

# In-House Contact Center Member Benefits

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.

## Benefits for Organizations with In-House Contact Centers

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

**On-going training and certification opportunities:** PACE provides a variety of courses and certifications on operational contact center positions. These trainings help individuals improve performance which helps reduce attrition and improve customer engagement.

**Technological Support:** We provide our members with up-to-date information on new technology and services that positively contribute to the overall contact center performance.

**Professional Engagement:** PACE provides productive and meaningful opportunities for contact center executives to discuss common issues, new ideas and solutions with their industry peers. Our members gain maximum visibility and exposure with the leaders of the contact center industry. A membership allows for engagement with peers on committees and councils.

**Advocacy and Compliance:** 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. *In-house contact centers must adhere to the same compliance laws as their out-sourced contact center counterparts.*