

## **Customer Experience Management in Telecoms**

24 - 27 September, 2012, Angelo Hotel, Prague, Czech Republic

**Telecoms IQ's 4th Customer Experience Management in Telecoms event is the only conference** dedicated to addressing the challenges facing the **telecoms market** or any operator wanting to know how to improve the customer experience whilst lowering operating costs.

From increasing your first call resolution rates to reducing call volumes through to ensuring a simple and consistently positive customer journey, you will learn from innovative case studies how to satisfy your customers whilst improving your bottom line.

For more information please visit the website:

[www.cemintelecomseurope.com](http://www.cemintelecomseurope.com)