



**DOES YOUR
COMPANY PROVIDE
SOLUTIONS FOR
THE CONTACT
CENTRE INDUSTRY?**



**ARE YOU LOOKING FOR A TRUSTED PARTNER TO HELP YOU
INSTANTLY ACCESS THE EXCLUSIVE COMMUNITY OF SOUTH
AFRICAN CONTACT CENTRE DECISION MAKERS?**

The Contact Centre Management Group (CCMG), as the Professional Body and the voice of the Contact Centre Industry of South Africa offers a Membership Programme for suppliers wanting to connect with Contact Centre Clients that are looking for solutions in people, technology or processes.

The CCMG Company Membership gives you the exposure that helps you:

**ALIGN YOUR BRAND WITH THE PROFESSIONAL BODY
OF THE CONTACT CENTRE INDUSTRY**

**PROMOTE YOUR COMPANY'S OFFERINGS AND BUILD
RELATIONSHIPS WITH POTENTIAL BUYERS**

**POSITION YOUR COMPANY AND STRENGTHEN YOUR
BRAND ON THE SOUTH AFRICAN MARKET**

APPLY FOR YOUR COMPANY MEMBERSHIP TODAY! VISIT: <https://www.ccmg.org.za/page/joinstep1>

SOME OF THE ORGANIZATIONS ALIGNED WITH THE CONTACT CENTRE MANAGEMENT GROUP:





Contact Centre Management Group is the Professional Body of the Contact Centre Industry in South Africa

WHY THE CCMG?

The Contact Centre Management Group represents over 2,006 Contact Centres, **28,500 top and middle managers** and 5,000 agent level individuals.

We are committed to constantly growing and developing the industry in South Africa by providing our members with vast Contact Centre know-how, high quality workshops, information on the latest tools and technologies, exposure to leading-edge thinking and the opportunity to interact with Contact Centre peers nationwide.

As the Professional Body of the Industry, we strive to elevate standards through our internationally acknowledged designation system and recognise Contact Centre excellence with the annual Awards.

Our members are **interested in developing** their **Contact Centres**, exploring a broad set of current and upcoming **technologies, solutions, tools, platforms** and **services** in order to increase their performance and maximize their operations.

Solution providers like yourself - have a wide spectrum of opportunities to promote your company's offerings and build relationships with our country's top professionals both online and offline through:

- Monthly Road Shows & Master Classes
- Workshops and trainings
- Newsletter (over 22,600 subscribers)
- Conferences
- Website feature (www.ccmg.org.za)
- Buyers guide (online)
- Social Media marketing and Brand exposure

If your business targets the Contact Centre Industry, the CCMG is the perfect marketing vehicle to help achieve your goals.

Find our Company membership packages on the next page and choose the right one for your business.

CCMG Websites:

Professional body website: www.ccmg.org.za
Annual Conference: www.conference.ccmg.org.za





Contact Centre Management Group is the Professional Body of the Contact Centre Industry in South Africa

CCMG members include all levels of professionals, executives and management from inbound, outbound and debt collection Contact Centres, outsourcers, users of tele-services, trainers, consultants, technology developers and suppliers and other industry-related service providers.

COMPANY MEMBERSHIP PACKAGES

		PRO	MEDIUM	ENTRY
		Regular, intense industry exposure for your brand	Keep your brand circulating in the industry	Start creating a buzz for your brand
Newsletter	Movers and Shakers	3 per year	2 per year	1 per year
	Rise to Fame	3 per year	2 per year	1 per year
	Contact Centrefold	1 per year	1 per year	-
	Editorials	3 per year	2 per year	1 per year
Website	Full Profile on the Web	√	√	-
	Submission of Monthly Articles, Case Studies, White Papers Templates	√	√	√
	Executive interviews	3 per year	2 per year	-
	Company Directory with Link to your website	√	√	-
	Listing in the Buyers Guide (Directory advertising of products or offerings)	√	√	√
Events	Free attendance to the events for any nominated delegate e.g. staff or clients	3 per event	2 per event	1 per event
1 year company membership fee (excl. VAT)		R25 000.00	R15 000.00	R5 000.00

The CCMG also offers sponsorship packages with intense brand exposure for its annual Contact Centre Conference. For membership and sponsorship queries please contact Sharon Haigh: sharon.haigh@ccmg.org.za