

# CRC's 2010 Users Conference

## *Customer Service - Exceeding Expectations*

May 3 – 5, Welch, Minnesota

CRC's users conference provides attendees with a unique professional development opportunity – designed to educate attendees about important tools that will enhance their relationship with CRC, improve overall service at their own organizations, save money, make their jobs easier, and the chance to network with their comrades in the utility industry to provide a renewed enthusiasm and interest for the important work they do! The following educational courses (sorted by educational track) will be featured at this year's conference. CRC hopes you can make it!

### *Something for everyone ...*

- ✓ CRCLink training
- ✓ CSR/CSO shadowing at CRC headquarters
- ✓ Money-saving opportunities with AT&T business network
- ✓ CRCLink enhancements, opportunities
- ✓ Keynote speaker – Dean Lindsay, author of “The Progress Challenge” and “Cracking the Networking CODE,” will speak on this year's conference theme: Customer Service – Exceeding Expectations
- ✓ IVR call simulation
- ✓ New call flow and outage queue
- ✓ Line crew dispatching: present and future

### *Contact Center*

- ✓ Soft skills training
- ✓ How to implement a quality program

### *Information Technology*

- ✓ Computer lab: CRCLink administration and help desk training
- ✓ CIS/OMS integration soft skills training

### *Central Station*

- ✓ Web access training
- ✓ Linear training
- ✓ Business strategy roundtable discussion

To Register or for more information, go to [www.crc.coop](http://www.crc.coop).  
Questions? Contact Lynn Earl at 507-437-2457 or  
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