **112 Service** - Pavao Britvić, State Agency for Protection and Rescue
- **Call center – yesterday, today, tomorrow** – Dražen Pehar, Logos

#### **Telesales**

- **Call center – road to success on one of the most attractive markets-** Duško Kos, Moderna vremena
- **Role of Call Centers in Catalogue Sale** - Vesna Brašnić, Neckermann
- **Cedevita Call Center – Loyalty Program Experiences, Case Study** - Davor Tomić, Connect Contact Center, Majda Slemenšek

### **13.30 -14.15**

Lunch

### **14.15 -15.30**

#### **Financial service and public sector service**

- **Call Center – From Operational Efficiency to Customer Centric Approach** - Mirna Šegota, Erste Steirische bank
- **Customer Contact Center – PBZ Case** - Silvana Sambol & Zoran Kureljušić, PBZ

#### **CC & CM in the region**

- **Renting of Technical Resources of the Telecommunications Operator** - Toni Marić, Željko Ostojić, Stipe Prlić, HT Mostar, BiH

### **15.30**

Closing of the conference