

The Largest Meeting of its Kind in Europe

22 - 25 February 2016

For Customer Service, -Communication & Contact Center Industry



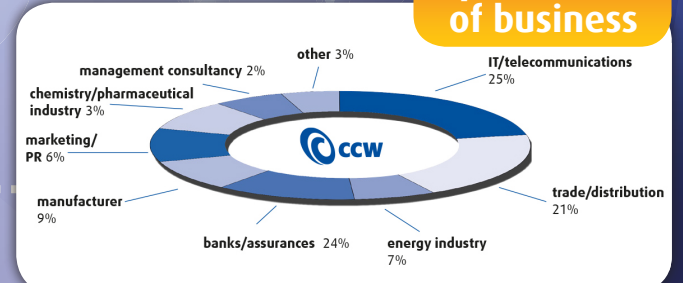
People - Service - Change:
Shaping the Future!



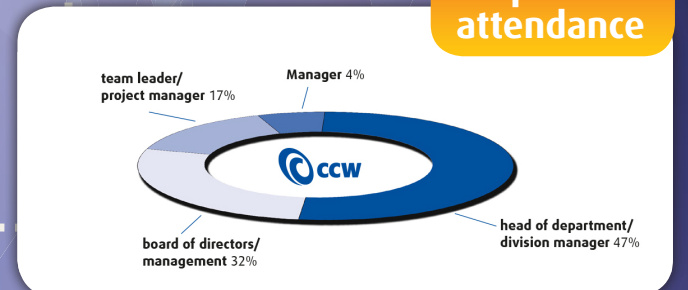
Estrel Convention
Center in Berlin



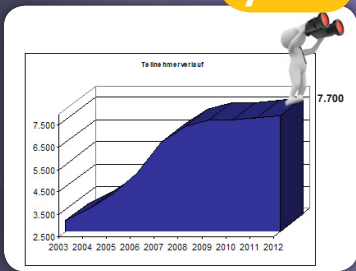
Top-class lines
of business



Top-level
attendance



18
years



98% satisfied
participants

LIKE

7.600 Visitors



Participants from
39 countries



Albania, Belgium, Bulgaria, China, Cyprus, Denmark, Germany, Finland, France, Greece, Great Britain, India, Ireland, Israel, Italy, Kazakhstan, Kosovo, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Austria, Poland, Portugal, Romania, Russia, Sweden, Switzerland, Slovenia, Slovakia, Spain, Czechia, Tunisia, Turkey, Ukraine, Hungary, USA

256 Exhibitors



Exhibitors from
20 countries



Austria, Switzerland, Czech Republic, Germany, Denmark, Australia, Spain, France, China, Sweden, Belgium, Great Britain, Hungary, Italy, Israel, Netherlands, Poland, Romania, Turkey, USA

190



Presentations in
Exhibition Forum and
TeleTalk-DemoForum



LiveCallCenter



live telephony in an
operative working
environment

Everything at one place at the same time



Congress



Trade Show

CCW Party



The legendary party to establish
contacts

Contact



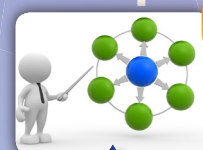
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50



Speakers from
science and
practise

50



top-curent
topics

3



Live visits to
Contact Centers

2



Parallel
expert forum

4 Winners



Presentation of the
CAT-Award:
Call Center Manager of
the Year & Innovation

1.329 Likes



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