

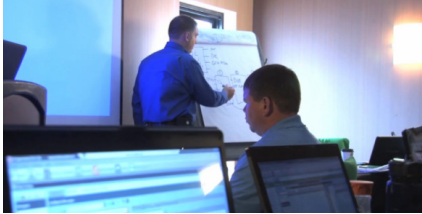


SUMMER SEMINAR SERIES

Intelligent Series Scripting

MONDAY JULY 23 - WED JULY 25, 2018 | CAMBRIA HOTEL & SUITES CHICAGO MAGNIFICENT MILE

Intelligent Series Programming, Message and Dispatch Scripting Workshops



Join the NAEO Professional Development Committee for an Intensive three-day workshop for both entry level & expert programmers! (Beginner and Advanced Workshops)

From July 23-25, NAEO's Professional Development Committee will be offering an exclusive three-day hands-on educational workshop on Intelligent Series Programming. The Cambria Hotel & Suites Chicago Magnificent Mile is

hosting this amazing event for commercial and medical answering services, hospital switchboards, and contact centers. Whether you are new to Intelligent Series or looking to cross-train coworkers and build a programming department, you'll learn first-hand invaluable knowledge to efficiently and consistently program or convert your clients into Intelligent Series and Contact Based Dispatching. Similar NAEO training opportunities have completely sold out quickly over the last few years, so don't delay in registering you and/or your team!

"Clients love it (IS Scripting) because it makes the operators sound more professional...more efficient, saves us money and time. I know I am taking more back than what I've had to pay."

- JoAnn Fussell - Voice Link of Columbus

"You have all those people in the same room together and it's a big think tank."

- Carolyn Sonnefeld - Marcy Medical Center

"You are getting first-hand training from people who went through this...you raise your hand and get your questions answered immediately."

- Vinh Tran - TigerTel



Supervisor Leadership Workshop

Join the NAEO Professional Development Committee for an Intensive three-day Supervisor Leadership workshop!

Your Supervisors are among the MOST important people in your company – they work directly with your staff and your customers. From July 23-25, NAEO's Professional Development Committee will be offering an exclusive three-day hands-on educational Supervisor Leadership Workshop at the Cambria Hotel & Suites Chicago Magnificent Mile. This workshop will cover things in customer care, handling complaints, strategies on how to handle employee issues and more!

Hotel Information:

Cambria Hotel & Suites Chicago Magnificent Mile
166 E Superior Street
Chicago, IL 60611
Phone: (312) 787-6000

\$129.00 Single/Double

\$10 extra for triple/Quad occupancy
Cutoff June 29, 2018

Sponsored by:



Sign up today! Please copy this form as needed for additional people.

Name _____
 Title _____ Company _____
 Address _____
 City/State/Zip _____
 Phone _____ Fax _____
 Website _____ E-mail _____

Rates:

- 3-Day Beginner/Intermediate IS Workshop:
 Member Earlybird \$699 | Non-Member Earlybird \$999 | Member \$749 | Non-Member \$1049
- 3-Day Intermediate/Advanced CBA Workshop:
 Member Earlybird \$699 | Non-Member Earlybird \$999 | Member \$749 | Non-Member \$1049
- 3-Day Supervisor Leadership Workshop:
 Member Earlybird \$399 | Non-Member Earlybird \$599 | Member \$449 | Non-Member \$649
- NAEO Summer Series Evening Out: \$40

Total:\$ _____

Payment Method (choose one): Check Visa MasterCard American Express

All fields are required if paying by credit card. (Please note that credit card information should not be emailed)

Card #: _____ Security # _____ Exp. Date: _____

Name of Cardholder: _____

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Signature: _____

Credit Card Billing Address Same as address above

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City _____ State _____ Zip _____

Please send your registration form with payment to:

National Amtelco Equipment Owners
 1000 Westgate Drive | Suite 252 | St. Paul, MN 55114
 T: 800.809.6373 | F: 800.809.6374 | W: www.naeo.org

(For office use only)

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date		
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amt. paid		
bal. due		

Photography, Videography & Audio Release

As part of our mission to provide education, best practices and other information from leaders in their fields, speakers, panelists and audience members should be aware that we may record all or part of the events we organize, including comments from speakers, panelists and audience members. The resulting raw and edited materials, including still photographs, video and audio recordings, and associated verbatim transcripts, may be used by NAEO without restriction, in press releases, white papers, conference collateral, websites and other publications.

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NAEO uses photos and videos taken at its events for a variety of purposes, including publication on the NAEO website. If you see any photos or profiles about yourself on www.naeo.org that you would like removed please email management@naeo.org.

Cancellation Policies

With written cancellation notice, received b June 29, 2018, you will receive a full refund, less a \$25 administrative charge. Cancellations after June 29, 2018 are nonrefundable. Notices of cancellation must be faxed to the NAEO office at 651-290-2266. No-shows will not receive refunds.

***Due to PCI Compliance, please do NOT provide any credit card information via email. Call or fax it in only** Prepayment required.*