

Member Benefits

Out-Sourced Contact Centers

The Professional Association for Customer Engagement (PACE) is the only non-profit trade association dedicated to the advancement of companies that outsource their contact center operations, 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 Out-Sourced Contact Centers

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.

Access: PACE members have access to the best contact center companies and to peers on committees and councils. In addition, members have access to a variety of exclusive courses and certifications. These trainings provide tools that can be implemented immediately to improve communications and organizational operations.

Networking and Engagement: PACE provides productive and meaningful networking opportunities. 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 up-to-date regulatory and compliance news and alerts, allowing an organization and its employees to alert and monitor their outsourcers.

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. In addition, our members have access to the top contact center companies in the United States and around the world.