

Member Benefits for Contact Center Companies

The Professional Association for Customer Engagement (PACE) is the only non-profit trade association dedicated exclusively to the advancement of companies – and their employees who utilize multi-channel contact center customer engagement, are compliant with industry rules and regulations and treat consumers with the highest level of customer service.

PACE is one of the largest associations and a global leader in providing a forum for multi-channel customer engagement solutions applied to marketing, customer service and compliance. Our diverse membership consists of Fortune 500 companies, contact centers, BPOs, law firms, consulting companies, and customer contact technology suppliers. PACE's global reach allows members and their employees to gain insight into customer engagement strategies employed around the world.

How Can Contact Center Companies Benefit?

Cross-team education: Up to 1,000 employees have access to all member content. Business development, operations and compliance teams can all take advantage of benefits, which helps bridge gaps in communication.

Operations/Compliance education: PACE's webinars, courses and events are focused on contact center operations and compliance. Content provided allows individuals to thrive in their jobs and contribute positively to the organization's bottom line.

Legal Support: PACE's SRO/CECP certifications, regulatory alerts and webinars help our members stay compliant and get in front of any potential compliance or legal issues.

Networking and Engagement: A membership means providing productive and meaningful networking opportunities. Our members gain maximum visibility and exposure with the leaders of the contact center industry. Each member company is entitled to a full listing in PACE's online resource directory. PACE members are encouraged to do business with PACE members.

Advocacy: PACE provides a unified voice in advocating for the benefit of contact centers. We pride ourselves on being in the forefront on issues such as data privacy, TCPA and call blocking.

Referral Source: From our online resource directory to online and in-person inquiries, PACE makes it a priority to send referrals and business to our members.