



ECCCO (European Confederation of Contact Centre Organisations)

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Vincent Vanden Bossche, Président

European Confederation of Contact Centre Organisations

The purpose of ECCCO is to encourage and assist in the development of European National Contact Centre Associations by bringing together all the European National Associations / Organisations, fostering free and frank information exchange on issues relating to Call Centre services.

The organisation is run by a board comprised by a president, a secretary and the vice presidents are the presidents of the national associations.

Using our combined voice to influence ECCCO is a non-profit association that will promote the interests and needs of the European contact centre industry. Their major aims are :

- Promote the exchange of knowledge and information
- Promote the profession and recognition of Contact Centre Management,
- Provide representation to Regulatory bodies,
- Act as a collective to influence the appropriate legislative bodies,
- Provide information and education to its members,
- Promote co-operation among its members,
- Develop and promote European quality standards for the cc-industry,
- Promote a European Contact Centre Award.

A new European norm for contact centres

The works for the creation of a new norm for contact centres have started. ECCCO members will participate to the creation of this norm in order to reflect the specificities of each country.

The aim is to create the same reference for all professionals all across Europe, to promote the contact centre industry, to develop and promote the quality on services and the professionalism of this sector, to reinforce the clearness of the offer and to raise the customers confidence as well as to guarantee a quality minima.

The works will last for three years and the new norm will be launched on 2010.



CURRENT ECCCO MEMBERS

AFRC - France

Association Française de la Relation Client

APCC Portugal

Portuguese Association of Contact Centers

CCF Deutschland e.V. - Germany

Call Center Forum Deutschland

Call Center Managers Association - Spain

Asociación Española de Expertos en Centros de Contacto

CCMA - UK

Call Center Management Association UK

CallNet.ch - Switzerland

CallNet.ch Swiss Contact Center Association

CCMA - Nederland

Call Center Managers Association

CCMA - Poland

Call Center Managers Association

CCMA - Ireland

Call Center Management Association

Contactcentres.be - Belgium

Contactcentres.be

CMMCC - Italy

Customer Management Multimedia Call Center

Customer Contact Association - Serbia

Czech Republic Call Center Forum

Contact

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