###### SuperCommunity Bank Call Center executives Peer Group Forum

# The Andaz Hotel, Napa, CA

# January 30-31, 2020

**AGENDA**

*(Casual Attire, jeans welcome)*

**Wednesday, January 29th OPTIONAL**

5:45 p.m. Meet Anat in the Hotel Lobby. Cell number 916 7171710

6:00 Optional dinner off-site at Cole’s Chop House \*

##### Thursday, January 30th

7:30 a.m**.**  Breakfast

8:00 Roundtable Discussions

* Bring 2-3 good ideas to share with the group
* Bring one best practice
* Discuss an example of what not to do (disasters)
* Bring questions you’d like to ask

10:00 Break

10:15 Updates continued; among the topics to be discussed:

* Accountabilities by position (bring yours)
* Organization structure in the call center (bring yours)

12:00 Lunch

1:00 PwC: Best Practices in Call Center management

1:45 Board and executive reports (bring yours)

2:30 Break

2:45 Knowledge management

3:30 Adjourn

5:45 Meet Anat in the hotel lobby

6:00 Dinner off-site \*

**Friday, January 31st**

7:30 a.m. Breakfast - Goals for Next Meeting

8:00 Incentive plans (bring yours)

9:00 Quality programs

10:00 Break

10:15 Training (bring your curriculum)

11:00 Omni-channel solutions

12:00 Adjourn

\* Spouses and guests are invited.

**NOTE: Bring enough copies for all participants**

#### NEXT MEETING: Monday-Tuesday, JUNE 15-16 , 2020